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Introduction

This document describes procedure to create additional disk space in the logging partition of Cisco Call Manager, by adjusting the High and Low WaterMark settings in Real Time Monitoring Tool (RTMT).

Prerequisites

Requirements

There are no specific requirements for this document .

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Call Manager Version 10.0.1-10000-24
- Cisco Real Time Monitoring Tool Version 10.0(001)

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.

Background Information

Low WaterMark is a percentage value of the total logging disk space, post which you receive an alert , indicating that the disk space is full by the configured percentage of for Low WaterMark.

High WaterMark is a percentage value of the total logging disk space, post which the the older log files are purged.

High WaterMark Exceeded and Low WaterMark Exceeded are events which indicates the percentage of used disk space in the logging partition.

LogPartitionHighWaterMarkExceeded

This event indicates that the percentage of used disk space in the log partition has exceeded the configured high water mark.

LogPartitionLowWaterMarkExceeded

This event indicates that the percentage of used disk space in the log partition has exceeded the configured Low WaterMark.

The threshold percentage value of both of these events could be configured in RTMT based on the requirement . By Default High WaterMark is set to 95 % of total logging partition and Low WaterMark is set to 90% of total logging partition.

At times, need arises when there is insufficient space in the Logging Partition and additional space needs to be created for certain activity in call manager to take place. During such events additional space could be created in the Logging Partition, adjusting the threshold values of High WaterMark and LowWaterMark repectively.

When the threshold value of High WaterMark is lowered it would purge the older log files and this would create additional disk space in the logging partition.

Procedure

Adjust Low WaterMark

Launch RTMT and log in to the desired cluster and On the Left pane navigate to, **System > Tool > Alert Central**.

On the Right pane, under System Right Click **LogPartitionLowWaterMarkExceeded > Set Alert/Properties**.

The screenshot shows the RTMT Alert Central interface. The left pane displays a tree view with 'System' selected, and 'Alert Central' highlighted under the 'Tools' category. The right pane shows a table of alerts with columns for 'Alert Name' and 'Enabled'. The 'LogPartitionLowWaterMarkExceeded' alert is selected, and a context menu is open over it, showing options like 'Clear Alert', 'Disable Alert', and 'Set Alert/Properties...'. The 'Set Alert/Properties...' option is highlighted.

Alert Name	Enabled
AuthenticationFailed	Enabled
CiscoDRFFailure	Enabled
CoreDumpFileFound	Enabled
CpuPegging	Enabled
CriticalServiceDown	Enabled
DBChangeNotifyFailure	Enabled
DBReplicationFailure	Enabled
DBReplicationTableOutOfSync	Enabled
HardwareFailure	Enabled
LogFileSearchStringFound	Enabled
LogPartitionHighWaterMarkExceeded	Enabled
LogPartitionLowWaterMarkExceeded	Enabled
LowActivePartitionAvailable	Enabled
LowAvailableVirtualMemory	Enabled
LowInactivePartitionAvailable	Enabled
LowSwapPartitionAvailable	Enabled
ServerDown	Enabled
SparePartitionHighWaterMarkExceeded	Enabled
SparePartitionLowWaterMarkExceeded	Enabled
SyslogSeverityMatchFound	Enabled
SyslogStringMatchFound	Enabled
SystemVersionMismatched	Enabled
TotalProcessesAndThreadsExceededThreshold	Enabled

Click **Next**.

Alert Properties: General

Name: LogPartitionLowWaterMarkExceeded

Enable Alert Severity: **Critical** ▼

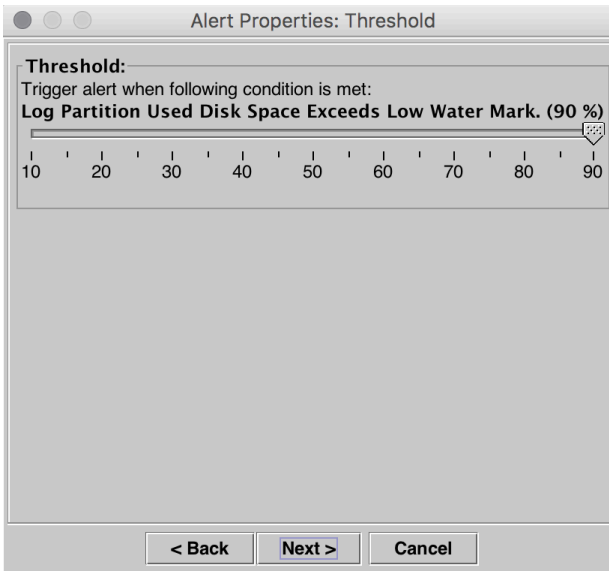
Enable/Disable this alert on following server(s):

