# Import Guides

## Introduction

If you already have a current system that you want to migrate to Gigya, you may use these import guides. Gigya supports your migration by ensuring that the whole process goes smoothly from start to finish. Evaluating your needs and building a plan is a key component of the initial kickoff with your Implementation Consultant, who will facilitate the Gigya components of the migration.

A migration to the Gigya platform is performed by exporting data from your current system and sending it to Gigya to import. The native JSON formats and available fields for import are described in the following guides. We also accept a variety of import schemas, including standard export formats in JSON and XML, from most major platforms. Contact your Implementation Consultant to find out if your legacy system's out-of-the-box export format is supported.

## The Import Guides

## Common Pitfalls

When generating JSON files for data migration, it is important to ensure that the format and the content is valid JSON and matches the field schema per the Import Guides. For RaaS, this also means ensuring that the data types in the file match your defined schema. The following is a partial checklist of pitfalls and recommendations to review before sending an import file to Gigya.

1. The file should validate with jsonlint
2. Escape only double quotes, backslashes, newlines, and tabs.
3. Remove any non-printable characters such as ^@, ^[, ^A, etc.
4. Confirm that all values match their schema data type. For example, integer and boolean values should not be surrounded in quotes.
5. All Gigya API parameters are CASE SENSITIVE. Ensure that each parameter uses the proper cases. For example, "streamId" is invalid. It should be "streamID".
6. Ensure JSON keys and values are surrounded by double quotes, not single quotes.
7. Ensure there are no trailing commas after the final elements in arrays.