

Migrating Trace File Data to SightlineDB

in Sightline EDM 7.2.1

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1. Introduction

Sightline EDM can store performance data in two repositories: **trace files**, which are fixed-size files, and **SightlineDB**, a time-series database. This guide takes you through migrating the data in your site's existing trace files to SightlineDB using EDM's updated interface.

Here are three things to keep in mind about the new migration feature:

1. Performance data is copied out of your trace files and written into SightlineDB. Your trace files are read, never modified. No trace files are deleted from your disk unless you explicitly choose to delete them at the end, after confirming all data has safely moved.
2. Migration does not change what your connections collect, how often they collect, or what your charts and alerts show; it only moves where the underlying data for them is stored.
3. Connections can be queued individually or in batches, but only one connection is actively migrating at any given time. Time of completion varies on trace file size and number of summary tiers. Once a connection is migrating, an estimated **Time Remaining** value will be displayed. It is safe to leave the page during a connection's migration and come back after its completion.

This is the full step-by-step overview for migrating your system from trace files to SightlineDB:

Step	What you do	Where
1	Switch DCS to write to both stores	Settings > Data Collectors > DCS edit
2	Review what will move for a connection	Connections > Migration Status
3	Disconnect the connection	Connections
4	Run the migration and wait for it to finish	Connections > Migration Status
5	Check the data, then read it from SightlineDB	Connection > Data Repository
6	Delete the source trace files (optional)	Connections > Migration Status
7	Reconnect the connection	Connections
8	Stop writing trace files	Settings > Data Collectors
9	Put your retention policies into effect	Settings > Retention Policies

Step 1 must be done at the beginning to access the **Migration Status** page. Repeat Steps 2 through 7 for each connection. Steps 8 and 9 are done only after all connections have been migrated to SDB.



Contact Sightline Support at support@sightlinesystems.com before a large migration. We can advise on approach, ordering and retention for your site.

2. Before You Begin

2.1 What you need

- **SightlineDB installed and running.** SightlineDB is included in the Sightline EDM installation kit, but is optional so you may not have it installed. Install it first: see Chapter 2, Section 2.3.4, *Installing and Enabling SightlineDB*, in the *Sightline EDM User's Guide*.
- **The EDM Administrator role.** You must be logged into EDM as an EDM Administrator to change DCS settings and start a migration. If the buttons described here are missing entirely, check the user role for your EDM login.
- **Disk space on the SightlineDB server.** The migration plan estimates what each connection needs before you start it. The **Est. SDB Disk** value is extremely conservative to ensure the disk has enough space before you begin – SDB requires much less disk space than trace files do.

2.2 How data retention works during a migration

Each connection has one retention policy per data repository tier (live data or summary), shown in the EDM UI as **Trace File Retention Policy**. This controls how long data is kept in the data repository, for both trace files and SightlineDB. There is no separate SightlineDB policy to set.

Do not change the retention policy before you migrate or during a migration. While DCS is migrating data to SightlineDB, EDM holds its SightlineDB storage for up to 10 years and prunes nothing, so a migration keeps your full history however short the policy is. Nothing is deleted from SightlineDB until you apply the desired retention yourself in Step 9.



There is one exception, and it is rare. If a connection was given a separate SightlineDB retention policy in an earlier release, you will see this value in a column labeled **SightlineDB Retention Policy** in the connection's **Data Repository** tab: “set in 7.2.0 - for example 14 Day(s) - set in 7.2.0”. Contact Sightline Support before you migrate it. If you do not see this, continue to Section 3.

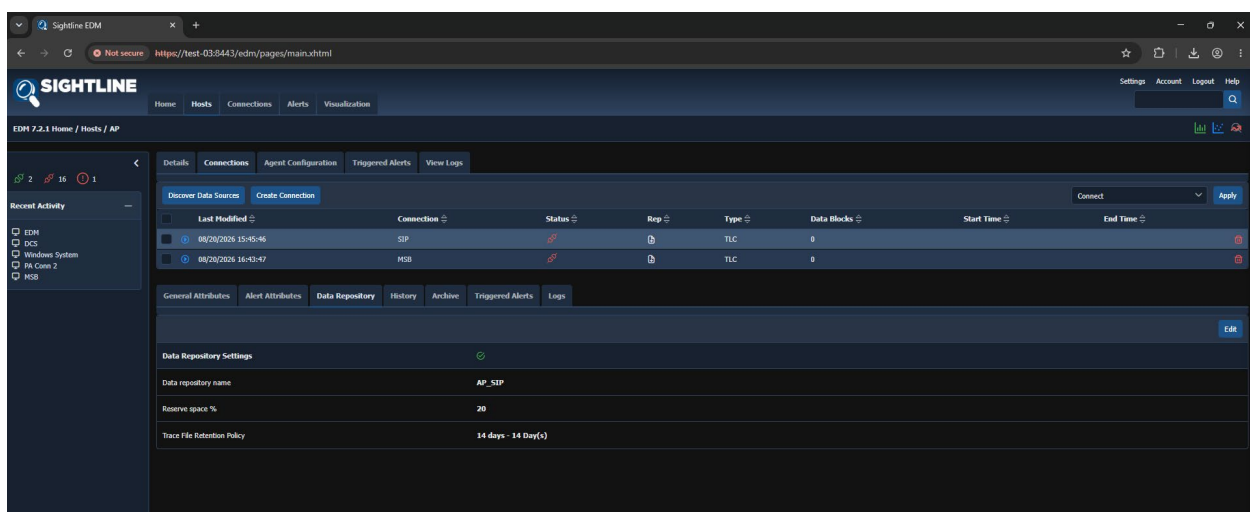


Figure 1. A connection's **Data Repository** tab, showing **Trace File Retention Policy**

3. Migrating Your Data

Step 1 - Put the Data Collector into dual-write mode

Migration reads performance data from trace files and writes to SightlineDB, so DCS must be writing to both. The **Migration Status** page becomes available in dual-write mode only.

1. Go to **Settings > Data Collectors**.
2. Select **DCS** and click **Edit**.
3. In the **Data Collection** section, set **Write** to **Trace File and SightlineDB**.
4. Leave **Read** as it is – Trace File.
5. Click **Save**, then **Save and restart** in the confirmation dialog.

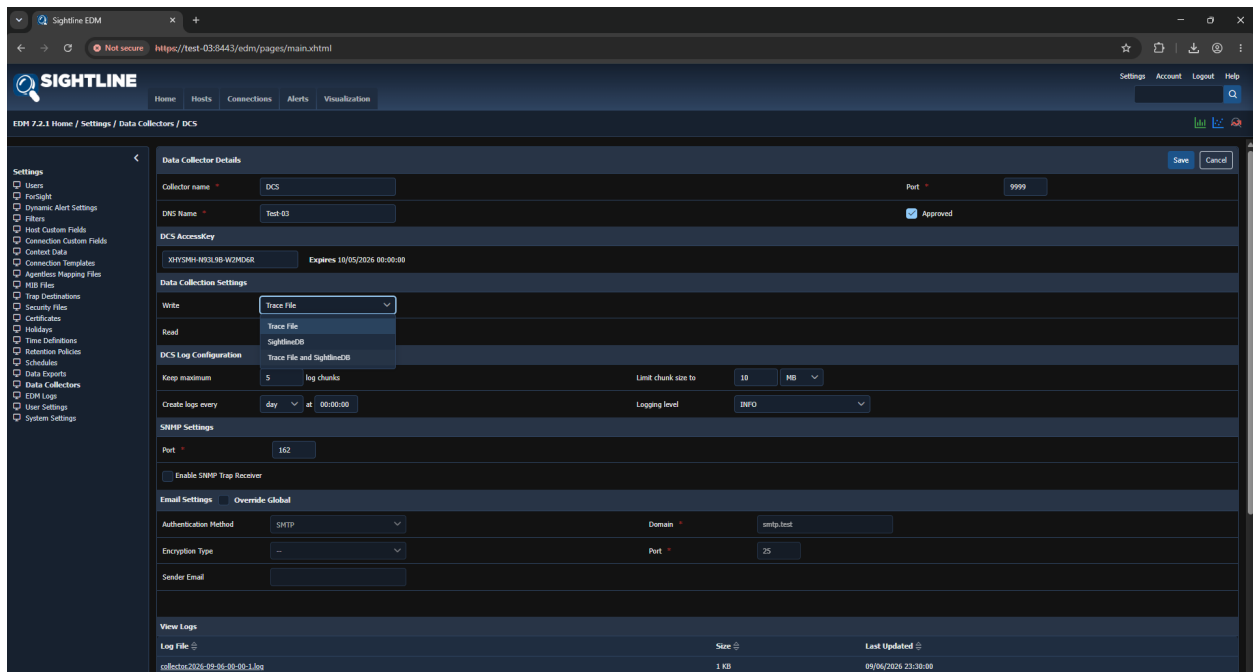


Figure 2. *Settings > Data Collectors, edit view, with the **Write** dropdown open and showing all three options*

