

Message: The migration of your user settings has completed with one or more errors.

---

Reference Number: **KB-03054**

Last Modified: **July 20, 2021**

---

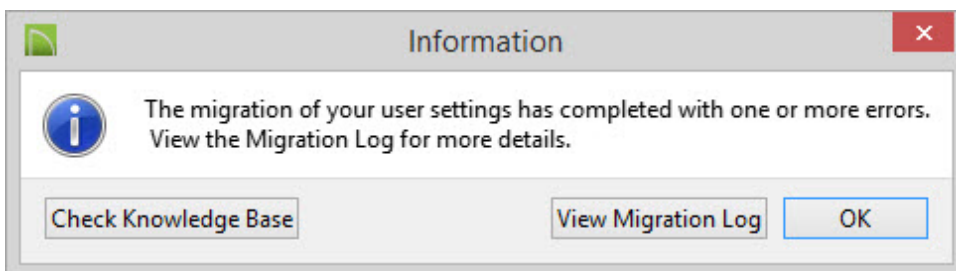
The information in this article applies to:



## QUESTION

I recently upgraded my Chief Architect version and when I go through the migration I get this message:

"The migration of your user settings has completed with one or more errors. View the Migration Log for more details."



What should I do?

# ANSWER

If you have used early versions of Chief Architect (V9 and prior) and copied textures forward, then you may have some images that are using the old 8.3 file name convention (short filename or SFN). These short filenames do not copy well and can cause this error to occur.

To manually migrate old textures

1. While the message is on screen click the **View Migration Log** button.

\* if you have already closed out of the message you can access the Migration log by navigating to Documents\Chief Architect Premier X9 Data and locating the Migrate\_Settings\_Log.txt there.

2. The Migrate Settings Log will show each directory for migration. Any problem directories will be marked with **\*\*\*ERROR:**

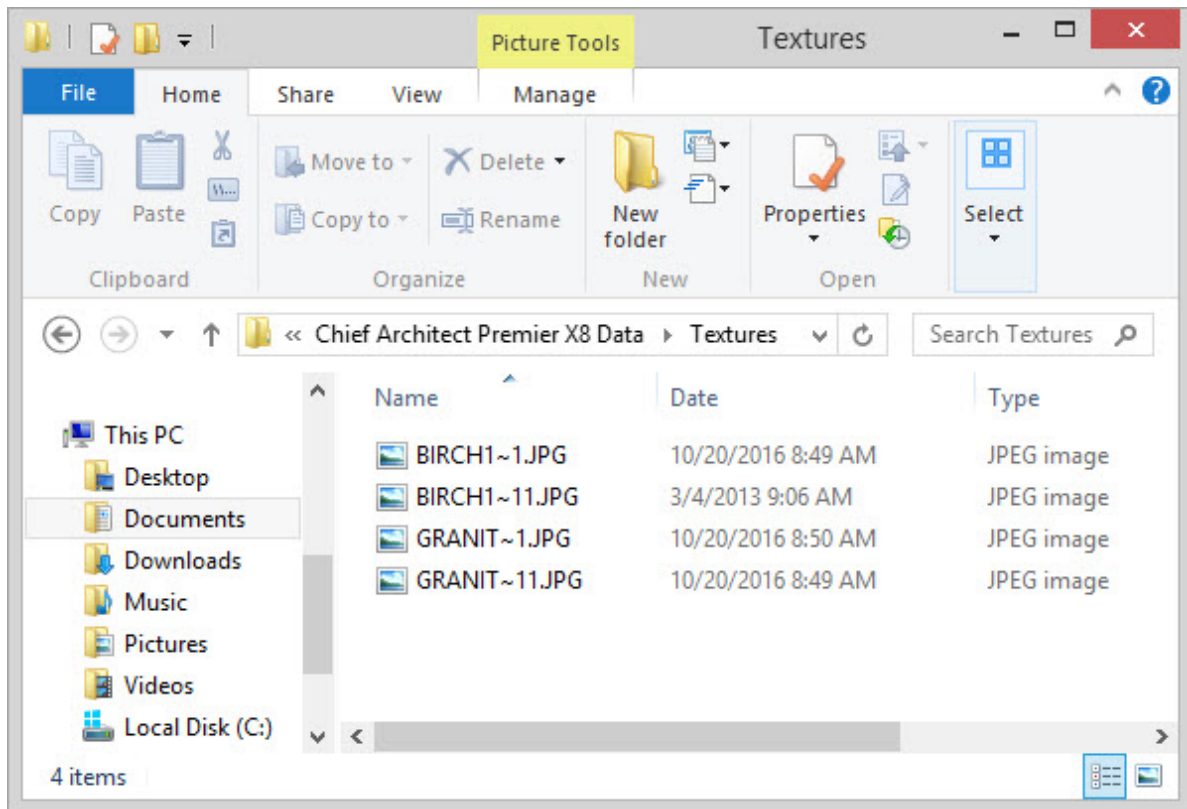
EX:

```
Migrating Support Files
  Copying Backdrops Directory
    Migrate From Directory: C:\Users\User\Documents\Chief Architect Premier X8 Data\Backdrops
    Migrate To Directory: C:\Users\User\Documents\Chief Architect Premier X9 Data\Backdrops
  ***ERROR: Migrating BackdropDirectory
  Copying Images Directory
    Migrate From Directory: C:\Users\User\Documents\Chief Architect Premier X8 Data\Images
    Migrate To Directory: C:\Users\User\Documents\Chief Architect Premier X9 Data\Images
  ***ERROR: Migrating ImagesDirectory
  Copying Patterns Directory
    Migrate From Directory: C:\Users\User\Documents\Chief Architect Premier X8 Data\Patterns
    Migrate To Directory: C:\Users\User\Documents\Chief Architect Premier X9 Data\Patterns
  Migrate From Directory does not exists.
  Copying Textures Directory
    Migrate From Directory: C:\Users\User\Documents\Chief Architect Premier X8 Data\Textures
    Migrate To Directory: C:\Users\User\Documents\Chief Architect Premier X9 Data\Textures
  ***ERROR: Migrating TexturesDirectory
```

