

DISK SPACE TROUBLESHOOTING BESIDES DISK CLEANUP

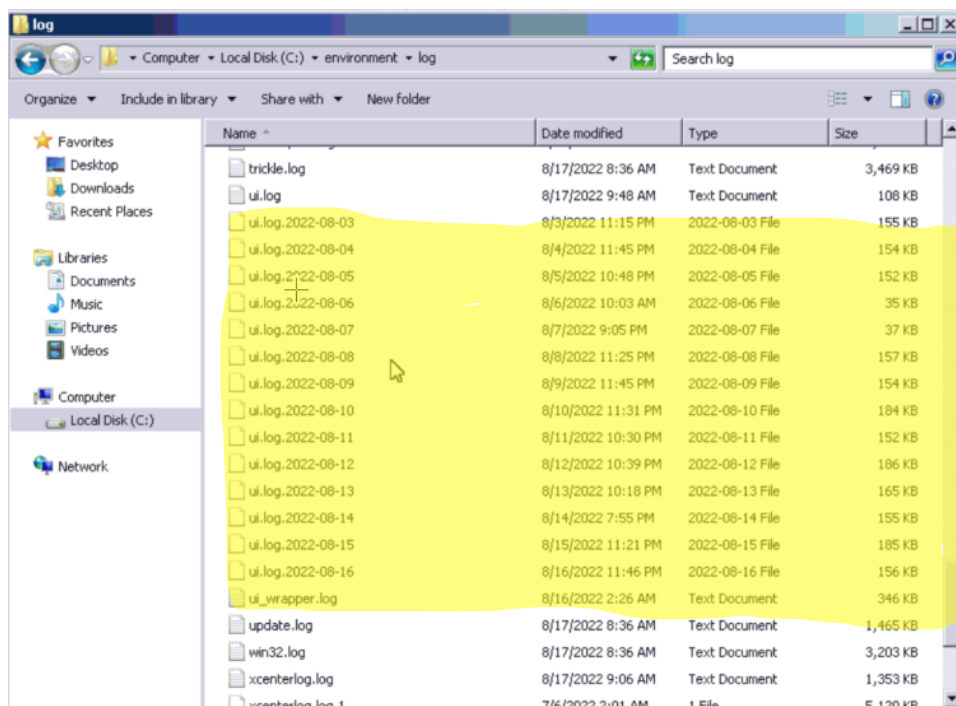
Objective: Clear up as much storage space as possible to ensure the store close process can perform without store close failures due to disk space.

Below are the File Paths to look at in the store's register:

NOTE: Investigation areas are highlighted in yellow. Noted files will more than likely be based on the size of the file. Some are not listed but will be mentioned in the respected section.

Listed in order from most common area to least common area to investigate:

