5. Trouble Shooting Playbooks

Below are common issues and the standard operating procedures (SOPs) for each. These playbooks assume you have appropriate permissions in vCloud Director, vSphere, NetBox, and DRAC/iLO.

5.1 Expand Disk Space, CPU, or Memory on a Virtual Machine

1. *Ticket Triage*
   - Confirm the VM name, customer organization, and resource request (e.g., disk space from 50 GB to 100 GB, CPU from 2 to 4 vCPUs, etc.).
   - Check if the customer has vCloud Director access and if they can perform this change themselves. If not, proceed.

2. *Verify Current Resources*
   - In vCloud Director (if the customer is using it) or vSphere (if directly managed):
     1. Identify the VM.
     2. Check the current resource allocation (CPU, Memory, Disk).
   - Ensure the desired resource request is within the purchased or allowable limits.

3. *Perform the Expansion*
   - vCloud Director:

     1. Go to the customer's vApp / VM.
     2. Power off the VM (if necessary, depending on the resource type).
     3. Edit the VM's properties: Increase CPU, memory, or disk size as requested.
     4. Power on the VM.
   - vSphere:

     1. Right-click on the VM and select "Edit Settings."
     2. Adjust CPU, memory, or disk settings.
     3. Depending on disk expansions, you may need to power off the VM or use hot-add (if licensed and supported).
     4. Power on or confirm the VM is still running without issues.