DSS029 - There is not enough space on the disk

Last updated by | Joao Antunes | Mar 29, 2023 at 10:49 PM PDT

Error - There is not enough space on the disk

Symptom

Error syncing from onprem to azure (initial sync) due to disk space issue.

Error

Sync failed with the exception 'An unexpected error occurred when applying batch file sync_{...}.batch. See the inner exception for more details. Inner exception: There is not enough space on the disk. For more information, provide tracing ID '{...}' to customer support.

Cause

When doing on-premises to Azure sync, the initial sync can use a lot of disk space. Normally the batch files are close to the sum of the tables size. However, Data Sync will create another set of files under MAT_ folder for sorting purpose. These files are much larger than the batch files, it can be 8-10 times bigger. Normally one batch is less than 24MB but the size of the file for sorting can be up to 200MB.

Mitigation

You should change the temp folder to another drive which has enough disk space.
There are two environment variables that control where the temp folder is located, one for the entire system and the other is per user.
You need to change the one used by local agent (for the user running the local agent service) to another drive which has enough disk space.

The simplest way to change the TEMP and TMP path for the account that is runing the Aure DataSync agent is --> login with the Aure data sync service account to the machine and execute te following commands:

```
# Get current values
[Environment]::GetEnvironmentVariable("TEMP","User")
# or
[Environment]::GetEnvironmentVariable("TEMP","Machine")

# Set new values
[Environment]::SetEnvironmentVariable("TEMP","D:\TempUser", "User")
# or
[Environment]::SetEnvironmentVariable("TEMP","D:\TempMachine", "Machine")
```

However if customer can't login with the DataSync Agent service account the following steps can be followed.
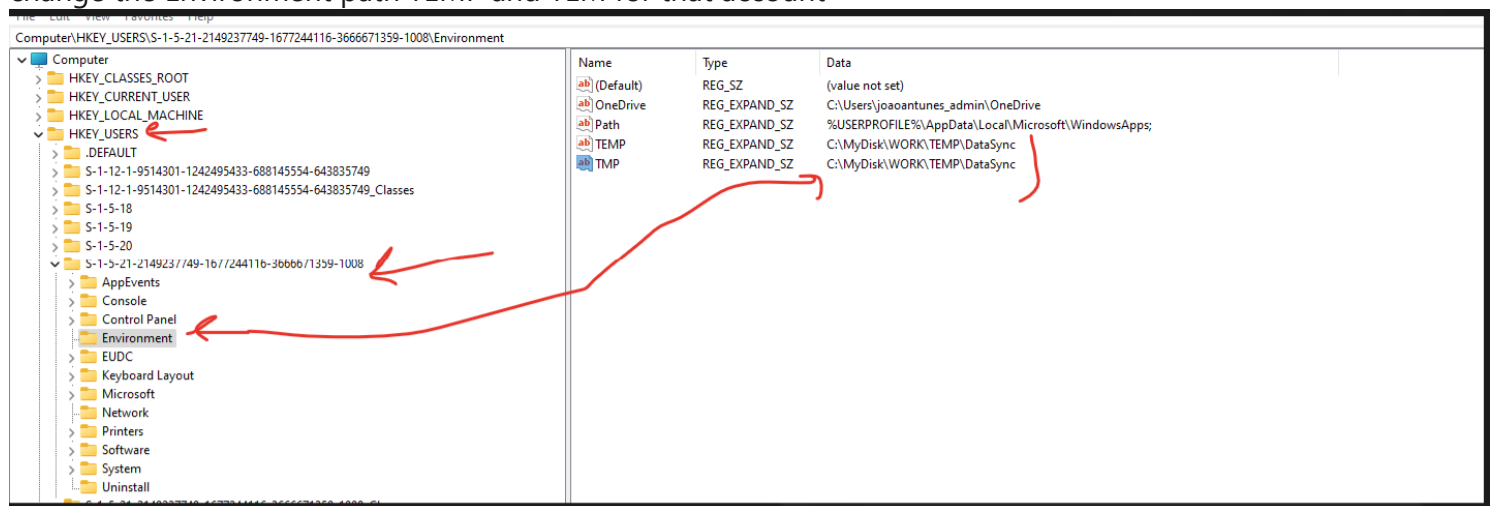
1 - Open a cmd console

2 - execute the following command to get the account sid

```
wmic useraccount where name='serviceaccountrunningdatasyncagent' get sid
```


3 - After geting the sid, open the regitry and under "HKEY_USERS" go to the service account SID folder and change the Environment path TEMP and TEM for that account

NOTE: After change, please restart data sync service so that it will pick up the new setting.

Classification

Root cause Tree - DataSync/User issue/error/SyncFail

How good have you found this content?