

**Comdasys FAQ: Flash Memory  
Full**

Comdasys AG  
Rüdesheimer Str. 7  
D-80686 München

Tel.: +49.89.5484333-0  
Fax: +49.89.5484333-29

[support@comdasys.com](mailto:support@comdasys.com)  
<http://www.comdasys.com>

## **Disclaimer**

We have taken all possible care to ensure that this manual contains correct, accurate information. However, the manufacturer cannot assume liability for any possible errors. In addition, the manufacturer cannot guarantee that the hardware will meet the purpose you require.

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Comdasys AG  
80686 München, Germany

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# 1. Flash Memory Full

## 1.1. Introduction

The Comdasys Convergence Systems use flash memory as their means of permanent storage. Some areas of this flash are read only, others are read-write. The operation of the system can be negatively affected if the flash memory is full. During normal operation, the flash memory cannot fill up by itself. The flash can fill up with log messages, packet traces, patches, or uploaded files.

## 1.2. Check the Flash Memory

In order to check the status of the flash memory, setup a an SSH connection to the system and log in. After having done that, enter the following command:

```
df
```

Check the output of the command. You can run into problems if either your root partition /, your /tmp partition or your /etc partition are completely full. Let us consider the root partitions case first.

Filesystem	1k-blocks	Used	Available	Use%	Mounted on
/dev/hdc2	47423	47423	3835	100%	/
/dev/hdc4	16102	1601	14501	10%	/etc
none	82780	640	82140	1%	/tmp
none	23652	296	23356	2%	/var/log
none	500	80	420	16%	/var/run
none	500	12	488	3%	/var/state/dhcp
none	500	356	144	72%	/usr/share/htdocs/licenses

## 1.3. Cleaning up the Root Partition

To resolve this, you can either try to manually find the files that filled up the flash, or to do a complete update. Check especially the /, and /root directories. Removing the files can be done with the UNIX rm command. If this does not help, perform an update via the WebGUI or through CLI and reboot the device. Depending on the device, you should have at least 5% available space on the Root Partition.

## 1.4. Cleaning up the Etc Partition

The etc partition contains all user specific configuration. Therefore, there is no easy way to clean this up. Even the most complex configuration cannot fill up the flash on Convergence devices. Therefore something must be wrong if you are seeing this full. Try to browse through the /etc directory to find the files that you do not need. Typical configuration files are very small. Therefore you should look at files very carefully that exceed 10 KB in size. You can manually delete those by using the standard UNIX rm command. The only other possibility to clean that partition is to perform a factory reset. You will lose all configuration data however. You can of course try to backup your configuration first, perform the factory reset, and then restore the configuration.

## 1.5. Cleaning up the Tmp Partition

If your /tmp partition is full, you can again either manually delete the files that are no longer required, or just reboot the device. Note that the /tmp directory is located completely in RAM and is thus non-persistent storage. It is used as temporary storage for the Software running on the Convergence.

If you have any further questions, please contact [support@comdasys.com](mailto:support@comdasys.com).