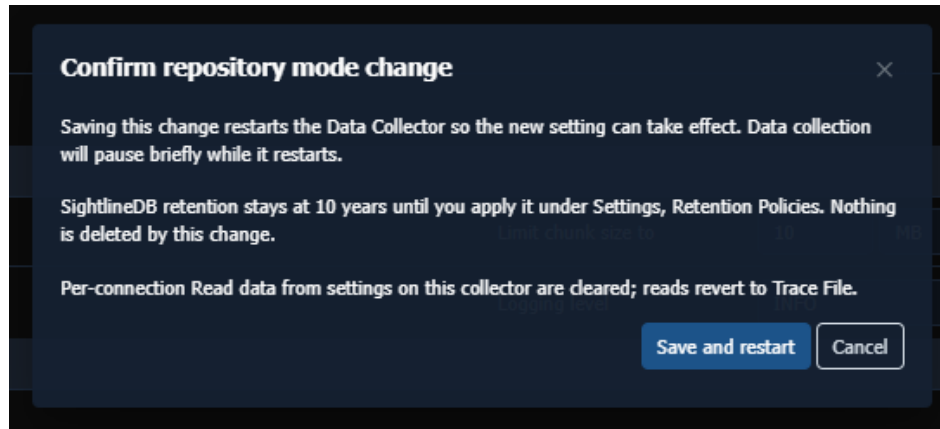


Figure 3. The confirmation dialog for this change

When the DCS service restarts, connections will pause for a short time and then reconnect. After the restart DCS will write to both trace files and SightlineDB, and a database icon appears at the top right of the EDM header.



Note: If the **Write** dropdown is greyed out, SightlineDB is not installed or not running on the server where DCS runs. Install or start it, then return to this step.

Step 2 - Open the Migration Status page and review the plan

The migration plan on the **Migration Status** page shows what will move for each connection, how much space it needs, and what SightlineDB already holds, before you commit to a long operation. The **Migration Status** page is only visible while a Data Collector is writing to both data repositories, and it offers the option to delete the source trace files after a connection's migration completes. It is critical to follow each step in order, so that all data is migrated, source data is optionally deleted, and retention is updated.

Open the **Migration Status** page: on the **Connections** tab, choose **Migration Status** from the page view dropdown, or click the database icon at the top right of the EDM header. Its badge shows how many migrations are running.

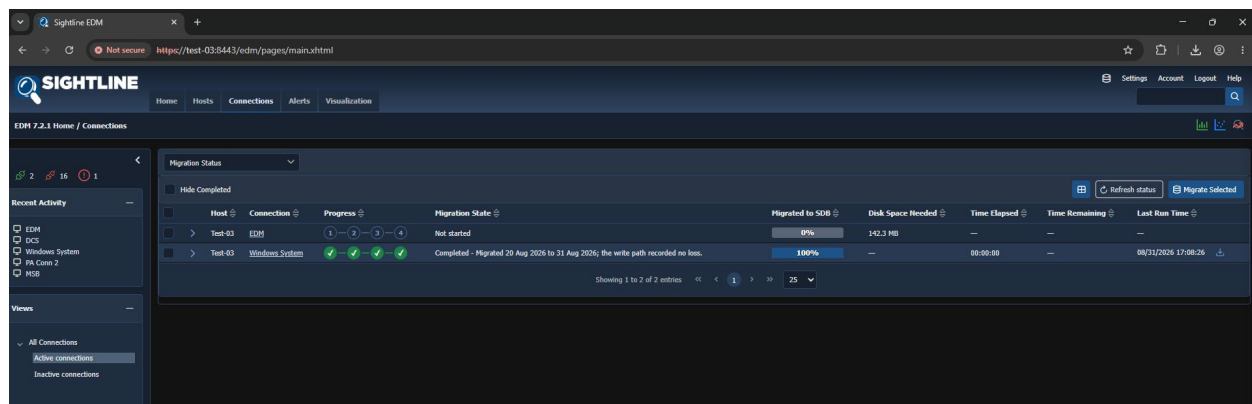


Figure 4. The **Migration Status** page with two connections listed, one migrated and one not yet migrated

To review one connection, click the chevron at the start of its row. The migration plan for the connection will open beneath it.

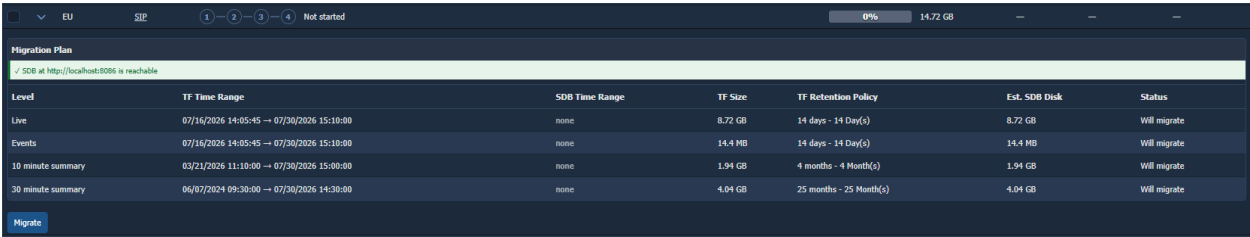


Figure 5. An expanded row showing the green SightlineDB reachable banner, the plan table, and the **Migrate** button.

You should see a green entry confirming that SightlineDB is reachable, and one row for each data tier (trace file) with a Status of *Will migrate*.

Section 4, *The Migration Status Page in Detail*, explains each column and control on this page.

Step 3 - Disconnect the connection

The migration process reads the connection's trace files, and they are held open if the connection is active. EDM will disconnect an active connection for you when its migration starts, but doing it yourself keeps the connection down through Step 6, where the optional trace file delete needs it disconnected.

1. Go to the **Connections Status** page and find the connection.
2. Click **Disconnect**.
3. Wait until its status reads **Disconnected**.