Server	Enable
10.106.91.199	<input checked="" type="checkbox"/>

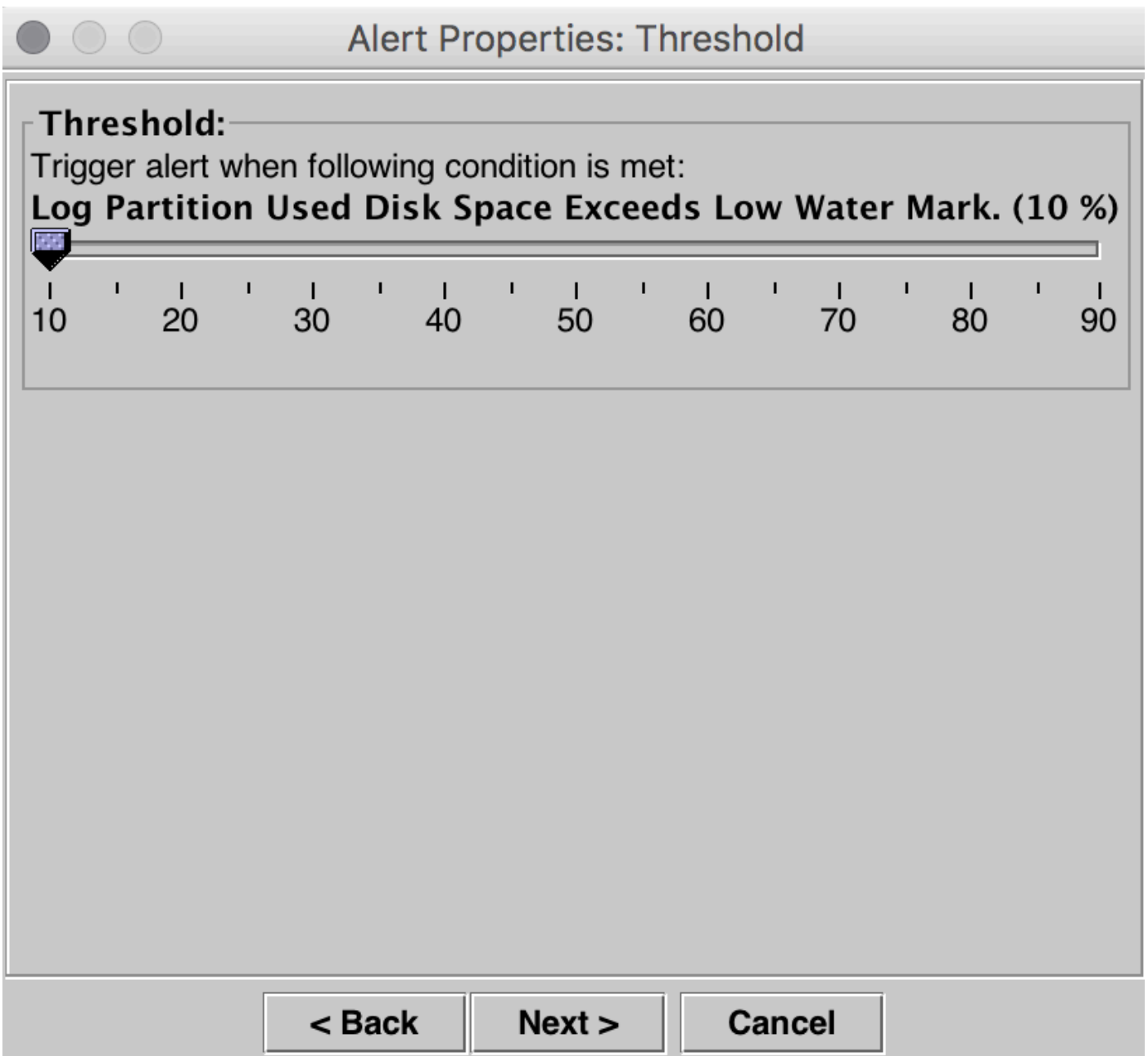
Description:
This alert occurs when the LogPartitionLowWaterMarkExceeded event is generated. This indicates that the percentage of used disk space in the log partition has exceeded the configured low water mark.

