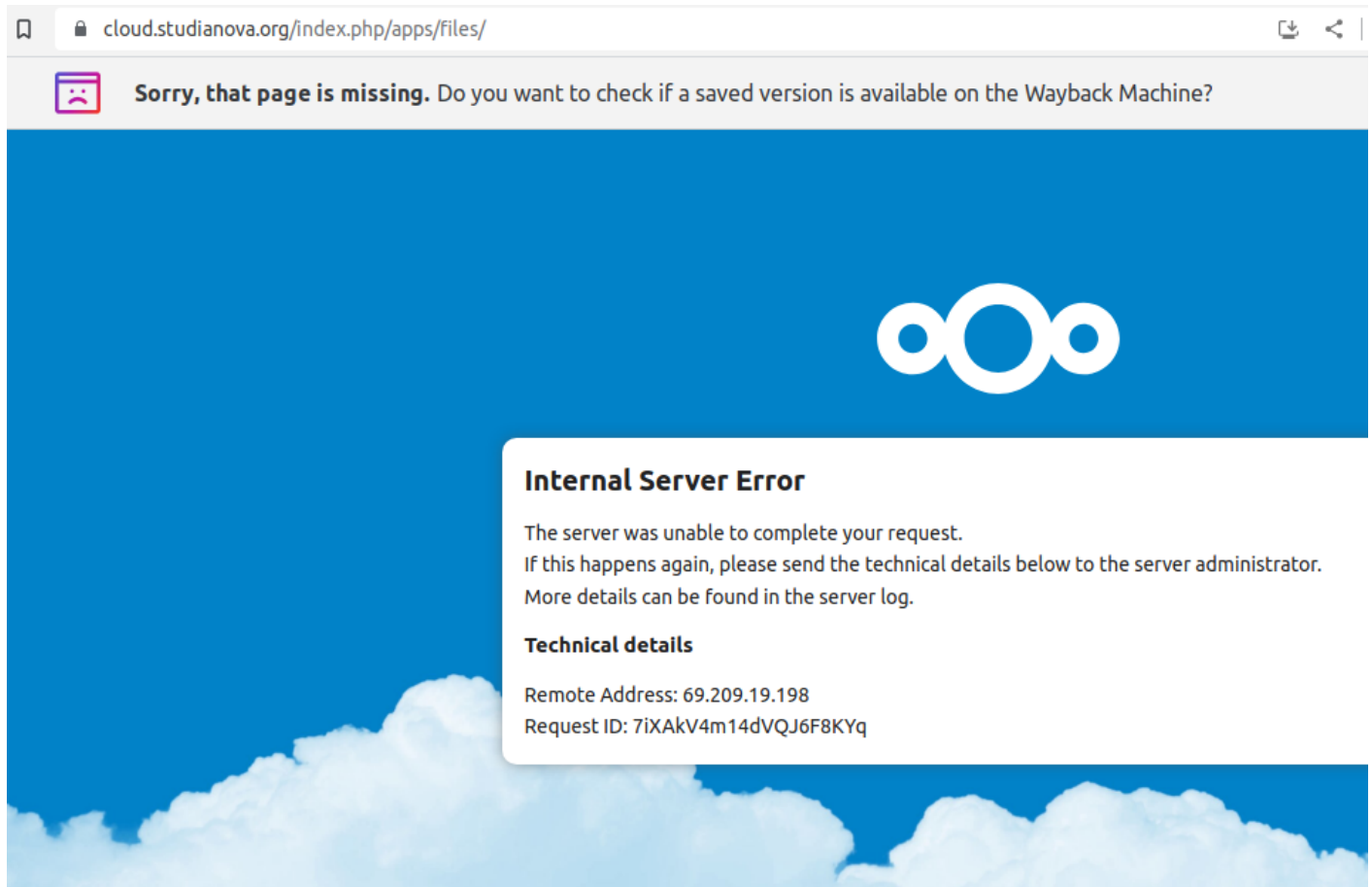


Next Cloud Files

10/20/2023 NextCloud Internal Server Error



SITREP

- cloud.studianova.org was an open window on my desktop, when I tried to open file apps above picture was displayed.
- I could still refresh other apps
- When I logged back in and out, all apps were blocked
- Dharmik could still open files on nextcloud, I could not open the link he sent.
- Logged in an another user, April, and same problem
- BSA was acting weird and not allowing me to paste in a picture.

Recent Changes

- 2F implemented a few days before
- back-ups were running, but no errors in the logs

Immediate Actions Taken

- Dharmik logged in to webmin and found the error messages as below:

Dharmik Vyas 1 min

Fatal

no app in context

Doctrine\DBAL\Exception\DriverException: An exception occurred while executing a query: SQLSTATE[HY000]: General error: 1021 Disk full (/tmp/#sql_6ca_0.MAI); waiting for someone to free some space... (errno: 28 "No space left on device")

0

Warning! The 27.33 GiB filesystem mounted at / has no free disk space!

[Stats History](#)

▼ Disk Usage

Mounted As	Type	Free	Used	Total	Device ID
/	ext3	0% (0 bytes) 94% (1716746 inodes)	27.33 GiB 114678 inodes	27.33 GiB 1831424 inodes	/dev/md2
/usr	ext4	25% (2.36 GiB) 62% (404753 inodes)	6.86 GiB 250607 inodes	9.74 GiB 655360 inodes	/dev/vg00/usr
/home	ext4	99% (9.22 GiB) 100% (655342 inodes)	52 KiB 18 inodes	9.74 GiB 655360 inodes	/dev/vg00/home
/var	ext4	63% (95.34 GiB) 93% (9669792 inodes)	55.49 GiB 815968 inodes	157.36 GiB 10485760 inodes	/dev/vg00/var

- The /dev/md2 partition was full and causing error messaged
- IONOS customer service said this folder was a raid server for boot only and **should not cause the problem.**
- IONOS said that more memory could not be added to md2 because some kind of software would not allow this to be done.
- IONOS offered to remove unneeded data from the md2 and put in /var, a ticket was put in and scheduled for Monday at 8AM eastern (\$75).
- Dharmik deleted some files including Rosario SIS.
- IONOS restarted the server and the issue resolved.

Corrective Actions

- Remove mail.studianova as this is on the server where we had the problem
- Remove all unneeded files, dharmik noticed up to three instances of NextCloud.
- Victoria to learn how to restart the server
- Identify the **root cause** of having to re-start nextcloud server two days in a row

Lessons Learned

- Having the off-line server passwords was critical to working with IONOS.
- Removing unneeded files reduces complexity of trouble shooting.

Revision #9

Created 20 October 2023 08:59:54 by Victoria

Updated 20 October 2023 12:33:00 by Victoria