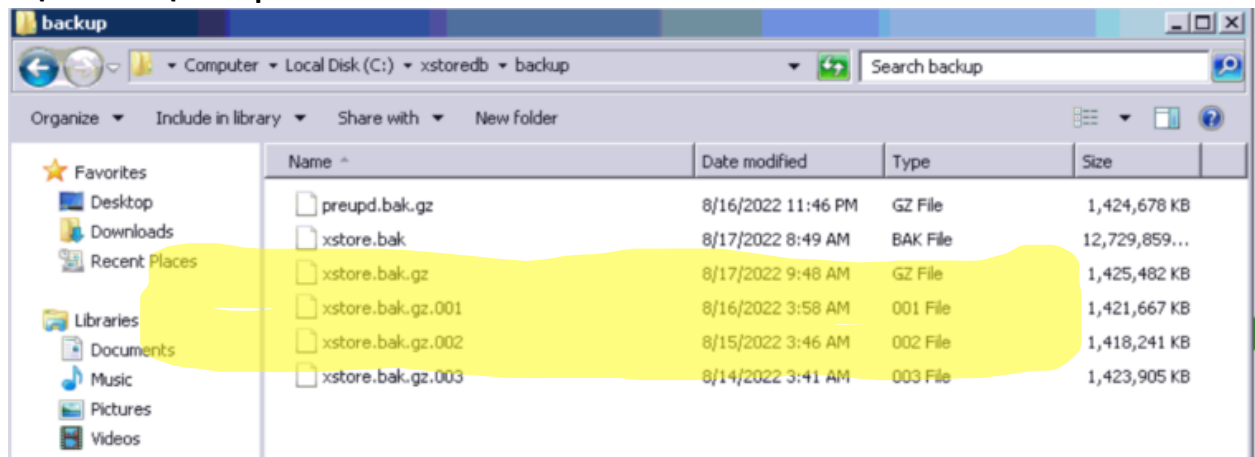
1. c:\environment\log



Name	Date modified	Type	Size
trickle.log	8/17/2022 8:36 AM	Text Document	3,469 KB
ui.log	8/17/2022 9:48 AM	Text Document	108 KB
ui.log.2022-08-03	8/3/2022 11:15 PM	2022-08-03 File	155 KB
ui.log.2022-08-04	8/4/2022 11:45 PM	2022-08-04 File	154 KB
ui.log.2022-08-05	8/5/2022 10:48 PM	2022-08-05 File	152 KB
ui.log.2022-08-06	8/6/2022 10:03 AM	2022-08-06 File	35 KB
ui.log.2022-08-07	8/7/2022 9:05 PM	2022-08-07 File	37 KB
ui.log.2022-08-08	8/8/2022 11:25 PM	2022-08-08 File	157 KB
ui.log.2022-08-09	8/9/2022 11:45 PM	2022-08-09 File	154 KB
ui.log.2022-08-10	8/10/2022 11:31 PM	2022-08-10 File	184 KB
ui.log.2022-08-11	8/11/2022 10:30 PM	2022-08-11 File	152 KB
ui.log.2022-08-12	8/12/2022 10:39 PM	2022-08-12 File	186 KB
ui.log.2022-08-13	8/13/2022 10:18 PM	2022-08-13 File	165 KB
ui.log.2022-08-14	8/14/2022 7:55 PM	2022-08-14 File	155 KB
ui.log.2022-08-15	8/15/2022 11:21 PM	2022-08-15 File	185 KB
ui.log.2022-08-16	8/16/2022 11:46 PM	2022-08-16 File	156 KB
ui_wrapper.log	8/16/2022 2:26 AM	Text Document	346 KB
update.log	8/17/2022 8:36 AM	Text Document	1,465 KB
win32.log	8/17/2022 8:36 AM	Text Document	3,203 KB
xcenterlog.log	8/17/2022 9:06 AM	Text Document	1,353 KB
xcenterlog.log.1	7/6/2022 2:01 AM	1 File	5,120 KB

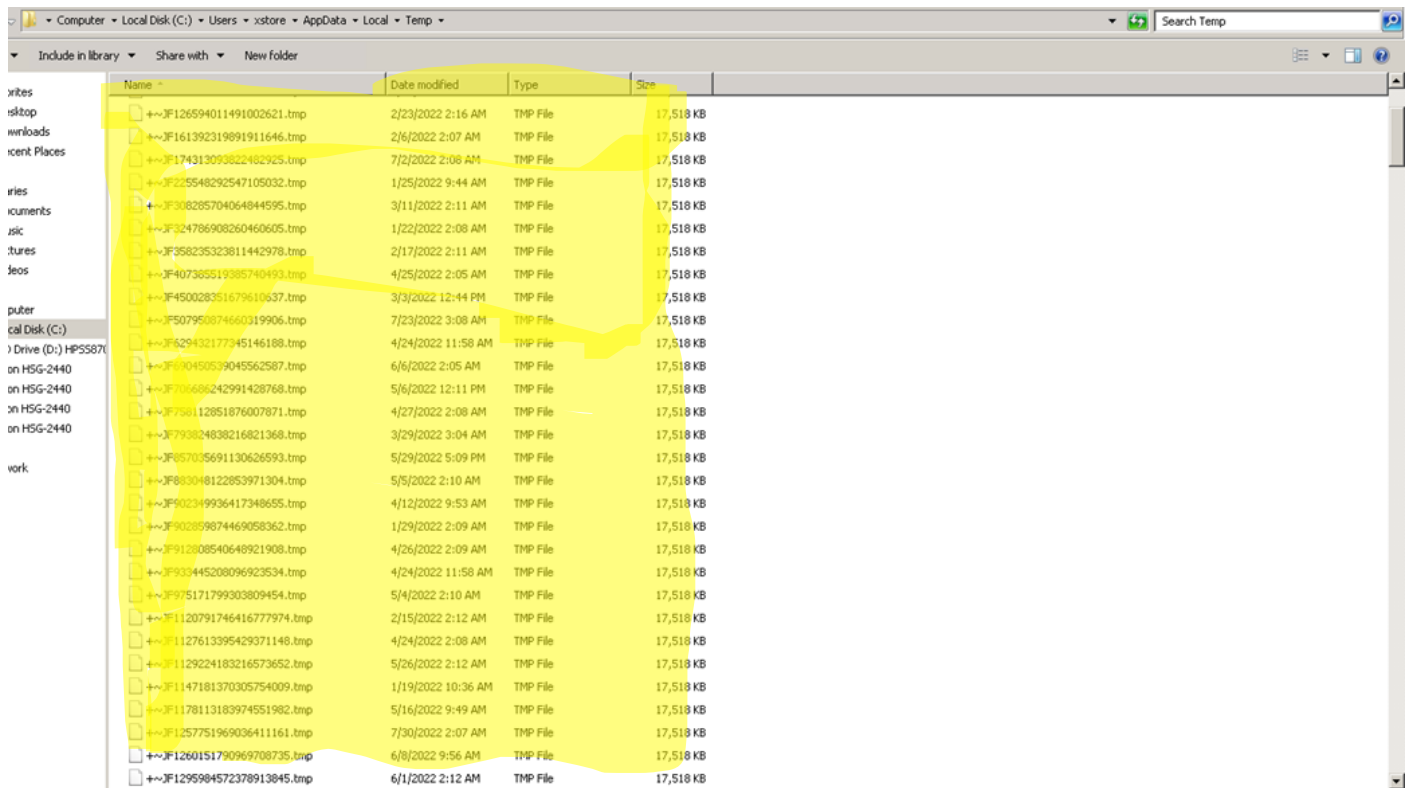
Looking mainly for the biggest UI log size due to errors on that day. This is one of the main folders to investigate for space issues.

