Clean Up the Disk and Maintain Disk Space on the CTM Server

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Introduction

This document provides tips to clean up the disk and maintain disk space on the Cisco Transport Manager (CTM) platform. In order to maintain an efficient CTM server and maximize performance, you must delete unnecessary files and keep only the minimum number of files.

Note: If you are not sure about a specific file to delete, open a Support Case with the Cisco Technical Assistance Center (TAC) (registered customers only) . If you are not a registered user, go to Cisco.com Account Registration Help to register yourself, and then open a Support Case with Cisco TAC.

Prerequisites

Requirements

Cisco recommends that you have knowledge of CTM.

Components Used

The information in this document is based on CTM version 4.6.x and later.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

For optimum performance of the CTM server application, you must ensure sufficient disk space for the application to write logs and other temporary files. Some of these files remain on the disk because:

- The files require action by the system administrator.
- The files are necessary in order to provide the Cisco engineering team with necessary information to troubleshoot.

Maintainence of Directories and Files

Cisco highly recommends that you check all file systems on the CTM server regularly. Here is a list of files and directories that you must review:

- Log files
- Trace files
- Core files
- The /var/tmp directory

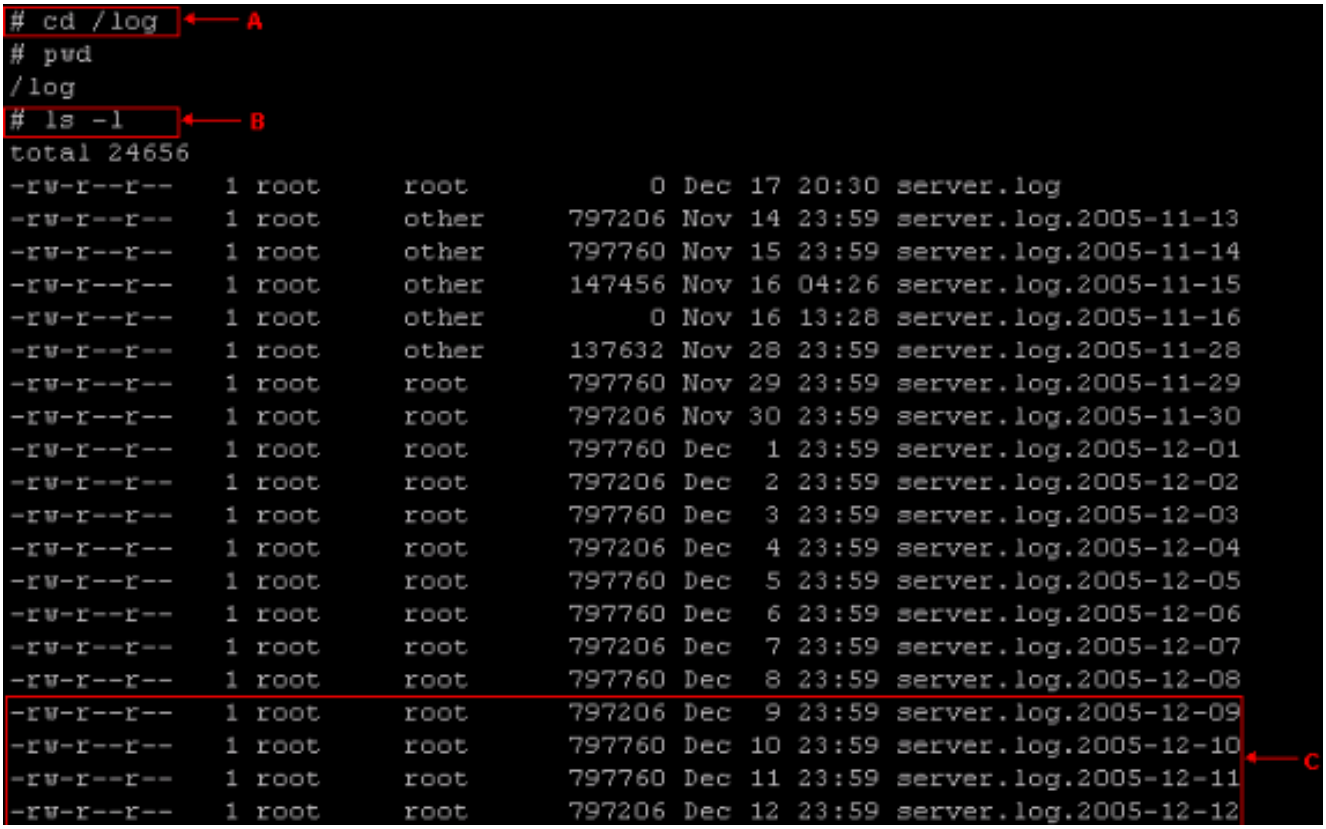
You must remove some of them and retain the others. This section explains the actions you must perform in order to clean up the disk. In order to perform these disk actions, you must use the root account to log into the CTM server.