Recommended Action:
Check if the configured low water mark for used disk space in the log partition is too low. And also please examine each application trace log files and clean up those that are too old and too big before the used disk space exceeds the high water mark.

By default, **Low WaterMark** is set to 90%.



Set the **Low WaterMark** to a lowerer value, based on your rquirement and then Click **Next**.



Click **Next**.

Click **Save**.



Adjust High WaterMark

Once the on the Right pane, Under System Right Click **LogPartitionHighWaterMarkExceeded** > **Set Alert/Properties**

The screenshot shows the 'Alert Central' window with a tree view on the left and a list of alerts on the right. The 'LogPartitionHighWaterMarkExceeded' alert is selected, and a context menu is open over it, with 'Set Alert/Properties...' highlighted.

Alert Name	Enabled
AuthenticationFailed	Enabled
CiscoDRFFailure	Enabled
CoreDumpFileFound	Enabled
CpuPegging	Enabled
CriticalServiceDown	Enabled
DBChangeNotifyFailure	Enabled
DBReplicationFailure	Enabled
DBReplicationTableOutOfSync	Enabled
HardwareFailure	Enabled
LogFileSearchStringFound	Enabled
LogPartitionHighWaterMarkExceeded	Enabled
LogPartitionLowWaterMarkExceeded	Enabled
LowActivePartitionAvailableDiskSpace	Enabled
LowAvailableVirtualMemory	Enabled
LowInactivePartitionAvailableDiskSpace	Enabled
LowSwapPartitionAvailableDiskSpace	Enabled
ServerDown	Enabled
SparePartitionHighWaterMarkExceeded	Enabled
SparePartitionLowWaterMarkExceeded	Enabled
SyslogSeverityMatchFound	Enabled
SyslogStringMatchFound	Enabled
SystemVersionMismatched	Enabled
TotalProcessesAndThreadsExceededThreshold	Enabled

Click **Next**.