2. c:\xstoredb\backup



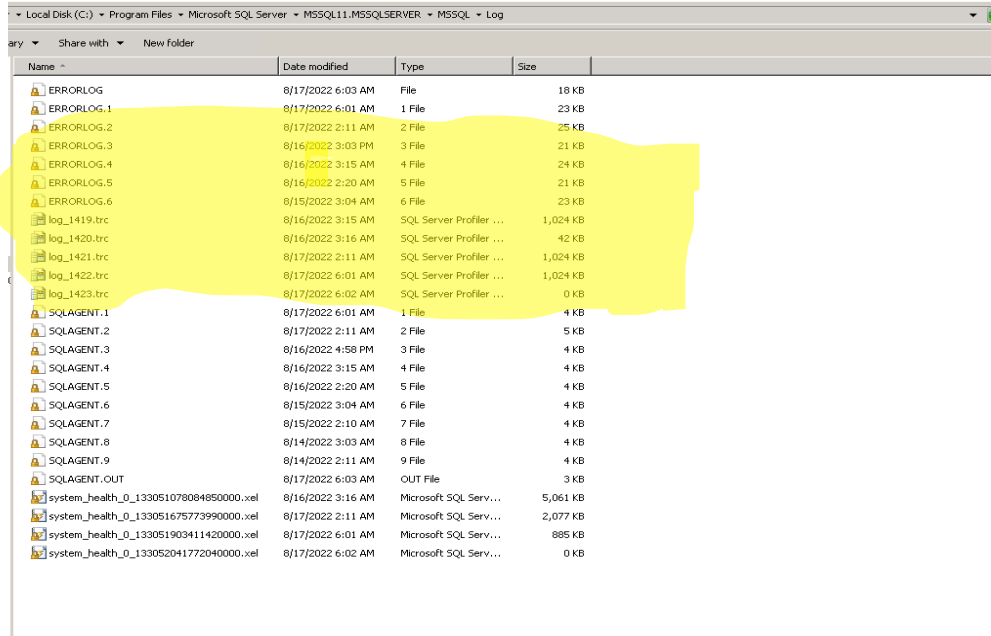
An old **xstore.bak** file can also be deleted. (Example: xstore.bak001 from months ago)

3. c:\Users\xstore\AppData\Local\Temp



This will be a folder that can be investigated to delete space. These files will have consistent storage sizes and can be deleted. All of these may not be able to be deleted, but that is completely fine. The more you delete, the better.

