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Troubleshooting MeetingPlace Express Disk Issues

Sufficient disk space in each of the MPE system's partitions is required for the health of the system. This document first lists some handy commands that can be used to diagnose disk space issues. Next, I will present a typical example scenario: Upgrade fails due to insufficient disk space.

Handy Commands:

IMPORTANT: Login by typing "su –", not just "su". Note the "-", it is required for full root User options. Otherwise, certain commands may not work.

1) df -h   # reports disk free
2) du –h   # disk usage
3) du –h | grep –i core   # find files & dirs that contain log keyword within partition
4) find / -name *core* 2>/dev/null   # lists files containing "log" & ignores permission errors
5) cat /dev/null > filename   # empty a file rather than delete it
6) du –a /opt | grep –i log | sort –n –r | head –n10 # display largest 20 log files within a filesystem

EXAMPLE SCENARIO:

When upgrading MeetingPlace Express, the upgrade process may fail due to insufficient disk space. When this happens, first note the partition that has run out of space.

NOTE: On a MeetingPlace Express server, it is NOT recommended/possible to increase the size of a specific filesystem to solve this issue.

For example, you may see the following message:

"
This installation requires 1,239.11 MB of free disk space, but there are only
569.50 MB available at:

   /opt/cisco/meetingplace_express

Please free at least 669.61 MB to proceed with the installation.
"

Next, issue the "df –h" command from the / directory. Example output:

```
[root@mplace mpxadmin]# df -h
Filesystem          Size  Used Avail Use% Mounted on
/dev/cciss/c0d0p1   5.8G  3.5G  2.1G  63% /
/dev/cciss/c0d0p6   3.9G  2.2G  1.6G  59% /common
/dev/cciss/c0d0p2   7.7G  6.0G  1.4G  82% /db
/dev/cciss/c0d0p9   247M  4.3M  230M   2% /grub
/dev/cciss/c0d0p7   3.4G   99M  3.1G   4% /mpx-record
/dev/cciss/c0d0p5   4.9G  4.1G  570M  88% /opt
/dev/cciss/c0d0p3   5.8G   33M  5.5G   1% /partB
none                1.5G   23M  1.5G   2% /dev/shm
```

The /opt/cisco/meetingplace_express directory is a sub-directory within the /opt filesystem. So, we need to free space in the /opt partition. Focus on core & log files.

Core files: Can accumulate and are not managed by the MPE application/system. So, these files need to be manually monitored, emptied or deleted.

Log files: Safe to delete. Never delete a directory containing a log file. Only delete the files themselves.

SOLUTION:

Issue the "du –a /opt | grep –i core | sort –n –r | head –n10". The output will allow you to determine the largest core files & the directories that they live in. Once you do that, safely empty out a core file by piping /dev/null to that file as follows:

cat /dev/null > filename

These basic steps can be used to get around any issue on MeetingPlace Express where Disk space turns out to be a problem.