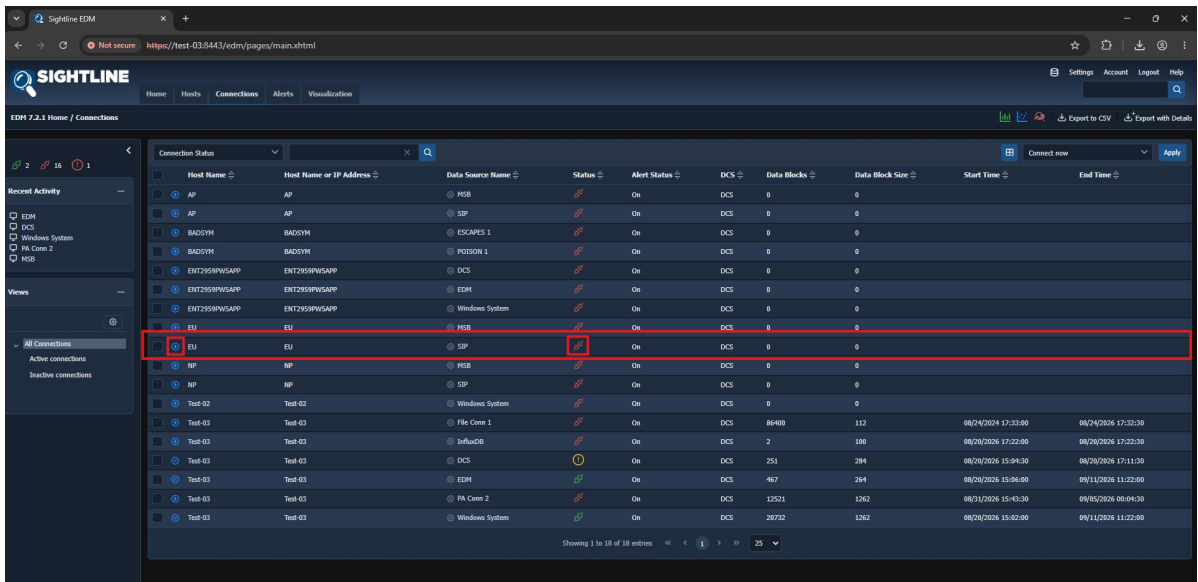


Figure 6. The **Connections** tab with the **Disconnect** control, and a connection showing status **Disconnected**.

We recommend that you disconnect the connection manually, and leave it disconnected until Step 7. If you start a migration on a connection that is still active, EDM will disconnect it when the run starts and reconnect it when the run finishes. The migration will not be skipped or lose data, but you may need to disconnect it at a later step, particularly if you wish to delete the trace files in Step 6.

 The Sightline Power Agents on monitored servers keep collecting while the connection is down and backfills EDM's repository when the connection is restarted. After the migration (see Step 7), reconnect to ensure that all data collected during migration is backfilled to SDB.

Step 4 - Start the migration and watch it finish

- 1. In the expanded plan, click **Migrate**.
- 2. The **Migration Confirmation** message will appear, confirming that trace files are copied, not modified or deleted, and asks you not to change the connection's repository settings while the migration runs.
- 3. Click **OK** to continue the migration.

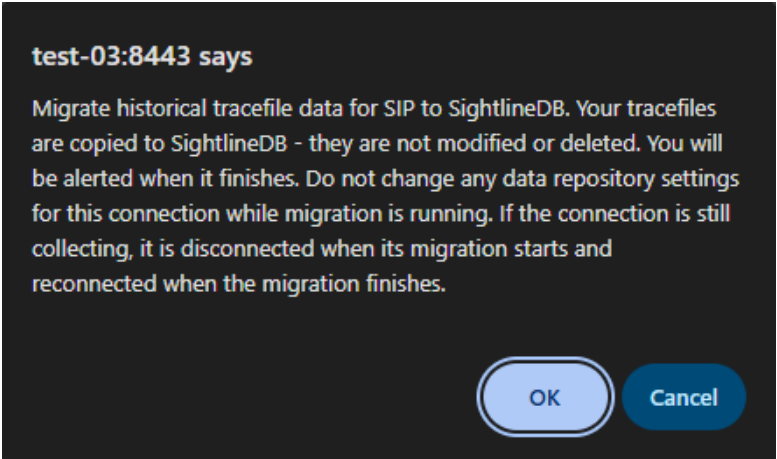


Figure 7. The Migrate confirmation message box

Progress appears on the same page. The four progress indicators fill as each phase completes:

Progress indicator	Phase	What is happening
1	Live	The most detailed data, at your collection interval.
2	Events	Event records collected alongside the metrics.
3	Summaries	The summarized levels, for example 10 minute and 30 minute.
4	Verify	EDM checks what was written and produces the verification report.

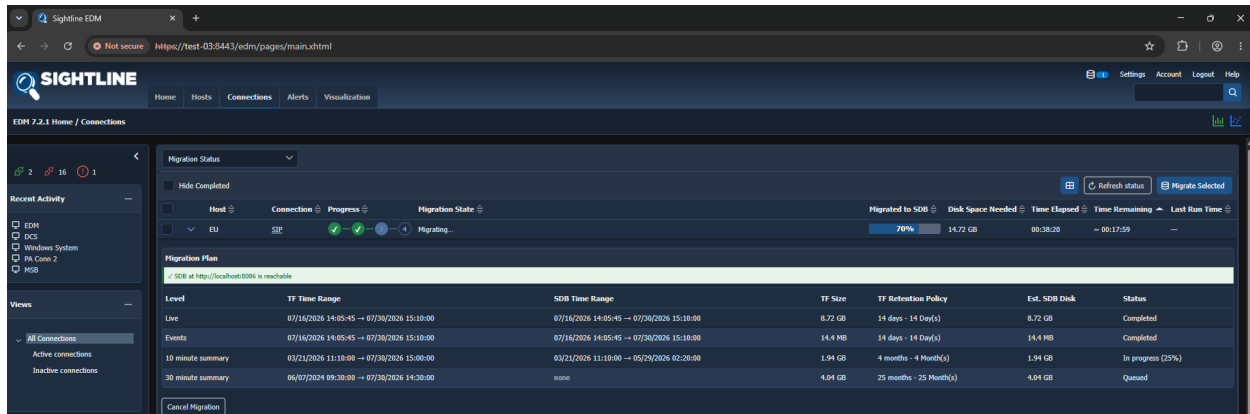


Figure 8. A migration in progress

Migrations run one connection at a time. Anything else you start is queued, and its **Migration State** reads *Queued* with its position.

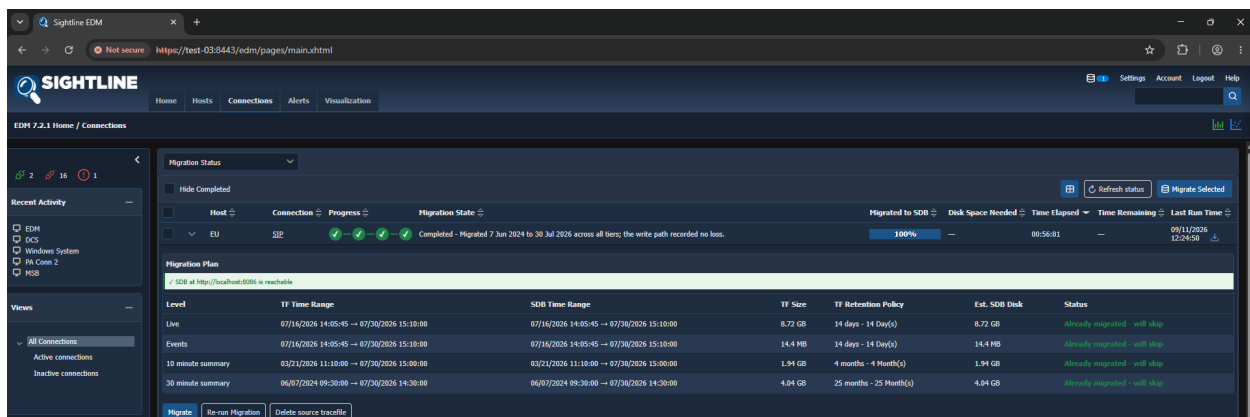


Figure 9. A completed migration

When the **Migration State** reaches **Completed**, the **Migrated to SDB** bar reads 100%, and an entry appears in the **Alerts** panel. Every run ends in one of three Migration States:

State	Alert	What it means
Completed	Info	The migration finished and verification was clean.
Completed , with a warning alert	Warning	The migration finished, but verification found a range that did not fully reach SightlineDB. The report names it.
Failed	Error	The migration could not complete, or it wrote nothing. Your trace files are untouched. Continue it with Re-run Migration , not Migrate .
Cancelled	Warning	You cancelled the run. Nothing already written is lost. Continue it with Re-run Migration , not Migrate .

A verification finding does not stop a migration from completing. It downgrades the alert and records the detail in the migration report.