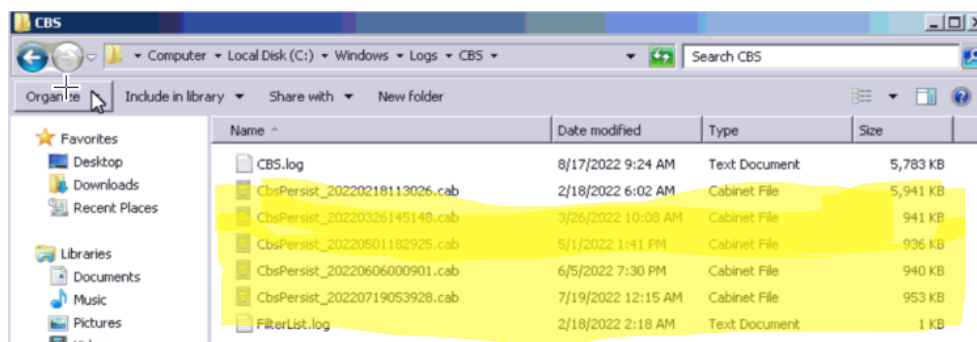
4. c:\program files\Microsoft SQL Server\MSSQL11.MSSQLSERVER\MSSQL\Log (need to be in RDP to access this file path)



Name	Date modified	Type	Size
ERRORLOG	8/17/2022 6:03 AM	File	18 KB
ERRORLOG.1	8/17/2022 6:01 AM	1 File	23 KB
ERRORLOG.2	8/17/2022 2:11 AM	2 File	25 KB
ERRORLOG.3	8/16/2022 3:03 PM	3 File	21 KB
ERRORLOG.4	8/16/2022 3:15 AM	4 File	24 KB
ERRORLOG.5	8/16/2022 2:20 AM	5 File	21 KB
ERRORLOG.6	8/15/2022 3:04 AM	6 File	23 KB
log_1419.trc	8/16/2022 3:15 AM	SQL Server Profiler ...	1,024 KB
log_1420.trc	8/16/2022 3:16 AM	SQL Server Profiler ...	42 KB
log_1421.trc	8/17/2022 2:11 AM	SQL Server Profiler ...	1,024 KB
log_1422.trc	8/17/2022 6:01 AM	SQL Server Profiler ...	1,024 KB
log_1423.trc	8/17/2022 6:02 AM	SQL Server Profiler ...	0 KB
SQLAGENT.1	8/17/2022 6:01 AM	1 File	4 KB
SQLAGENT.2	8/17/2022 2:11 AM	2 File	5 KB
SQLAGENT.3	8/16/2022 4:58 PM	3 File	4 KB
SQLAGENT.4	8/16/2022 3:15 AM	4 File	4 KB
SQLAGENT.5	8/16/2022 2:20 AM	5 File	4 KB
SQLAGENT.6	8/15/2022 3:04 AM	6 File	4 KB
SQLAGENT.7	8/15/2022 2:10 AM	7 File	4 KB
SQLAGENT.8	8/14/2022 3:03 AM	8 File	4 KB
SQLAGENT.9	8/14/2022 2:11 AM	9 File	4 KB
SQLAGENT.OUT	8/17/2022 6:03 AM	OUT File	3 KB
system_health_0_1330510780848500000.xel	8/16/2022 3:16 AM	Microsoft SQL Serv...	5,061 KB
system_health_0_1330516757739900000.xel	8/17/2022 2:11 AM	Microsoft SQL Serv...	2,077 KB
system_health_0_1330519034114200000.xel	8/17/2022 6:01 AM	Microsoft SQL Serv...	885 KB
system_health_0_1330520417720400000.xel	8/17/2022 6:02 AM	Microsoft SQL Serv...	0 KB

Also look for “**SQL MINI DUMP**” files in this folder. Those will be the bulk of files that will take up most of the space due to errors in the database. This will help clear space for sure.