3. The migration process essentially copies the contents of the prior directory to the new directory. Navigate to the "Migrate From" directory listed in the Migrate log for the affected directory.

For this example the directory **\Documents\Chief Architect Premier X8 Data\Textures** is used.

4. Locate the files using the old naming convention. These files are typically start with 6 capital letters followed by a Tilde ~ and an number.



\*The four image files in above screen capture are all in the 8.3 filename convention.

5. Right-click each of these files and rename them, removing the tilde (~) from the filename.
6. Next, highlight all files in this folder then right-click and choose **Copy** from the menu. If you are on a Mac computer and do not have a right mouse button you can hold the CTRL key and click to access this menu.
7. Navigate to the equivalent X9 folder and right click an empty space and choose **Paste** from the menu

For this example the directory **\\Documents\Chief Architect Premier X9 Data\Textures** is used.



[\(https://chieftalk.chiefarchitect.com/\)](https://chieftalk.chiefarchitect.com/)

 [\(/blog/\)](#)



[\(<https://www.facebook.com/ChiefArchitect>\)](https://www.facebook.com/ChiefArchitect)



[\(<https://www.youtube.com/user/ChiefArchitectInc>\)](https://www.youtube.com/user/ChiefArchitectInc)



[\(<https://www.instagram.com/chiefarchitectsoftware/>\)](https://www.instagram.com/chiefarchitectsoftware/)



[\(<https://www.houzz.com/pro/chiefarchitect/>\)](https://www.houzz.com/pro/chiefarchitect/)



[\(<https://www.pinterest.com/chiefarchitect/>\)](https://www.pinterest.com/chiefarchitect/)

[208-292-3400 \(tel:+1-208-292-3400\)](tel:+1-208-292-3400)

© 2000–2021 Chief Architect, Inc.

[Terms of Use \(/company/terms.html\)](#)

[Privacy Policy \(/company/privacy.html\)](#)