Log Files

The name of CTM log files contains **server.log** attached with the year, month, and date (see Figure 1). CTM log files reside in the log directory.

Complete these steps in order to access the CTM log files:

1. Change directory to the log directory (see arrow A in Figure 1).
2. Type **ls -l** and press **Enter** in order to view all log files in the log directory (see arrow B in Figure 1).The recommendation is to keep only the most recent four log files (see arrow C in Figure 1). Delete all old log files. For example, the **rm server.log.2005-11.13** command deletes the file named **server.log.2005-11-13**.**Figure 1 – Log Files**



ONS15xxxService Log and Trace Files

As you try to troubleshoot issues, the Cisco TAC engineering team can request you to enable trace on a service such as **ONS15454NEService**. This service is one of the processes that the **showctm** command output displays. The default log level for services is normally set at minor. With the log level at minor for all services, two log files exist for each process. When CTM server starts, CTM renames the previous log file with a .bak extension, and then starts a new log file with the .log extension.

For example, here is the procedure to check ONS15454NEService*:

1. Change the directory to **/opt/CiscoTransportManagerService/log** (see arrow A in Figure 2).
2. Issue the **ls -l ONS15454NEService*** command (see arrow B in Figure 2). All related files appear.The previous version of the ONS15xxxService log file is **ONS15454NEService-1.log.bak** (see arrow D in Figure 2). The current log file is **ONS15454NEService-1.log** (see arrow C in Figure 2).**Figure 2 – Service Log Files**

```
# cd /opt/CiscoTransportManagerServer/log          <-- A
# pwd
/opt/CiscoTransportManagerServer/log
# ls -l ONS15454NEService*                         <-- B
-rw-r--r--  1 root other       0 Dec 17 20:28 ONS15454NEService-1.log          <-- C
-rw-r--r--  1 root other       0 Dec 15 10:43 ONS15454NEService-1.log.bak      <-- D
-rw-r--r--  1 root other       0 Dec 17 20:28 ONS15454NEService-1.log.lck
-rw-r--r--  1 root other       0 Dec 15 10:43 ONS15454NEService-12.log
-rw-r--r--  1 root other       0 Dec 15 09:58 ONS15454NEService-12.log.bak
-rw-r--r--  1 root other       0 Dec 15 10:43 ONS15454NEService-12.log.lck
-rw-r--r--  1 root other 2097140 Dec 20 16:04 ONS15454NEService-12Error.log
-rw-r--r--  1 root other   68919 Dec 15 10:34 ONS15454NEService-12Error.log.bak
-rw-r--r--  1 root other     537 Dec 15 10:44 ONS15454NEService-12_initialization.log
-rw-r--r--  1 root other     537 Dec 15 09:58 ONS15454NEService-12_initialization.log.bak
-rw-r--r--  1 root other       0 Dec 15 10:44 ONS15454NEService-12_initialization.log.lck
-rw-r--r--  1 root other 2097156 Dec 20 16:04 ONS15454NEService-1Error.log
-rw-r--r--  1 root other 2097150 Dec 17 20:26 ONS15454NEService-1Error.log.bak
-rw-r--r--  1 root other     537 Dec 17 20:28 ONS15454NEService-1_initialization.log
-rw-r--r--  1 root other     537 Dec 15 10:43 ONS15454NEService-1_initialization.log.bak
```