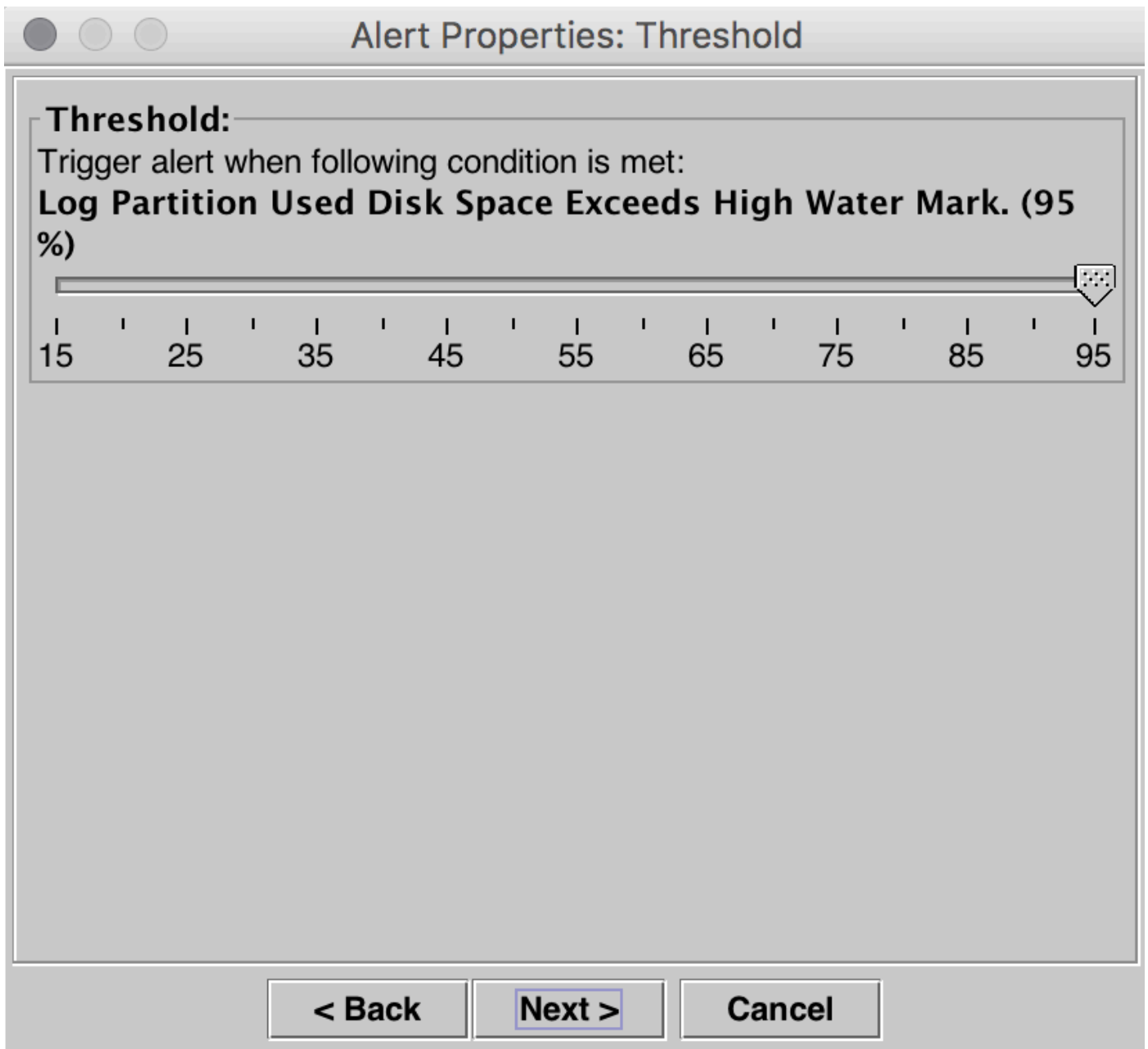
The 'Alert Properties: General' dialog box shows the following configuration:

- Name: LogPartitionHighWaterMarkExceeded
- Enable Alert
- Severity: Critical
- Enable/Disable this alert on following server(s):

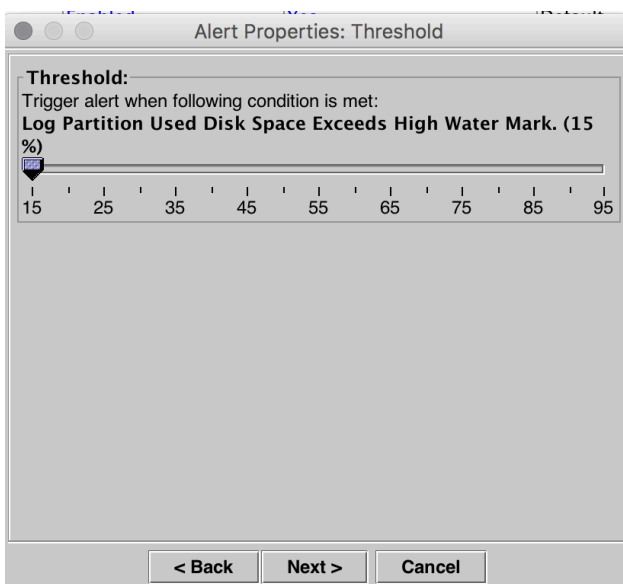
Server	Enable
10.106.91.199	<input checked="" type="checkbox"/>
- Description: This alert occurs when the LogPartitionHighWaterMarkExceeded event is generated. This indicates that the percentage of used disk space in the log partition has exceeded the configured high water mark.
- Recommended Action: Check if the configured high water mark for used disk space in the log partition is too low.

