

Troubleshoot Migration Utility

Last Modified on 2026-09-25

Issue	Troubleshooting Steps
Zone connection fails	Verify Zone URI, username, and password. Ensure the account has admin rights in Zone.
ConfigMgr connection fails	Verify SQL Server hostname and database name. Check that the running Windows account has read access to the ConfigMgr database, or enable Trust SQL Server Certificate if using a self-signed certificate.
Intune Deploy Import tab not visible	The tab requires the application to be run as Administrator and the machine to be Intune-enrolled. Right-click the executable and choose Run as administrator , and ensure the machine is enrolled in Intune (check in Settings → Accounts → Access work or school).
Intune content download fails	Ensure the Intune Management Extension (IME) service is running (IntuneManagementExtension in services.msc). The tool will attempt to restart the service automatically and retry. If the issue persists, restart the service manually and try again.
Intune returns no apps	Verify that the app registration has the required API permissions granted (not just added) and that admin consent has been given.
PDQ database not found	Locate the .db files under C:\ProgramData\Admin Arsenal\ and use the Browse button to select them.
BigFix connection fails	Verify the BigFix Server URL includes the port (default: 52311). Ensure the account has REST API read access. If using a self-signed certificate, it may need to be trusted on the machine.
BigFix hash mismatch	Symptoms: BigFix package integrity verification failed or a downloaded file hash mismatch during import. Cause: the fixlet only publishes SHA-1 metadata or the published hash no longer matches the current download. Resolution: update the fixlet in BigFix to publish SHA-256 metadata or refresh the hash; use BigFixAllowSha1Fallback only as a last resort for legacy SHA-1-only fixlets.
Lansweeper returns no data	Verify the personal access token is valid and the authorized sites include the target site.
RCT Patching (RMS) connection fails	Verify the SQL Server hostname and database name. Ensure the Windows account running the tool has read access to the Recast Management Server database.
Ivanti Neurons auth fails	Verify the Server URL, Client ID, and Client Secret. Ensure the OAuth client has not expired in the Neurons admin console.
WS1 returns no apps	Verify the Server URL, API Key (Tenant Code), username, and password. Ensure the account has REST API read access in the UEM console.
Kandji returns no apps	Verify the Base URL and API Token. Ensure the token has the required API permissions in the Kandji Web App.
Flexera Snow connection fails	Verify the region, Client ID, and Client Secret are correct and that the OAuth client has not been revoked. Ensure network access to the Snow Atlas API endpoint for your region (HTTPS/443).
Flexera Snow returns no applications	Confirm the Snow Atlas tenant has applications in the software registry and that the OAuth client has the required scope/permissions. If the connection fails immediately, double-check the region value — it must match the subdomain used by your Snow Atlas tenant (e.g. westeurope).
Nexthink connection fails	Verify the instance URL, Client ID, and Client Secret are correct and that the OAuth2 client has not been revoked. Ensure network access to the Nexthink API endpoint for your instance (HTTPS/443).

Recast

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Nextthink returns no packages	Confirm the Nextthink tenant has installed-package data reported and that the OAuth2 client has the required NQL execution permissions. If the connection fails immediately, double-check the instance URL — it must match your tenant's Nextthink API host.
CSV format error	Verify the header row contains Name, Publisher, and Version columns. Column names are case-insensitive and can appear in any order.
CSV rows skipped	Rows with an empty Name are skipped and reported as warnings in the application log.
ManageEngine Cloud auth fails	Re-run Authorize with Zoho to refresh the OAuth token.
Credentials do not transfer to another device	This is by design. DPAPI credentials are device-and-user-account-specific. Re-enter credentials on the new device.
Need to see detailed errors	Click Open Log Folder on the Settings tab to open the log folder (%APPDATA%\Recast Software\Application Workspace Migration Utility\Logs).