When a run finishes, the **Migration State** cell's status line displays the range that reached SightlineDB. Because summary levels can hold history older than the live data does, that range can be wider than the window this run planned; when it is, the line adds *across all tiers*. This is normal and is not a finding.

Running a connection again. Two buttons can be used to run a migration again, and they do different things. Both are safe: nothing is deleted, and re-writing data already in SightlineDB replaces it in place.

Button	What it does	Use it when
Migrate	Continues where the connection left off. Phases and levels already recorded as finished are skipped.	To pick up a range that the report of a <i>Completed</i> run says is missing.
Re-run Migration	Re-processes the connection's whole time range from the start, ignoring what earlier runs recorded. Takes as long as the original.	After any run that stopped part-way through, whether it ended <i>Cancelled</i> or <i>Failed</i> , and after a Data Collector has returned to dual-write from Trace File .

 **Important:** Two situations require **Re-run Migration**, because **Migrate** reports *Completed* without moving what is missing. See *When you must use Re-run Migration* in Section 7 before you use either button on a connection whose migration did not finish cleanly.

Step 5 - Verify the data and switch the connection's read source

Until you switch the read source for the connection, DCS will read that connection's data from trace files. This step points it at SightlineDB and lets you confirm the data is right before you rely on it.

1. Open the connection and select its **Data Repository** tab.
2. Click **Edit**, set **Read Data From** to **SightlineDB**, and save.
3. Open a Quick Chart for a metric you know well and compare it against what you saw before.
4. Check the Event display and a summary chart the same way.

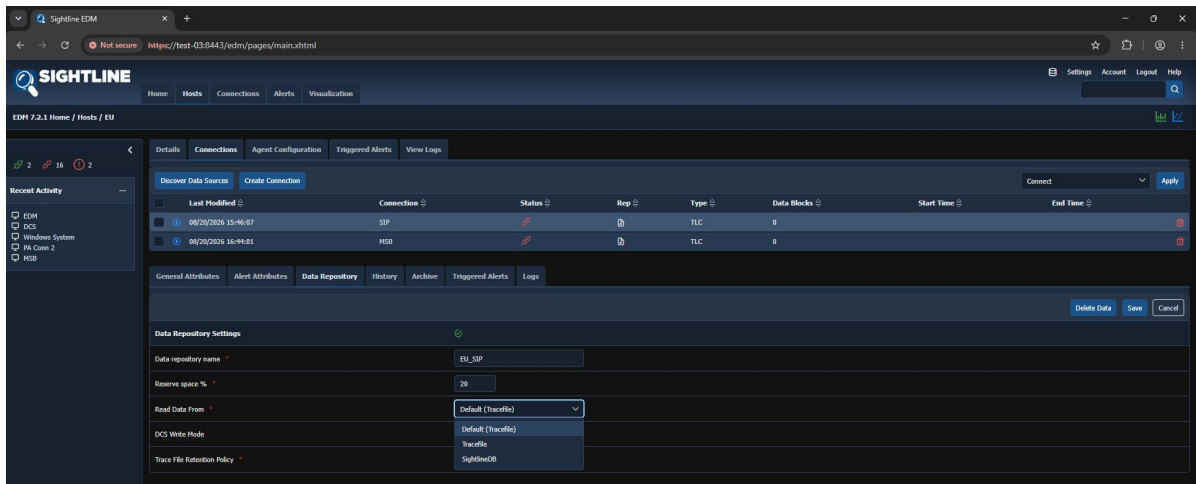


Figure 10. The **Data Repository** tab in edit mode with the **Read Data From** dropdown open

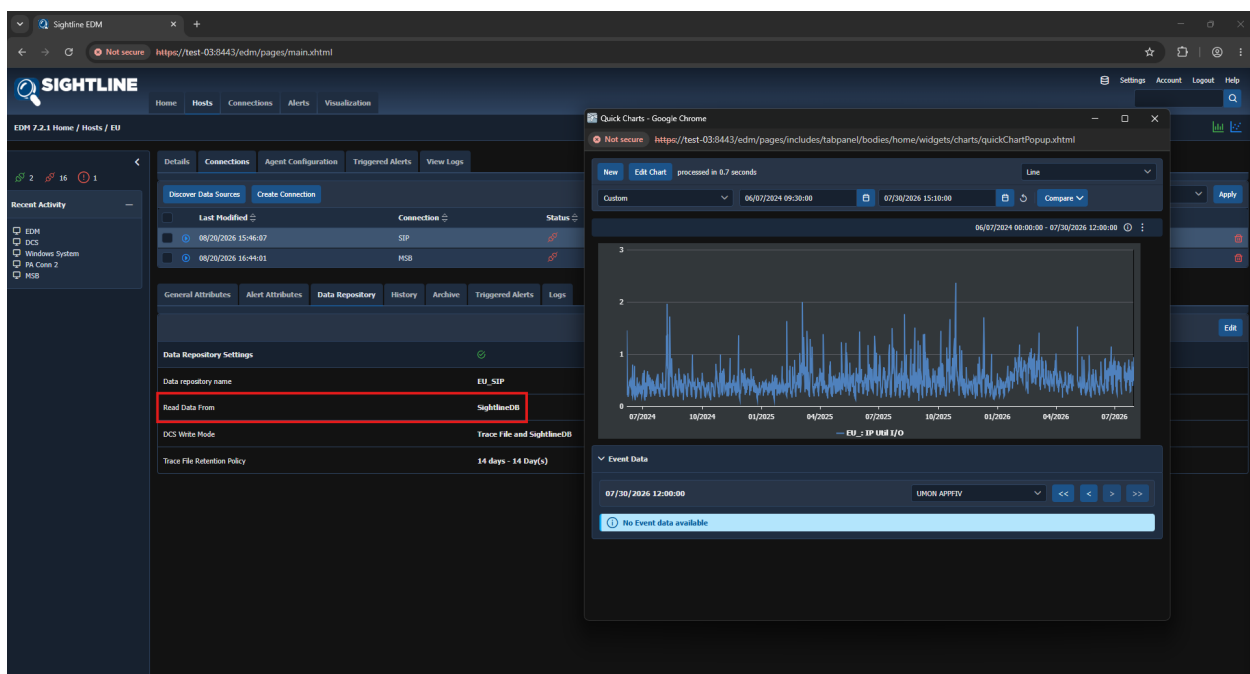
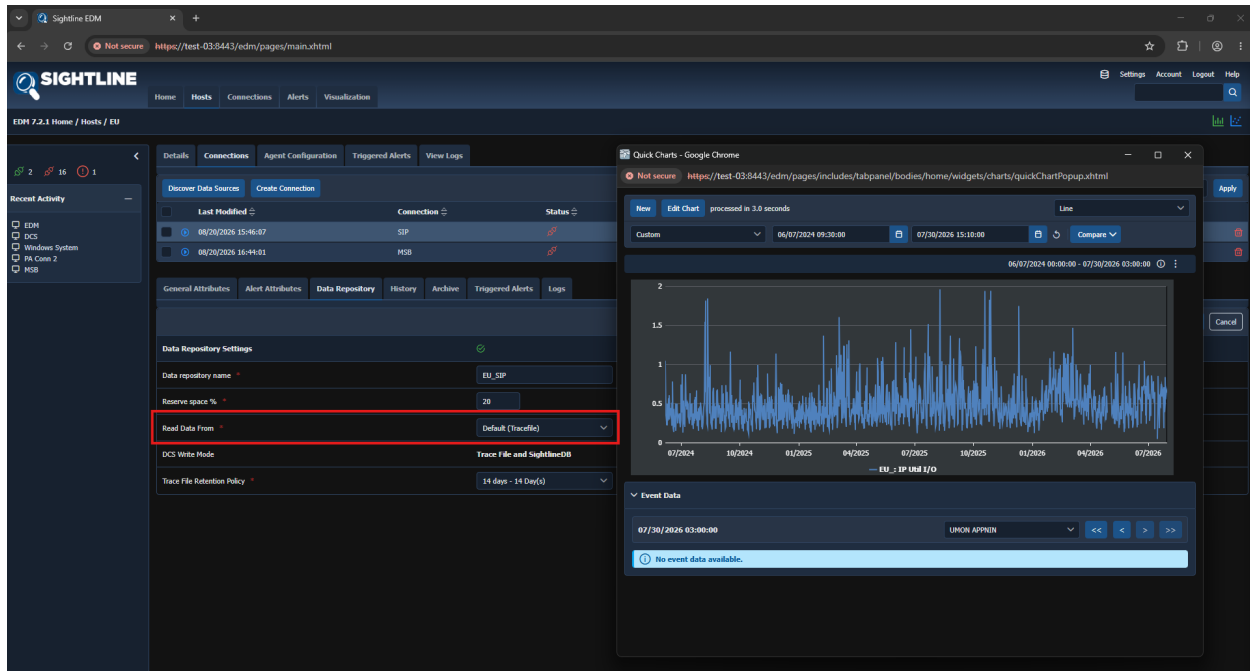