You can remove the ONS15xxxService log files with the .bak suffix. If you have set the log level to trace and enabled archive log mode, trace files also appear with date and time as part of the file extension in the `/opt/CiscoTransportManagerServer` directory (see Figure 3).**Figure 3 – Trace Files in the /opt/CiscoTransportManagerServer Directory**

```
-rw-r--r--1 root other 2097261 Dec 6 11:31 ONS15454NEService-1.log.12062005113129
-rw-r--r--1 root other 2097193 Dec 6 11:31 ONS15454NEService-1.log.12062005113144
```

Cisco recommends that you keep the log level at **minor** unless you want to troubleshoot some CTM or network issue. If left unchecked, trace files quickly consume large areas of your disk and cause CTM to fail. Change the log level to **trace** only while you troubleshoot. Monitor the size of the trace file while tracing is turned on. Be sure to turn off tracing when your test is completed. Remove all trace files when they are no longer needed. You can use the **rm** command in order to delete old trace files.

Core Files

When a process of the CTM server exits abnormally, the operating system can write out a core file that contains the in-memory state of the process at the time of crash. Use the core file to find the line where the process stopped, and the values of the variables at that point. Core files reside in the `/opt/CiscoTransportManagerServer/bin` directory. The Cisco Engineering team uses Core files to troubleshoot issues.

Complete these steps in order to access core files:

1. Change the directory to **/opt/CiscoTransportManagerServer/bin** (see arrow A in Figure 4).
2. Issue the **ls -l core*** command to view all core files (see arrow B in Figure 4).Arrow C in Figure 4 displays all core files in the `/opt/CiscoTransportManagerServer/bin` directory.You can use **rm** to delete a core file. For example, **rm core.454NEService-1.10481**.**Figure 4 – Core Files**

```
# cd /opt/CiscoTransportManagerServer/bin          <-- A
# pwd
/opt/CiscoTransportManagerServer/bin
# ls -l core*                                      <-- B
-rw-------   1 root     other     620876672 Dec 17 20:27 core.454NEService-1.10481   <-- C
-rwxrwxrwx   1 root     root      580937116 Dec 13 07:57 core.454NEService-1.12154
```

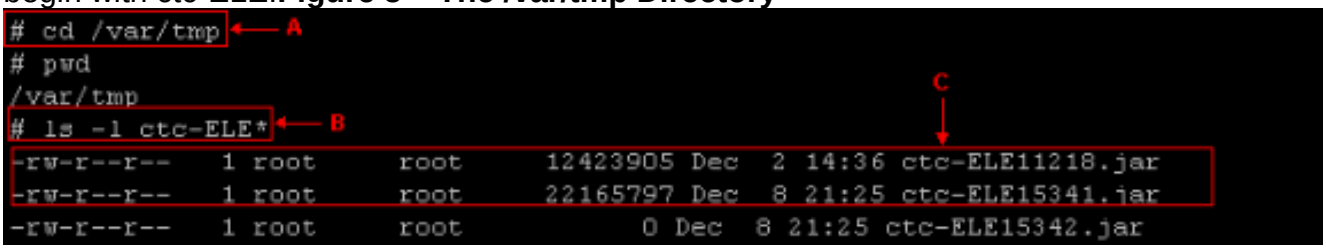
The /var/tmp Directory

The `/var/tmp` directory is another directory that you, as the system administrator, must review.

Occasionally the Cisco Transport Controller (CTC) application embedded as part of the CTM server creates CTC-related files in the `/var/tmp` directory. An example is **ctc-ELE*jar** files, which you must remove.

Complete these steps to remove the ctc-ELE*jar files:

1. Change directory to `/var/tmp` (see arrow A in Figure 5).
2. Issue the **ls -l ctc-ELE*** command (see arrow B in Figure 5).
3. Verify the result, and issue the **rm ctc-ELE*** command to remove all files whose names begin with ctc-ELE.**Figure 5 – The /var/tmp Directory**



Related Information

- **Technical Support & Documentation - Cisco Systems**