

Troubleshoot CVP Reporting Full Rootdbs Issue

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Introduction

This document describes how to troubleshoot Cisco Customer Voice Portal (CVP) Reporting server's "DBSpace is full" or "DBSpace rootdbs is full" issue.

Prerequisites

Requirements

Cisco recommends that you have basic knowledge of Cisco CVP server.

Components Used

- CVP server version 10.5 and 11.0

Problem: "DBSpace is full: 'rootdbs' -- WARNING: DBspace rootdbs is full"

Rootdbs chunk includes the system tables and other internal data structures managed by IDS. Full rootdbs can cause Informix DB instability, critical server performance issues, and new data will not be inserted into the tables. Full rootdbs condition can severely degrade CVP reporting servers' performance. The diagnosis and solution sections presented in this document provide a valuable reference in order to quickly react and fix this condition.

Step 1. Log in to the CVP Reporting server with `cvp_dbadmin` user.

In Windows Event Viewer application log, you can see these errors:

```
cvp : SCHAPI: [post_alarm_message 19-34805] Error -131 ISAM error: no free disk space
cvp : SCHAPI: [post_alarm_message 19-34805] Error -271 Could not insert new row into the table.
```

In CVP reporting logs (`C:\Cisco\CVP\Logs\Reporting.txt`), you can see this error:

```
%CVP_11_0_RPT-3-INFORMIX_ALARM: [44]: DBSpace is full: 'rootdbs' -- WARNING: DBspace rootdbs is full [id:4016]
%CVP_11_0_RPT-3-INFORMIX_ALARM: [44]: DBSpace is full: 'rootdbs' -- WARNING: DBspace rootdbs is full [id:4016]
```

Step 2. Run this command from Windows Command Prompt (CMD):

```
oncheck -pe > c:\tmp\onchk.txt
```

This output shows the rootdbs path, used and free size for each chunk:

```
Bspace Usage Report: rootdbs                               Owner: informix   Created: 11/18/2016

Chunk Pathname          Pagesize(k)   Size(p)        Used(p)
Free(p)
1 E:\IFMXDATA\cvp\rootdbs.000      4             12800          12795        5
```

Solution

In order to fix the full rootdbs condition you must create a new rootdbs chunk.

Create a local user Informix and add it to informix_admin group.

Step 1. Open **Run >** type **MMC** and press **Enter**. In the console that opened click on **File > Add or Remove Span-in...**

Step 2. Select **Local Users and Groups > Add > Finish > OK**.

Step 3. In the Users folder create a new user with name Informix.

Step 4. Configure Informix user to be a Member of the group informix_admin.

Step 5. Expand the rootdbs by adding 100mb. In order to achieve that, please run these commands on CMD:

```
cd E:\IFMXDATA\cvp
```

```
dir
```

```
08/01/2017 12:35 PM 3,221,225,472 cvp_data_dbspc.000
08/01/2017 12:35 PM 209,715,200 cvp_plog_dbspc.000
08/01/2017 12:35 PM 104,857,600 cvp_prim_dbspc.000
08/01/2017 12:35 PM 209,715,200 cvp_temp_dbspc.000
08/01/2017 12:35 PM 52,428,800 rootdbs.000
```

Step 6. Create a rootdbs chunk with a new name.

```
touch rootdbs.001
```

```
onspaces -a rootdbs -p E:\IFMXDATA\cvp\rootdbs.001 -o 0 -s 102400 Verifying physical disk space, please wait...
```

```
Chunk successfully added.
```

Note: Ensure the logical and physical logs are not installed in Rootdbs chunk. If the logical and physical logs are installed in rootdbs, please apply the workaround for defect

Ensure there are no errors like this generated in the Informix log: "458 - Long transaction aborted Instability with Informix."

Verify

1. In order to ensure the new Rootdbs chunk is added, please run this command on CMD:

```
D:\IFMXDATA\cvp>onstat -d
```

```
IBM Informix Dynamic Server Version 12.10.FC3 -- On-Line -- Up 01:52:25 -- 1718464 Kbytes
```

Dbspaces

```
address number flags fchunk nchunks pgsz flags owner name
00000000877CC030 1 0x60001 1 2 4096 N B informix rootdbs
000000008916D600 2 0x40001 2 1 4096 N B informix cvp_plog_dbSPACE
000000008916D7B0 3 0x40001 3 1 4096 N B informix cvp_llog_dbSPACE
000000008916D960 4 0x40001 4 1 4096 N B informix cvp_sadm_dbSPACE
000000008916DB10 5 0x40001 5 1 4096 N B informix cvp_prim
000000008916DCC0 6 0x40001 6 1 4096 N B informix cvp_data_dbSPACE
000000008916DE70 7 0x42001 7 1 4096 N TB informix cvp_temp_dbSPACE
7 active, 2047 maximum
```

Chunks

```
address chunk/dbs offset size free bpages flags pathname
00000000877CC1E0 1 1 0 12800 5 PO-B-D D:\IFMXDATA\cvp\rootdbs.000
0000000089347030 2 2 0 287744 4947 PO-B-D D:\ifmxdata\cvp\cvp_plog_dbSPC.000
0000000089348030 3 3 0 1150976 1150923 PO-B-D c:\IFMXDATA\CVP_LLOGS\cvp_llog_dbSPC.000
0000000089349030 4 4 0 256000 255947 PO-B-D c:\IFMXDATA\CVP_LLOGS\cvp_sadm_dbSPC.000
000000008934A030 5 5 0 25600 16266 PO-B-D D:\ifmxdata\cvp\cvp_prim_dbSPC.000
000000008934B030 6 6 0 30146560 30136602 PO-B-D D:\ifmxdata\cvp\cvp_data_dbSPC.000
000000008934C030 7 7 0 2097152 2097099 PO-B-D D:\ifmxdata\cvp\cvp_temp_dbSPC.000
0000000089839030 8 1 0 25600 25597 PO-B-D D:\IFMXDATA\cvp\rootdbs.001
8 active, 32766 maximum
```

NOTE: The values in the "size" and "free" columns for DBspace chunks are displayed in terms of "pgsize" of the DBspace to which they belong.

2. Please run this command on CMD in order to ensure the newly added chunk is associated with Rootdbs:

```
oncheck -pe > c:\tmp\onchk.txt
```

You can now find the newly created chunk listed on DBspace Usage Report: rootdbs.