Summary

Running the Migration tool gives a "Member not found" error when starting the migration.

Symptoms

For example: When the user's standard edition ArtiosCAD is migrated from an older version compared to the newer ArtiosCAD Enterprise version.

Solution

Member not found means that the ArtiosCAD Standard edition that's running on the user's system is an older version of ArtiosCAD which would have an older version of the ActiveX controls. ArtiosCAD Enterprise is expecting ArtiosCAD Standard edition to have the latest set of controls on it since the Migration tool reaches out to the Standard edition database to migrate the database information into.

To resolve it, a newer version of ArtiosCAD standard edition will need to be installed on the server or standalone workstation the user wishes to migrate the information from. The earliest version would need to be ArtiosCAD 14.1.1 since that's when canvas was introduced.

Note

An incorrect modification of values and parameters in the ArtiosCAD Defaults can cause critical problems that might lead to severe problems in the correct functioning of the program. Esko cannot guarantee the proper working of your ArtiosCAD installation due to an incorrect handling of parameters and settings. A reinstall might be mandatory in order to restore the original system state. For this reason, Esko recommends that you take regular backups of the ServerLib (Shared Defaults) folder, the database and the FileStore.

Please contact your local Esko Support team in case you need more advice related to backups.