Figure 11. Two Quick Charts of the same metric and time range, before and after the **Read Data From** switch

You should see the same shape and data values as before the switch. Because DCS is still dual-writing, trace files remain complete and current. You can set **Read Data From** back to **Tracefile** at any time, and nothing is lost.

Step 6 - Delete the source trace files (optional)

After the migration for a connection is complete, you can delete the connection's trace files to reclaim disk space. This is optional. Keeping the trace files costs space but leaves you able to migrate the connection again should the first migration fail or be canceled for any reason.

1. On the **Migration Status** page, expand the connection's row.
2. Click **Delete source tracefile** and confirm.

This step needs the connection to be disconnected; it stays disabled while a connection is collecting, because a live connection holds its trace files open. If the connection has been reconnected, you must disconnect it again before you can delete the trace files.

The screenshot shows the 'Migration Status' page with a table of migration plans. The connection 'EU' is expanded, showing a table with columns: Level, TF Time Range, SDB Time Range, TF Size, TF Retention Policy, Est. SDB Disk, and Status. The 'Delete source tracefile' button is highlighted in the bottom left of the expanded row.

Level	TF Time Range	SDB Time Range	TF Size	TF Retention Policy	Est. SDB Disk	Status
Live	07/16/2026 14:05:45 → 07/30/2026 15:10:00	07/16/2026 14:05:45 → 07/30/2026 15:10:00	8.72 GB	14 days - 14 Day(s)	8.72 GB	Already migrated - will skip
Events	07/16/2026 14:05:45 → 07/30/2026 15:10:00	07/16/2026 14:05:45 → 07/30/2026 15:10:00	14.4 MB	14 days - 14 Day(s)	14.4 MB	Already migrated - will skip
10 minute summary	03/21/2026 11:10:00 → 07/30/2026 15:00:00	03/21/2026 11:10:00 → 07/30/2026 15:00:00	1.94 GB	4 months - 4 Month(s)	1.94 GB	Already migrated - will skip
30 minute summary	06/07/2024 09:30:00 → 07/30/2026 14:30:00	06/07/2024 09:30:00 → 07/30/2026 14:30:00	4.04 GB	25 months - 25 Month(s)	4.04 GB	Already migrated - will skip

Figure 12. An expanded row on a completed, *inactive* connection showing the *Delete source tracefile* button

The screenshot shows the 'Migration Status' page with a table of migration plans. The connection 'Test-03' is expanded, showing a table with columns: Level, TF Time Range, SDB Time Range, TF Size, TF Retention Policy, Est. SDB Disk, and Status. The 'Delete source tracefile' button is disabled (grayed out). A warning message is displayed at the bottom: 'Disconnect the connection to delete its source tracefile - in dual-write mode the tracefiles are still being written.'

Level	TF Time Range	SDB Time Range	TF Size	TF Retention Policy	Est. SDB Disk	Status
Live	08/20/2026 15:02:00 → 09/11/2026 13:44:00	08/20/2026 15:02:00 → 09/11/2026 13:44:00	283.3 MB	14 days - 14 Day(s)	283.3 MB	Already migrated - will skip
Events	08/20/2026 15:02:00 → 09/11/2026 13:44:00	08/20/2026 15:02:00 → 09/11/2026 13:44:00	1.52 GB	14 days - 14 Day(s)	1.52 GB	Already migrated - will skip
10 minute summary	08/20/2026 15:00:00 → 09/11/2026 13:30:00	08/20/2026 15:00:00 → 09/11/2026 13:30:00	125.5 MB	4 months - 4 Month(s)	125.5 MB	Already migrated - will skip
30 minute summary	08/20/2026 15:00:00 → 09/11/2026 13:00:00	08/20/2026 15:00:00 → 09/11/2026 13:00:00	261.4 MB	25 months - 25 Month(s)	261.4 MB	Already migrated - will skip

Figure 13. An expanded row on a completed, *active* connection has *Delete source tracefile* disabled and a warning message



Deleting trace files cannot be undone.

If you want to delete trace files at this step, do it before Step 8. The **Migration Status** page is only available while a Data Collector is writing to both repositories, so once you cut over to SightlineDB it is no longer available. In addition, the **Delete source tracefile** button is offered only after a **Completed** migration. Do not rely on that alone. If the connection's migration did not finish cleanly the first time, read *When you must use Re-run Migration* in Section 7 before you delete anything.

After trace files are deleted, the **Delete source tracefile** button disappears, and the plan shows the source as no longer present.

Step 7 - Reconnect the connection

After the connection is migrated, resume collection and let the Power Agent provide performance data to fill in the period the connection was down.

1. Go to the **Connections** tab and find the connection.
2. Click **Connect**.

Reconnect as soon as possible after the migration for the connection is complete, so that the Power Agent can backfill as promptly as possible. After reconnecting, the status for the connection should return to **Connected**, and within a few collection intervals the gap closes as the Power Agent backfills with its stored data.

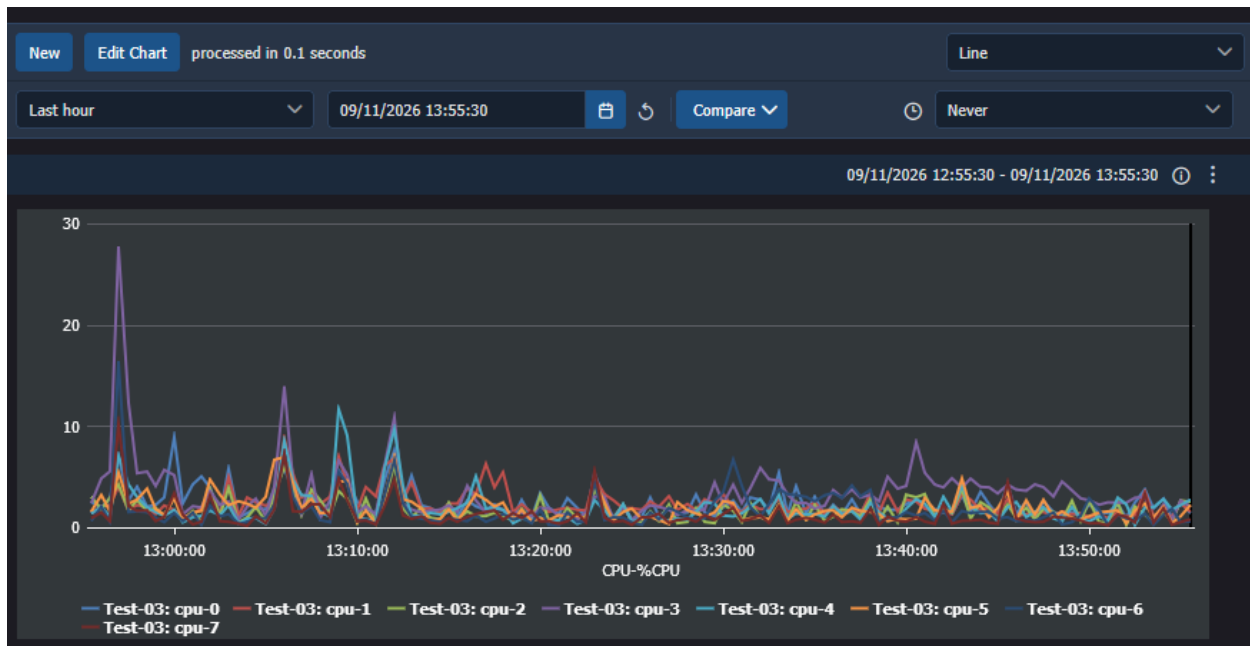


Figure 14. A Quick Chart across the disconnected period, after reconnecting, showing the backfilled data with no gap

Repeat Steps 2 to 7 for each connection.