Buttons: < Back, Next >, Cancel

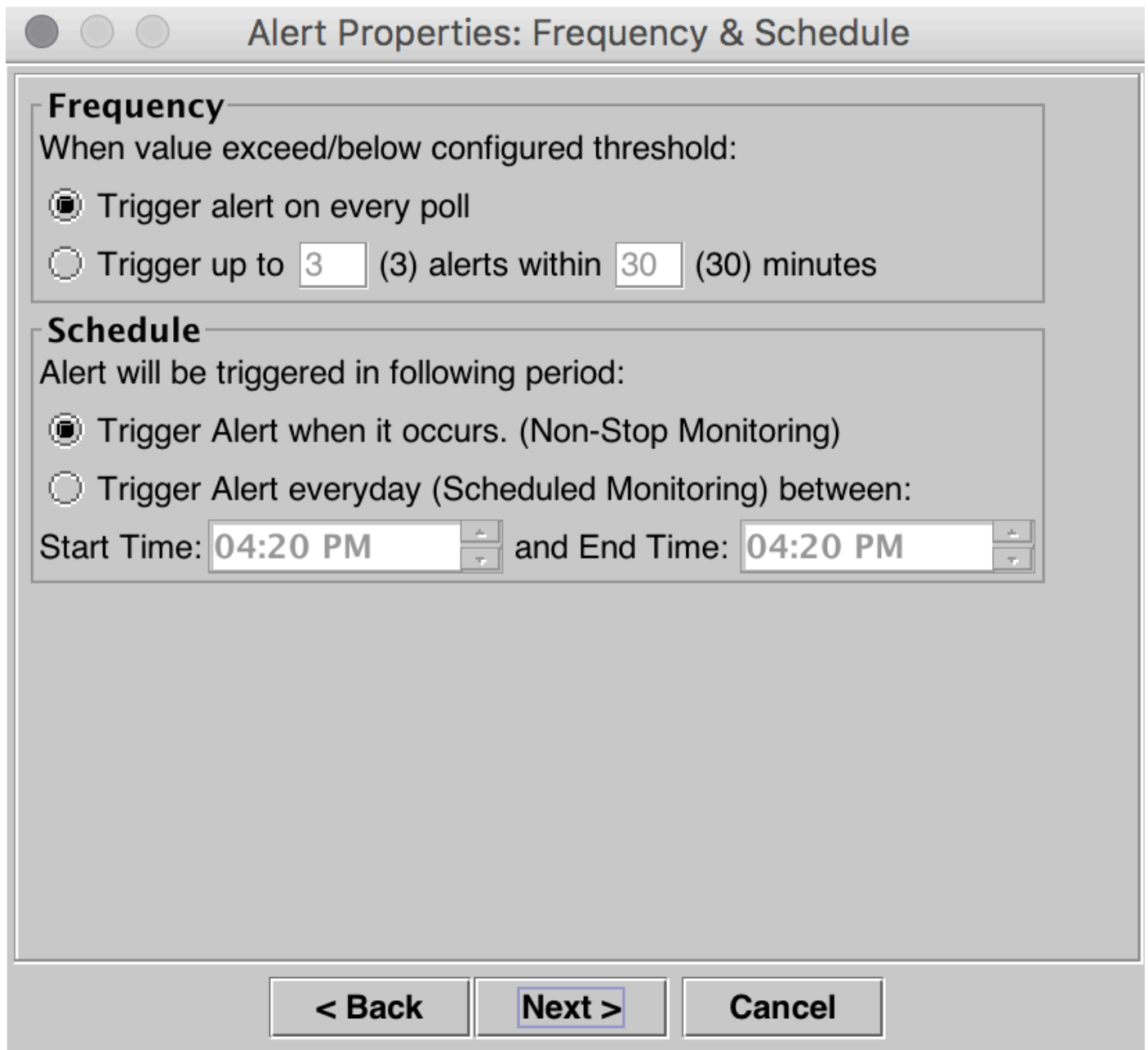
By Default, **High WaterMark** is set to 95%.



Set the **High WaterMark** to a lowerer value, based on your rquirement and then Click **Next**.