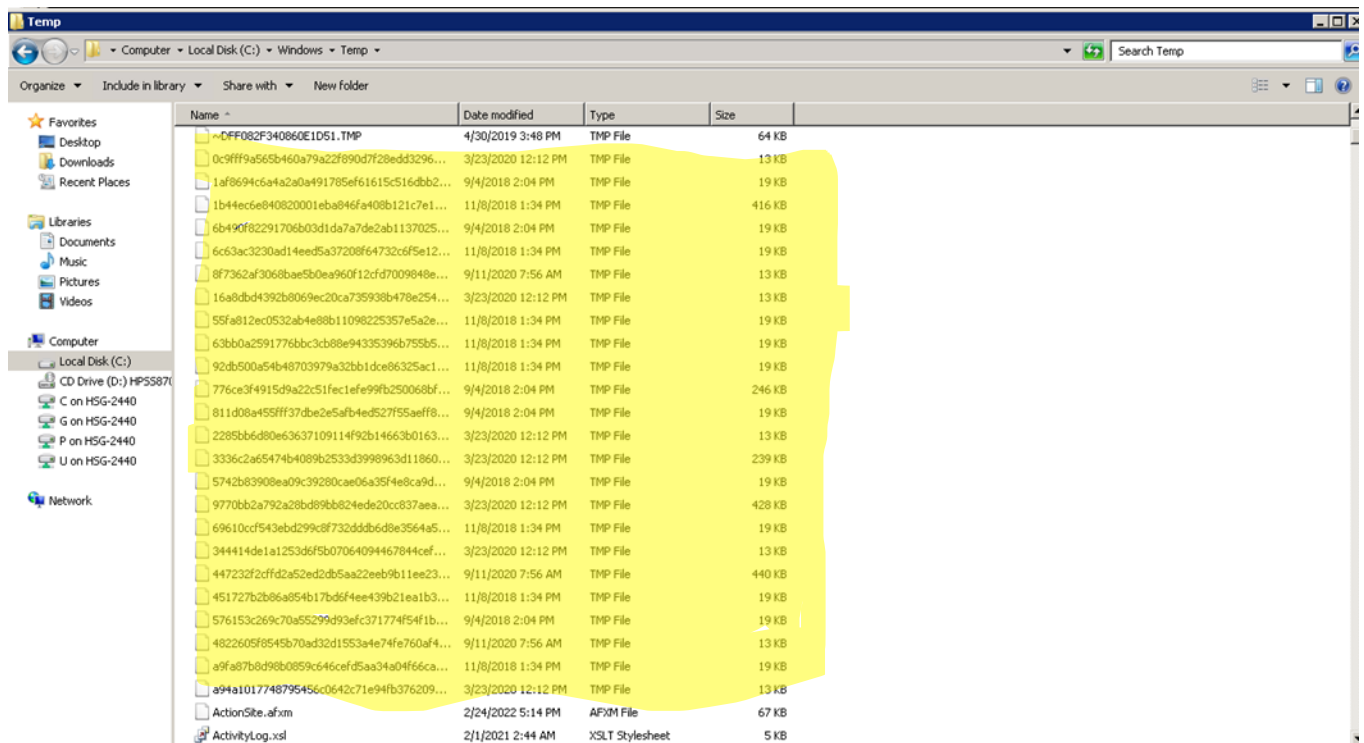
5. c:\Windows\Logs\CBS



Name	Date modified	Type	Size
CBS.log	8/17/2022 9:24 AM	Text Document	5,783 KB
CbsPersist_20220218113026.cab	2/18/2022 6:02 AM	Cabinet File	5,941 KB
CbsPersist_20220326145148.cab	3/26/2022 10:08 AM	Cabinet File	941 KB
CbsPersist_20220501182925.cab	5/1/2022 1:41 PM	Cabinet File	936 KB
CbsPersist_20220606000901.cab	6/5/2022 7:30 PM	Cabinet File	940 KB
CbsPersist_20220719053928.cab	7/19/2022 12:15 AM	Cabinet File	953 KB
FilterList.log	2/18/2022 2:18 AM	Text Document	1 KB

Most of these will be cabinet files. Look only for large size files.

6. c:\Windows\Temp (need to be in RDP to access this file path)



The screenshot shows a Windows File Explorer window titled 'Temp'. The address bar indicates the path 'Computer > Local Disk (C:) > Windows > Temp'. The left sidebar shows the 'Computer' section with 'Local Disk (C:)' selected. The main pane displays a list of files and folders. A large yellow highlight covers the majority of the file list, from the top to the bottom. The files are listed with their names, dates modified, types, and sizes.