Step 8 - Switch DCS from dual write to write only to SightlineDB

When all connections have been migrated to SightlineDB, switch the DCS to write only to the SDB repository and stop writing trace files entirely. Do this only when *every* connection on the collector has been migrated, verified and switched to read from SightlineDB.

1. Go to **Settings > Data Collectors** and edit the collector.
2. Set **Write to SightlineDB**.
3. Click **Save**, then **Save and restart**.

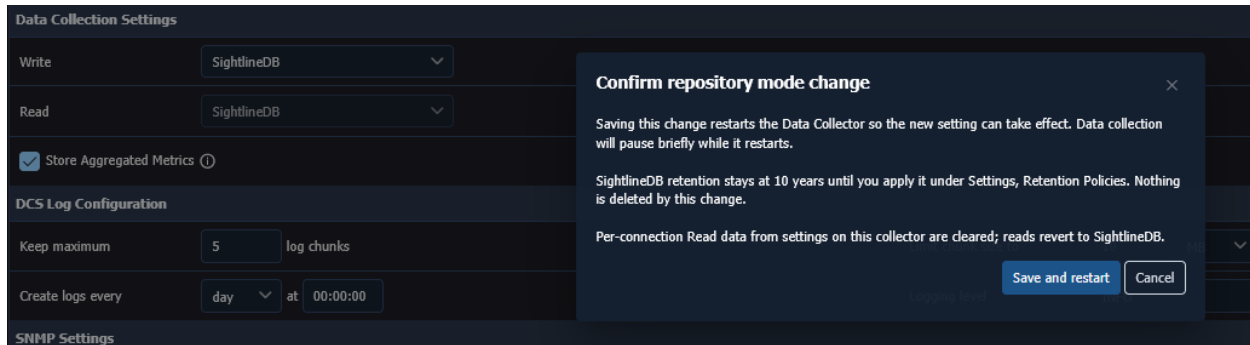


Figure 15. Confirmation dialog when changing repository mode

You should see the Data Collector restart. The **Migration Status** page and the header database icon disappear, because no Data Collector is writing to both stores any more. This is expected and means migration is finished.

Step 9 - Apply new retention policies

Until now SightlineDB has kept everything. Step 9 applies your new retention policies and puts them into effect. This is the only step in the migration that can potentially delete data from SightlineDB.

1. Go to **Settings > Retention Policies**. A banner tells you retention changes are pending, and each policy's duration carries a **Pending** marker.
2. Click **Review & apply SightlineDB Retention**
3. Read every row. Highlighted rows will permanently delete data. See the table below for a description of each column in this display.
4. If a policy would delete more than you intend, click **Cancel**, change that connection's retention policy, and return here.
5. When the rows show what you intend, click **Apply Retention** and confirm.

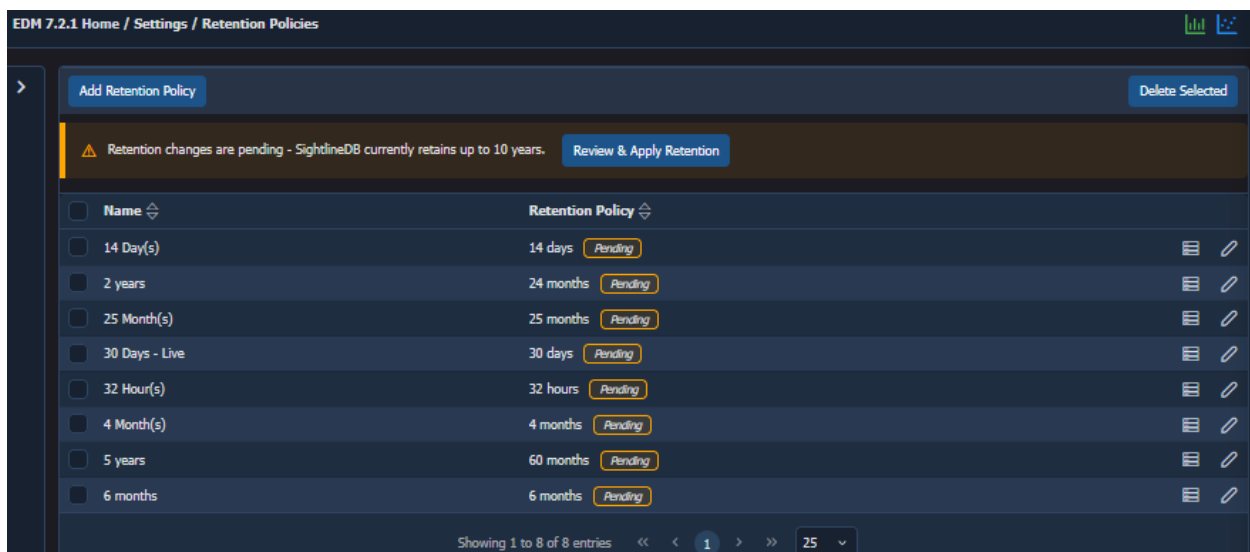


Figure 16. Settings > Retention Policies



Figure 17. Review & apply SightlineDB Retention dialog

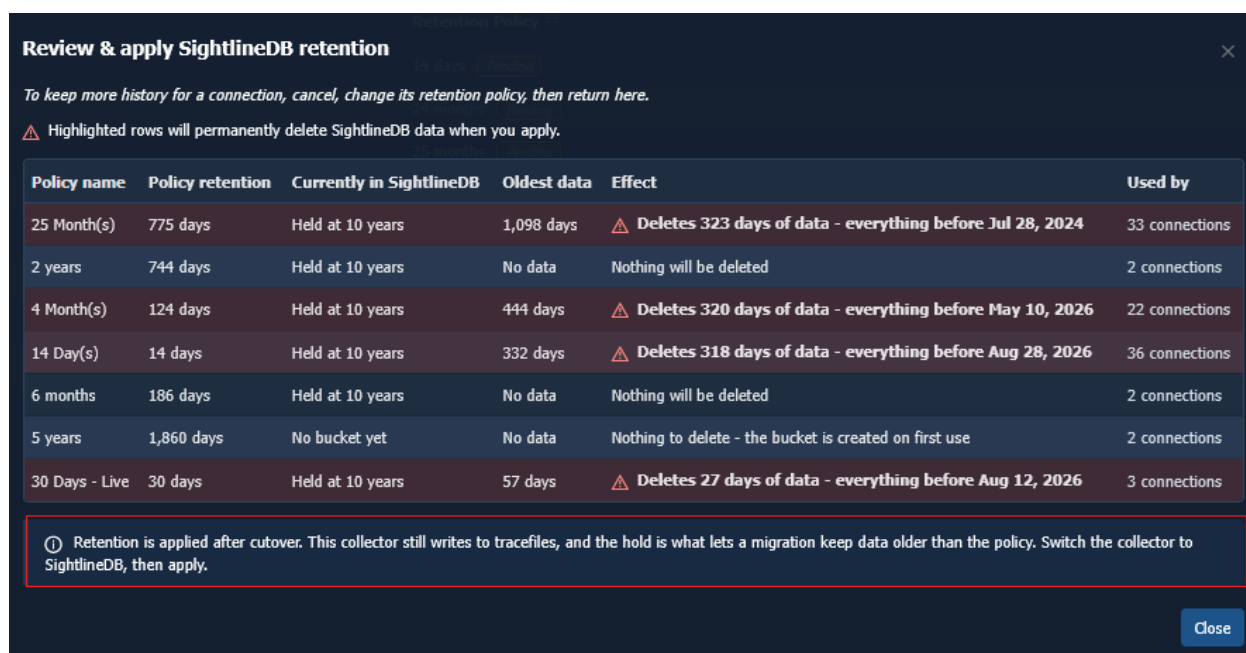


Figure 18. If DCS is still in *dual-write mode*, the *Apply Retention* button won't be available with an explanation displayed

The **Review & apply SightlineDB Retention** display lists one row per policy:

Column	What it shows
Policy name	The retention policy.
Policy retention	The duration it is configured to keep.
Currently in SightlineDB	What SightlineDB is holding for it today.

