Troubleshoot Alert Message - Disk Quota for Miscellaneous Services

Contents

Introduction

This document describes how to identify and resolve the alert received surrounding disk quota for miscellaneous services.

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Prerequisites

- Cisco Secure Email Gateway or Cisco Secure Email Cloud Gateway running AsyncOS 15.0/15.5 or newer.

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

This alert is received after 75% of the disk quota allocated for Miscellaneous Files has been utilized.

```
The Warning message is:
```

```
75% of the disk quota for Miscellaneous services(logs, configuration file, and so on) is used.
You can either increase the disk quota for Miscellaneous services or manually free up space used
by Miscellaneous services.
```

Identify

To identify the current disk usage and quota, we can perform the **diskquotaconfig** command within the CLI or obtain this information in the GUI. The System Files Usage indicates files used by the system (for example, crash dumps, service logs, backend directories, and so on), while the User Files Usage indicates your log data.

Identify Disk Usage from the CLI

1. Connect to the device via SSH and login
2. Type the command **diskquotaconfig** and hit enter
3. Review the current disk utilization and quota
   1. Based on the example below, we can see that the ESA is currently using 24GB of the assigned 30GB for Miscellaneous Files.

```
(Machine esa1.abc.xyz.com)> diskquotaconfig

    Service                                    Disk Usage(GB)    Quota(GB)
    -------------------------------------------------------------------
    Spam Quarantine (EUQ)                      1                 1
    Policy, Virus & Outbreak Quarantines       1                 3
    Reporting                                  5                 10
    Tracking                                   1                 10
    Miscellaneous Files                        21                30
         System Files Usage : 19 GB
         User Files Usage : 2 GB
    Total                                      29                54 of 138
```

Identify Disk Usage from the GUI

1. Connect to the device via GUI and log in
2. Navigate to **System Administration** >> **Disk Management**
3. Review the current disk utilization and quota

Service Quotas and Usage		
Service	Current Disk Usage	Current Disk Quota
Spam Quarantine (EUQ) *(service disabled)*	1 G	1 G
Policy, Virus & Outbreak Quarantines	1 G	3 G
Reporting	5 G	10 G
Tracking	0 G	9 G
Miscellaneous Files *System Files* *User Files*	23 G *21 G* *2 G*	30 G
	Total Space Used: 30 G	**Total Space Allocated:** 53G of 138G
		Edit Disk Quotas...

Solution

To resolve this issue, it is common to simply increase the disk quota if there is additional space that can be allocated; however, if the usage continues to rise quickly even after increasing the quota, then most likely additional steps need to be taken to purge older data.

Increase the Disk Quota

Increase the Disk Quota from the CLI

1. Connect to the device via SSH and login
2. Type the command **diskquotaconfig** and hit enter
3. Type **edit** and hit enter
4. Select **Miscellaneous Files** >> **Enter the new disk quota** and hit enter
5. **Commit** and save your changes

Increase the Disk Quota from the GUI

1. Connect to the device via GUI and log in
2. Navigate to **System Administration** >> **Disk Management**
3. Click on **Edit Disk Quotas**
4. Enter the new Disk Quota for Miscellaneous Files (you can also reallocate from other services if needed) and click **Submit**
5. **Commit** and save your changes

Purge Core Dumps and Syslog Files

To decrease system file usage, you can wipe older core and syslog files if any exist.

1. Connect to the device via SSH and login
2. Type the command **wipedata** and hit enter
3. Type in either **coredump** or **syslog** to delete their respective files

Purge Log Files

To decrease user file usage, you can choose to wipe older log data.

- For additional information on deleting log files, please review the steps outlined in the article here: [Manual Log Deletion for Cisco Secure Email Gateway](#)

Related Information

- [Cisco Secure Email Cloud Gateway End-User Guides](#)
- [Cisco Secure Email Gateway End-User Guides](#)