

Overlooked Causes of Server Disk Usage

KB14696

Many Shoreware servers have been installed with the Hard Drive partitioned in such a way that the data partition is very large and the C: partition is very small. Normally the Operating System utilizes the C: partition for temporary storage for processor memory. Should the processor need more than the available disk space on the C: partition all server functions are impaired often without an event-

There are several system functions that consume disk space on the C: partition that should be checked regularly.

1. C:\Documents and Settings\[user account]\Desktop
2. C:\inetpub\Logs
3. C:\inetpub\mailroot\Badmail
4. C:\WINDOWS\system32\LogFiles

Item 1: C:\Documents and Settings\[user account]\Desktop

Problem: When gathering Log Files a folder is created on the Desktop as the gathering location. Then folder is then copied as a compressed file (ZIP) in preparation to be copied to an FTP location. Often both the folder and the ZIP file are left on the desktop taking up valuable disk space on the C: partition.

Solution: In a Windows "**Explore**" window navigate to the root of the data partition and created a folder titled "Files2Shoretel". Right click on the folder and drag it to the Desktop, let go of the button and select in the pop-up "Create a Shortcut Here". Use the "Files2Shoretel" folder instead of the Desktop when gathering log files. Just create the storage folder for the files in the "Files2Shoretel" folder. The shortcut on the desktop makes it easy to navigate to the "Files2Shoretel" folder.

For servers with a single drive partition it would be a good practice to create the "Files2Shoretel" folder. That way the gathering location would be the same for all system's.

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Item 2: C:\inetpub\Logs

Problem: There is no automated management of this folder. The Shoregear V switches use this location to upload its logs when instructed to do so.

Solution: Files are deposited in this folder for troubleshooting. These files should be moved to the appropriate file gathering location as quickly as possible.

Item3: C:\inetpub\mailroot\Badmail

Problem: The Shoreware system uses SMTP to send Voicemail Messages, Auto Attendant Messages and Workgroup Prompts between Servers and V Switches as well as notification to users. Each time an email is unsuccessful in reaching ~~to~~ reaching its destination, that email is moved to the Bad Mail folder. Once in the Bad Mail folder it remains there till they are manually deleted.

Solution: This issue needs to be troubleshot. Often it is a matter of the Domain Name Server (DNS) not being properly configured or the customers Exchange Server needs to allow Relay Host for the Shoreware servers. A workaround for a DNS issue is to set the Smart Host.

Item 4: C:\WINDOWS\system32\LogFiles

Problem: When troubleshooting IIS issues, FTP or SMTP, administrators would enable logging and may forget about it once the issue has been resolved. Depending on the log levels these files could become very large.

Solution: Open the IIS Manager and lower or disable logging. Then delete the older log files.