Column	What it shows
Oldest data	The oldest point stored under that policy.
Effect	What applying will do, for example <i>Nothing will be deleted</i> , or how many days go and the date everything before it is removed.
Used by	How many connections share the policy.



Applying a retention policy permanently deletes any SightlineDB data older than the policy allows, and cannot be undone. From this point your retention policies govern SightlineDB exactly as they governed trace files.

Apply Retention is only available once no Data Collector is writing to both repositories and no migration is running. Until then the dialog is a read-only review and says which of the two is holding it up.

What you should see: the banner and the Pending markers clear, and the page reads as it always did.

4. The Migration Status Page in Detail

4.1 The toolbar

Control	What it does
Hide Completed	Hides connections whose migration has finished. Failed and Cancelled stay visible. The setting lasts for your session.
Columns	Chooses which columns to show. Your choice is remembered. Connection is always shown.
Refresh status	Re-reads status from the Data Collectors, including re-testing whether SightlineDB is reachable.
Migrate Selected	Queues every connection you have checked, using its current retention policy. Each queued run disconnects its own connection if it is still active, but disconnecting them yourself first keeps the Step 6 delete available. This skips the plan review, so review the plans first if you are unsure.

4.2 The columns

Column	What it shows
Host and Connection	The connection. Click its name to open its Data Repository tab.
Progress	Four stage markers: Live, Events, Summaries, Verify.
Migration State	Current status, for example <i>Not started</i> , <i>Queued</i> , <i>Migrating...</i> , <i>Verifying...</i> , <i>Completed</i> , <i>Failed</i> , <i>Cancelled</i> .
Migrated to SDB	Overall progress as a percentage.

Column	What it shows
Disk Space Needed	Total size of the source trace files.
Time Elapsed	How long the current or last run took.
Time Remaining	Estimated time left. Shows a dash when the estimate is not yet reliable.
Last Run Time	When the last attempt finished, with a download icon for its verification report.

4.3 The expanded plan

The plan opens in two parts.

1. **Pre-flight check.** A green tick confirms SightlineDB is reachable. A red banner means it is not, and **Migrate** stays disabled until it recovers. Click **Refresh status** to re-check.
2. **The plan.** One row per data level:

Column	What it shows
Level	Live, Events, or a summary level such as 10 minutes.
TF Time Range	The time range of trace file data to migrate.
SDB Time Range	The time range this level already has in SightlineDB, including data written by dual-write. This is a range, not a count of data points. Hover the column heading for the same explanation in the product.
TF Size	On-disk size of the trace file data for this level.
TF Retention Policy	The connection's retention policy. It does not limit what will be migrated for the connection. This is the policy that the connection's Data Repository tab calls Trace File Retention Policy .
Est. SDB Disk	A conservative estimate of the space required for this connection in SightlineDB.
Status	What will happen, for example <i>Will migrate</i> or <i>Already migrated - will skip</i> . While a migration is running, the level being worked on reads <i>In progress</i> with a percentage.

4.4 The buttons

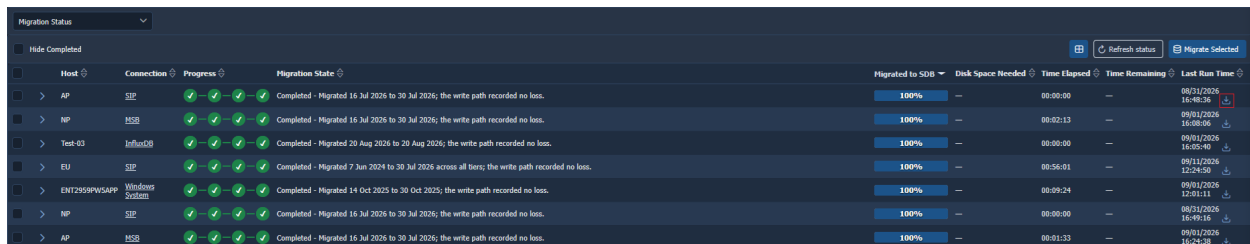
Button	When it appears
Migrate	Whenever there is work to do, or a previous run was interrupted.
Re-run Migration	After a run has happened and the source trace files are still on disk.
Delete source tracefile	Available after a clean completed migration, while the trace files still exist.
Cancel Migration	Only while a migration is running.

When a button is visible but greyed out, the reason is shown as a short note beneath the button row.

5. Verification Reports

Every connection's finished migration saves a verification report. This is your record that the connection's data reached SightlineDB.

If a connection's migration does not complete successfully, download the verification report. Click the download icon in the connection's **Last Run Time** cell on the **Migration Status** page. The file is in JSON format and can be opened in any text editor or browser.



Host	Connection	Progress	Migration State	Migrated to SDB	Disk Space Needed	Time Elapsed	Time Remaining	Last Run Time
AP	SEP	100%	Completed - Migrated 16 Jul 2026 to 30 Jul 2026; the write path recorded no loss.	100%	—	00:00:00	—	08/31/2026 16:40:38 
NP	MSB	100%	Completed - Migrated 16 Jul 2026 to 30 Jul 2026; the write path recorded no loss.	100%	—	00:02:13	—	09/01/2026 16:08:06 
Test-03	InfluxDB	100%	Completed - Migrated 20 Aug 2026 to 28 Aug 2026; the write path recorded no loss.	100%	—	00:00:00	—	09/01/2026 16:05:40 
EU	SEP	100%	Completed - Migrated 7 Jun 2024 to 30 Jul 2026 across all tiers; the write path recorded no loss.	100%	—	00:56:01	—	09/11/2026 12:24:50 
ENT259PWISAPP	Windows System	100%	Completed - Migrated 14 Oct 2025 to 30 Oct 2025; the write path recorded no loss.	100%	—	00:09:24	—	09/01/2026 12:01:11 
NP	SEP	100%	Completed - Migrated 16 Jul 2026 to 30 Jul 2026; the write path recorded no loss.	100%	—	00:00:00	—	08/31/2026 16:49:16 
AP	MSB	100%	Completed - Migrated 16 Jul 2026 to 30 Jul 2026; the write path recorded no loss.	100%	—	00:01:33	—	09/01/2026 16:24:38 

Figure 19. Download button for verification report.

Keep the verification report. Sightline Support will ask for it if you raise a question about a migration.

6. Messages You May See

These messages may appear on the **Migration Status** page, either as a banner or as a short note beneath the buttons.

Message	What it means	What to do
Nothing to migrate - no tracefile data was found for this connection.	The connection has never collected any data, so there is no data to move.	Connect it and let it collect first.
Nothing to migrate - the source tracefile had no data	The migration ran and found the source trace file empty. This is not an error.	Nothing.
A migration is already running for this connection.	This connection is already being migrated; two migrations on the same connection will not run on top of each other.	Wait for it to finish, or cancel it.
Nothing was migrated. The connection did not stop collecting within 60 seconds. Disconnect it manually on the Connections tab, then click Migrate again.	The migration tried to disconnect a connection that was still collecting, and it did not stop in time. The run ended as Failed and nothing was written. The number of seconds is the wait configured for your Data Collector, 60 by default.	Disconnect the connection on the Connections tab, wait until its status reads Disconnected , then click Migrate . Do not select Re-run Migration .