Click **Next**.



Alert Properties: Frequency & Schedule

Frequency
When value exceed/below configured threshold:

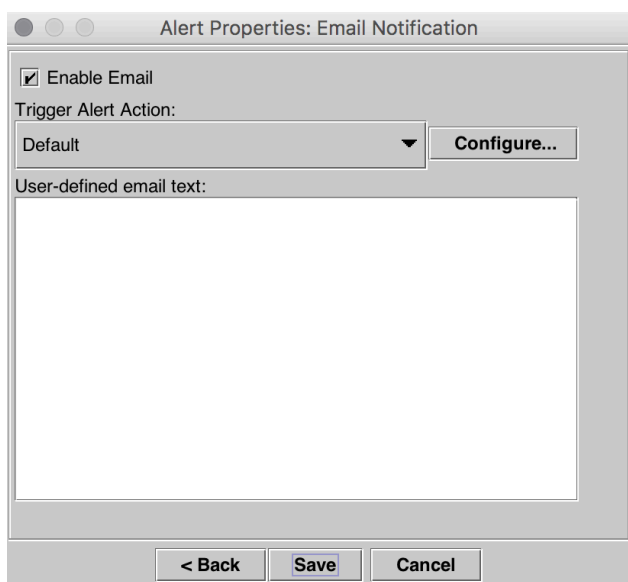
- Trigger alert on every poll
- Trigger up to (3) alerts within (30) minutes

Schedule
Alert will be triggered in following period:

- Trigger Alert when it occurs. (Non-Stop Monitoring)
- Trigger Alert everyday (Scheduled Monitoring) between:
Start Time: and End Time:

< Back **Next >** Cancel

Click **Save**.



Alert Properties: Email Notification

Enable Email

Trigger Alert Action:
Default

User-defined email text:

< Back **Save** Cancel

Verify

The additional disk space created in the logging partition. After you adjust the **High and Low WaterMarks** could be verified throught the **Show Status** command on the CLI on the call Manager.

Before adjusting the WaterMark.

```
admin:show status
```

```
Host Name      : publisher
Date           : Thu Jul 21, 2016 16:07:16
Time Zone      : India Standard Time (Asia/Kolkata)
Locale         : en_US.UTF-8
Product Ver    : 10.0.1.10000-24
Unified OS Version : 6.0.0.0-2
```

```
Uptime:
```

```
16:07:17 up 72 days, 21:01, 1 user, load average: 0.21, 0.16, 0.11
```

```
CPU Idle: 93.06% System: 02.40% User: 04.29%
IOWAIT: 00.25% IRQ: 00.00% Soft: 00.00%
```

```
Memory Total: 8062096K
Free: 133808K
Used: 7928288K
Cached: 3312040K
Shared: 0K
Buffers: 342228K
```

	Total	Free	Used
Disk/active	22187548K	9256672K	12705464K (58%)
Disk/inactive	22187548K	20884420K	176064K (1%)
Disk/logging	77201424K	47443520K	25836240K (36%)

After Adjusting the WaterMark.

```
admin:show status
```

```
Host Name      : publisher
Date           : Thu Jul 21, 2016 16:35:48
Time Zone      : India Standard Time (Asia/Kolkata)
Locale         : en_US.UTF-8
Product Ver    : 10.0.1.10000-24
Unified OS Version : 6.0.0.0-2
```

```
Uptime:
```

```
16:35:49 up 72 days, 21:29, 1 user, load average: 0.09, 0.12, 0.16
```

```
CPU Idle: 98.61% System: 00.88% User: 00.51%
IOWAIT: 00.00% IRQ: 00.00% Soft: 00.00%
```

```
Memory Total: 8062096K
Free: 1957460K
Used: 6104636K
Cached: 1477332K
Shared: 0K
Buffers: 360100K
```

	Total	Free	Used
Disk/active	22187548K	9256660K	12705476K (58%)

Disk/inactive	22187548K	20884420K	176064K (1%)
Disk/logging	77201424K	54805132K	18474628K (26%)

As seen **Show Status** output , the percentage value of **Used Disk/Logging** partition has changed from **36%** to **26%**.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.