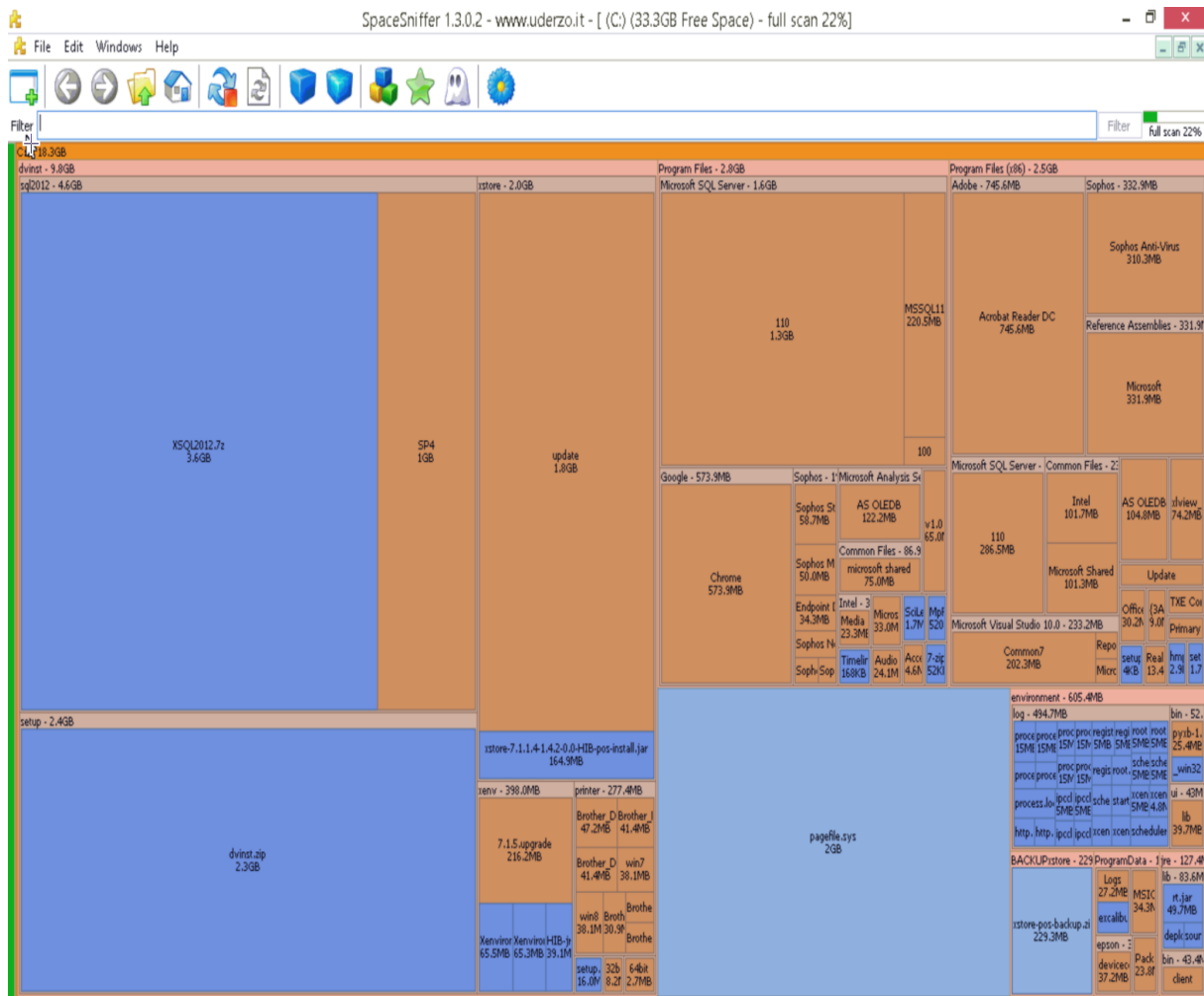
Name	Date modified	Type	Size
~DFF082F340860E1D51.TMP	4/30/2019 3:48 PM	TMP File	64 KB
0c9fff9a565b460a79a22f89d07f28edd3296...	3/23/2020 12:12 PM	TMP File	13 KB
1af8694c6a4a2a0a91785ef61615c516dbb2...	9/4/2018 2:04 PM	TMP File	19 KB
1b44ec6e84082001eba846fa08b121c7e1...	11/8/2018 1:34 PM	TMP File	416 KB
6b490f82291706b03d1da7a7de2ab1137025...	9/4/2018 2:04 PM	TMP File	19 KB
6c63ac3230ad1eed5a37208f64732c6f5e12...	11/8/2018 1:34 PM	TMP File	19 KB
8f7362af3068bae5b0ea960f12cfd700984be...	9/11/2020 7:56 AM	TMP File	13 KB
16a8dbd4392b8069ec20ca735938b478e254...	3/23/2020 12:12 PM	TMP File	13 KB
55fa812ec0532ab4e88b11098225357e5a2e...	11/8/2018 1:34 PM	TMP File	19 KB
63bb0a2591776bb3cb88e94335396b755b5...	11/8/2018 1:34 PM	TMP File	19 KB
92db500a54b48703979a32bb1dce86325ac1...	11/8/2018 1:34 PM	TMP File	19 KB
776ce3f4915d9a22c51fec1efe99fb250068bf...	9/4/2018 2:04 PM	TMP File	246 KB
811d08a455ff37dbe2e5af4ed527f55aef8...	9/4/2018 2:04 PM	TMP File	19 KB
2285bb6d80e63637109114f92b14663b0163...	3/23/2020 12:12 PM	TMP File	13 KB
3336c2a65474b4089b253d3998963d11860...	3/23/2020 12:12 PM	TMP File	239 KB
5742b83908ea09c39280cae06a35f4e8ca9d...	9/4/2018 2:04 PM	TMP File	19 KB
9770bb2a792a28bd89bb824ede20cc837aea...	3/23/2020 12:12 PM	TMP File	428 KB
69610ccf543ebd299c8f732ddb6d8e3564a5...	11/8/2018 1:34 PM	TMP File	19 KB
344414de1a1253d6f5b07064094467844cef...	3/23/2020 12:12 PM	TMP File	13 KB
447232f2cfd2a52ed2db5aa22eeb9b11ee23...	9/11/2020 7:56 AM	TMP File	440 KB
451727b2b86a54b17bd6f4ee439b21ea1b3...	11/8/2018 1:34 PM	TMP File	19 KB
576153c269c70a55299d93efc371774f54f1b...	9/4/2018 2:04 PM	TMP File	19 KB
4822605f8545b70ad32d1553a4e74fe760af4...	9/11/2020 7:56 AM	TMP File	13 KB
a9fa87b8d98b0859c646cfcd5aa34a04f66ca...	11/8/2018 1:34 PM	TMP File	19 KB
a94a1017748795456c642c71e94fb376209...	3/23/2020 12:12 PM	TMP File	13 KB
ActionSite.afm	2/24/2022 5:14 PM	AFM File	67 KB
ActivityLog.xsl	2/1/2021 2:44 AM	XSLT Stylesheet	5 KB

