**Incident Report**

**Incident Title:**  
Virtual Machine MHSS-DHIS2-CORE Paused Due to Disk Full Error

**Date & Time of Incident:**  
July 3, 2025, 15:45 (GMT+2)

**Affected System:**

* **Host:** MHSS-DHIS2-BASE
* **Virtual Machines:**
  + **Paused/Impacted VMs on Drive D:**
    - MHSS-DHIS2-CORE
    - MHSS-DHIS2-INPT
    - MHSS-DHIS2-RPS
    - MHSS-DHIS2-MONITOR
  + **Relocated VM:**
    - MHSS-DHIS2-COVX (moved to Drive E)

**Summary of Events:**

1. **Event ID 12636 – Warning (3:45:46 PM)**  
   The virtual hard disk of MHSS-DHIS2-CORE detected a recoverable error due to a full disk, leading to read/write issues.
2. **Event ID 12635 – Information (3:45:46 PM)**  
   A resiliency status notification confirmed disk full condition.
3. **Event ID 18524 – Information (3:45:46 PM)**  
   Hyper-V automatically paused MHSS-DHIS2-CORE to prevent potential data corruption.

**Root Cause:**

* The D: drive, hosting several VMs, reached 100% utilization due to cumulative virtual disk growth across four VMs.

**Actions Taken:**  
✅ **VM Relocation:**

* **MHSS-DHIS2-COVX** (total size: 220 GB) was successfully moved from D: to E: drive. The VM is now fully operational from its new location, relieving space pressure on D:.

✅ **System Restarts:**

* After freeing up ~220 GB of disk space on D:, all affected VMs on D: — **MHSS-DHIS2-CORE**, **MHSS-DHIS2-INPT**, **MHSS-DHIS2-RPS**, and **MHSS-DHIS2-MONITOR** — were restarted successfully, restoring DHIS2 services.

**Current Status:**

* All systems are operational.
* The D: drive now has sufficient free space for continued VM operation.
* No data loss has been observed.

**Recommended Follow-Up Actions:**  
✅ **Short-term:**

* Monitor disk utilization on both D: and E: drives to ensure stability.
* Verify full functionality of relocated and restarted VMs.

✅ **Medium-term:**

* Establish a proactive disk space monitoring system with alerting thresholds.
* Schedule regular reviews of VM disk growth to plan capacity upgrades.

✅ **Long-term:**

* Develop a disk usage policy, including scheduled data archiving or cleanup.
* Assess the possibility of expanding storage infrastructure to accommodate future growth.

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