

RTMT Alert:LowSwapPartitionAvailableDiskSpace

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Contents

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

This document describes the alert that appears within the Real-Time Monitoring Tool (RTMT) and the necessary steps in order to troubleshoot it.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager 5.x and RTMT.

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x.

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.

Problem

In the Cisco CallManager server, a Swap Partition available disk space below 10 Percent. LowSwapPartitionAvailableDiskSpace partition has 7 percent of available disk space alert appears from the RTMT.



Solution

This alert indicates that the swap partition is left with very less available space, and is heavily used by the system. The swap partition is normally used to extend the physical RAM capacity when needed. In normal conditions, if RAM is enough, swap should not be used too much.

This alert appears when the default threshold for available disk space is set to a high value. In order to stop the RTMT alert, Cisco recommends to set the default threshold for available disk space to a lower number, for example, less than two percent.

Complete these steps in order to stop this alert in the RTMT:

1. Log into RTMT.
2. Choose **Tools > Alert > Alert Central**.
3. Right-click **LowActivePartitionAvailableDiscSpace**.
4. Choose **Set Alert Properties**.
5. Click **Next**.
6. Change the value to 1 or 2%.
7. Click **Next/Next**.
8. Click **Activate**.

Note: As this alert can be caused by a build up of temp files, a reboot of the server is recommended to clear out any unnecessary temp files.

Note: Turn off any unnecessary traces configuration. Traces should only be turned on during troubleshooting.

Related Information

- **RTMT Notification: Number of MediaListExhausted Events Exceed 0 within 60 Minutes**
- **Real-Time Monitoring Tool**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