Message	What it means	What to do
The Data Collector is not reachable right now.	EDM cannot contact the Data Collector.	Confirm that the Data Collector service is running, then try again.
Could not check this connection's tracefile data because the Data Collector did not respond.	A temporary timeout while building the plan.	Try again in a moment.
This connection has no Data Collector assigned.	The migration has nowhere to run.	Assign a Data Collector to the connection.
Connection not found - it may have been deleted.	The page is showing a connection that no longer exists.	Refresh the page.
The source tracefiles cannot be deleted while a migration is running.	The Step 6 delete was attempted during a run.	Wait for it to finish, or cancel it.
Disconnect the connection to delete its source tracefile.	The connection is still collecting and holding the files open.	Disconnect it, then delete.
The plan has no data to migrate - no tracefile, or the source is empty.	Nothing left to move for this connection.	Nothing. Section 7 lists the usual causes.
There is no active migration to cancel.	The run finished between the page loading and your click.	Refresh the page.
Failed to load migration plan	The plan could not be built.	Click Refresh status. If it persists, contact Sightline Systems.

Migration Plan						
SDB at http://localhost:8080 could not be reached (SightlineDB could not be reached) -- start the SightlineDB service. Click Refresh at the top of the page to re-check.						
Level	TF Time Range	SDB Time Range	TF Size	TF Retention Policy	Est. SDB Disk	Status
Live	07/16/2026 14:08:00 → 07/30/2026 15:10:00	none	52.2 MB	14 days - 14 Day(s)	52.2 MB	Will migrate
Events	07/16/2026 14:08:00 → 07/30/2026 15:10:00	none	511.2 MB	14 days - 14 Day(s)	511.2 MB	Will migrate
10 minute summary	03/27/2026 08:50:00 → 07/30/2026 15:00:00	none	46.3 MB	4 months - 4 Month(s)	46.3 MB	Will migrate
30 minute summary	06/13/2024 07:30:00 → 07/30/2026 14:30:00	none	96.4 MB	25 months - 25 Month(s)	96.4 MB	Will migrate
Migrate						

Figure 20. If SightlineDB is unreachable, migration is disabled.

7. Troubleshooting

SightlineDB is unreachable. The migration plan shows a red banner with the reason reported by the Data Collector, and **Migrate** stays disabled. SightlineDB is not running, or the Data Collector cannot reach it. Once it is back, click **Refresh status** - the migration plan will not re-test automatically.

Migrate is greyed out and the plan says there is nothing to migrate. The connection has no trace file data to move: either no trace file on disk, or the source is empty. A connection created against a trace file that has not collected anything yet is the usual cause.

Only Cancel Migration is shown. A migration is already running for that connection. Cancelling takes a few seconds; afterwards **Migrate** will resume from where it stopped.

A migration ended as Failed with a message about a restart. Restarting the Data Collector interrupts any migration in progress and marks it Failed. Nothing written to SightlineDB is lost. Continue it with **Re-run Migration**, not **Migrate** - see *When you must use Re-run Migration* below.

A migration Failed saying the connection did not stop collecting. You started the migration on a connection that was still active, and it did not stop within the wait allowed. Nothing was migrated and your trace files are untouched. Disconnect the connection on the **Connections** tab, wait until its status reads **Disconnected**, then click **Migrate**. Disconnecting before you migrate a connection avoids this situation.

A row is marked as not reporting. The Data Collector has stopped sending updates, so what you are seeing is out of date. The run may still be progressing. Check that the Data Collector service is running, then click **Refresh status**.

The page lists unreachable Data Collectors. Connections on those Data Collectors cannot be migrated, and their rows may be missing or stale until the Data Collector responds again.

Migrate Selected started fewer connections than you checked. Each connection that could not start is listed individually with its reason beneath the toolbar. The most common reasons are a migration already running on that connection, or its Data Collector being unreachable.

A migration Failed reporting that no data was written. The run could not write anything at all. Check that SightlineDB is running and has disk space, then click **Migrate** to try again. Your trace files are untouched.

The Migration Status page has disappeared. The **Migration Status** page is only available while a Data Collector is writing to both data repositories. If you have completed Step 8 on every Data Collector, this is expected.

8. When you must use Re-run Migration

When you re-run migration for a connection, it continues from where it left off, which is what you want in normal use. Two situations leave a gap in the data that **Migrate** cannot see, so it reports *Completed* without moving the missing data:

Situation	What happened
A run stopped part-way through	You cancelled the migration, the Data Collector restarted, or the migration for this connection ended as Failed . Nothing already written is lost and your trace files are untouched.

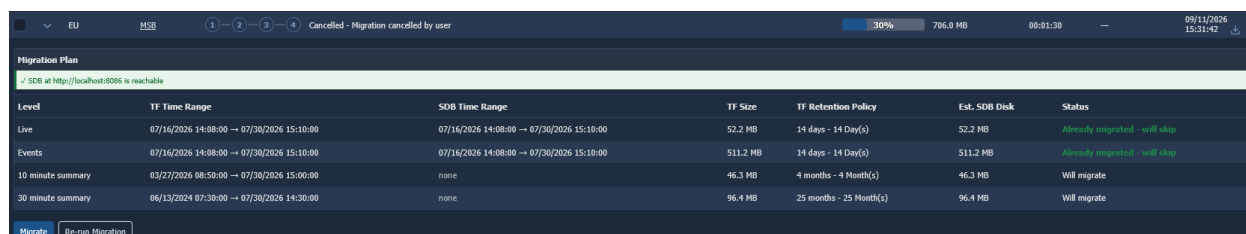
Situation	What happened
A Data Collector went back to Trace File and later returned to dual-write	Trace files kept collecting while SightlineDB did not, leaving a gap in SDB's data for this connection.

Important: In either case, click **Re-run Migration** for every affected connection, not **Migrate**. This will re-process the connection's entire time range, so nothing is left behind. Nothing is deleted, and re-writing data already in SightlineDB replaces it in place. **Do not delete the source trace files** for an affected connection until its **Re-run Migration** has finished and you have checked the verification report. **Re-run Migration** needs those files and is not offered once they are gone, and a connection in either state can show *Completed*, which is what makes **Delete source tracefile** available.

Allow the same time as the original migration. Re-run Migration re-reads everything, and after a stopped run the plan understates the work because it quotes a remaining range instead.

Both of these situations are known limitations of the migration utility in this EDM release and will be improved in the future. Following the guidance above means no data is lost.

Once you have started dual-writing, the simplest path is forward. If you need to move a Data Collector back to **Trace File**, contact Sightline Support at support@sightlinesystems.com first.



Level	TF Time Range	SDB Time Range	TF Size	TF Retention Policy	Est. SDB Disk	Status
Live	07/16/2026 14:08:00 → 07/30/2026 15:10:00	07/16/2026 14:08:00 → 07/30/2026 15:10:00	52.2 MB	14 days - 14 Day(s)	52.2 MB	Already migrated - will skip
Events	07/16/2026 14:08:00 → 07/30/2026 15:10:00	07/16/2026 14:08:00 → 07/30/2026 15:10:00	511.2 MB	14 days - 14 Day(s)	511.2 MB	Already migrated - will skip
10 minute summary	03/27/2026 08:50:00 → 07/30/2026 15:00:00	none	46.3 MB	4 months - 4 Month(s)	46.3 MB	Will migrate
30 minute summary	06/15/2024 07:30:00 → 07/30/2026 14:30:00	none	96.4 MB	25 months - 25 Month(s)	96.4 MB	Will migrate

Figure 21. A cancelled migration. **Migrate** and **Re-run Migration** buttons are available and the Migration Plan panel shows which phases have already been migrated