perforce
Gliffy

Migrating to Cloud with Gliffy

Preparing for Migration

Before you get started, ask yourself these questions:

- Have I checked for upcoming planned maintenance outages for Gliffy?

- Have I removed any restrictions on space permissions and on Confluence pages that contain Gliffy diagrams in the source instance?

- Do both the source and target Confluence instances have the Gliffy plugin installed?

- Is the source instance using Gliffy version 9.3.2 or later?

If the answer to all these questions is "yes," you're ready to begin your migration.

During the Migration

Use the Confluence Cloud Migration Assistant (CCMA) to migrate your diagrams. To ensure your diagrams work correctly in the Cloud, you must **specify the option to migrate attachments and set the Gliffy app to "is needed" in the Cloud.**

Important Notice: Migration Progress Indicator

During your migration, the progress indicator may appear to get stuck at 99% for an extended period.

If this happens, it does not mean the migration has stalled. It continues to run in the background, but due to current limitations in how progress is reported, we are unable to provide a precise estimate of the remaining time at this stage.

In some cases, the progress indicator may remain at 99% for 12 hours or more, depending on the size and complexity of the data being migrated.

After the Migration

If you met the following prerequisites before the migration:

1. Set the Gliffy app to "is needed" in the Cloud in the CCMA

2. Ensured the Gliffy app has permission to access all pages that contain Gliffy diagrams

The Gliffy app will automatically run the following functions after the migration:

- Migrate custom shape libraries (not available in Gliffy Diagrams | Zero Egress & Isolated Cloud-Ready)

- Re-index diagrams to support search functionality

- Ensure linked diagram macros function properly so diagrams display on the Confluence page

If the Gliffy app is unable to run the functions, you must manually run them on each diagram after the migration is completed. You cannot run post-migration functions in bulk or automate them.

- Re-create your custom shape libraries (not available in Gliffy Diagrams | Zero Egress & Isolated Cloud-Ready)

- Open and save your diagrams in the Gliffy editor to build the search index

- Open and save your diagrams in the Gliffy editor to fix broken linked diagram macros and restore proper display on the Confluence page

Cloud Migration Support

We're here to help you set your team up for success in the Cloud. If you have questions or concerns about your Gliffy Cloud migration that were not addressed in this guide, please reach out to our support team at support-gliffy@perforce.com.