



Troubleshooting an Upgrade

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'No Space Left on Device' Error

You receive the following error message while backing up or restoring Cisco Unified Communications Domain Manager 10.6(1) on a virtual machine: 'No Space Left on Device.' You can create a new virtual disk on the node with the primary database and then reassign the Cisco Unified Communications Domain Manager 10.6(1) data to the new disk. The new disk has enough space for you to perform the backup or restore operation.

Procedure

- Step 1** Turn off the virtual machine that contains the primary database.
- Step 2** In VMware, add a disk on the node that contains the primary database:
- a) From the **VM** menu, click **Edit Settings**.
 - b) Click **Add**. The Add Hardware Wizard opens.
 - c) Select **Hard Disk** and then click **Next**.
 - d) Select **Create a new virtual disk** and then click **Next**.
 - e) Set the capacity to be the same as the database disk: 250 GB.
 - f) Accept the default file name and location, or click **Browse** to select a different location.
 - g) Click **Finish**.
- Step 3** Turn on the virtual machine. Your guest operating system recognizes the new virtual disk as a new, blank hard disk.
- Step 4** Log in to the platform account on the virtual machine and run the **drives list** command.
- Step 5** In the command output, note the following information, which you will use in step 6:
- The name of the new disk in the 'Unused disks' section
 - The identifier of the current disk, 'services:backups,' in the 'Used disks and mountpoints' section
- Step 6** Run the following command: **drives reassign <new disk name> services:backups**
All current data is moved to the new disk. You can continue with your backup or restore operation.
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