Concentrate on the large size files if needing to investigate this area

If not above 15 %-disc space at this point continue with the steps below.

1. Spacesniffer app

- To access this, navigate to **G:\Helpdesk\Clint\app**
- To effectively see the entire C drive for the Stores register, copy over the spacesniffer.exe from the **G:\Helpdesk\Clint\app** file path and UNC into the register's file path (example: [\\hibxst0001r01\c\\$](#)) and paste it in the **xstore** folder.
- Once copied over, then run it and click the **C:\ Drive** to initiate the analysis
- This is used to show what is taking up all the space on the C drive



2. Big Fix (site version) Disk cleanup ← [KB0010315](#)

- This will run a full disk cleanup on the C drive. (**NOTE: This is also a fix for the BSOD errors for Register 1's**)
- To navigate to this, you will follow this path: **Apps > custom > type in the search bar “disk” and it will pop up the following results.** The one checked below is the one you will choose. (NOTE: anything that says “POS” is meant to be ran for the POS systems.

5 Custom Items

☐

Deploy (1)

Q disk

X

Sort by: Applicable Devices View: 201/1

Applicable Devices

<input type="checkbox"/>	Change PreCacheStageDiskLimitMB	3269		0	
<input type="checkbox"/>	Disk Clean :0007	3269		0	
<input checked="" type="checkbox"/>	POS - Run a Full Disk Cleanup	2326		0	
<input type="checkbox"/>	Run a Full Disk Cleanup	794		0	
<input type="checkbox"/>	Invoke - Disk Cleanup - Windows	3		0	

3. Big Fix (site version) Bloated log and Temp file clean up ← [KB0010315](#)

- This will run a check on the C drive and will attempt to clean up all temp and log files in the C drive. This way is more effective than the disk cleanup.
- To navigate to this, you will follow this path: Apps > custom > type in the search bar “bloated” and it will pop up the following results. The one checked below is the one you will choose. (NOTE: anything that says “POS FIX” is meant to be ran for the POS registers.

1 Custom Item

Deploy (2)

Applicable Devices

POS Fix - Delete Bloated Log & Temp Files

74

0

bloated

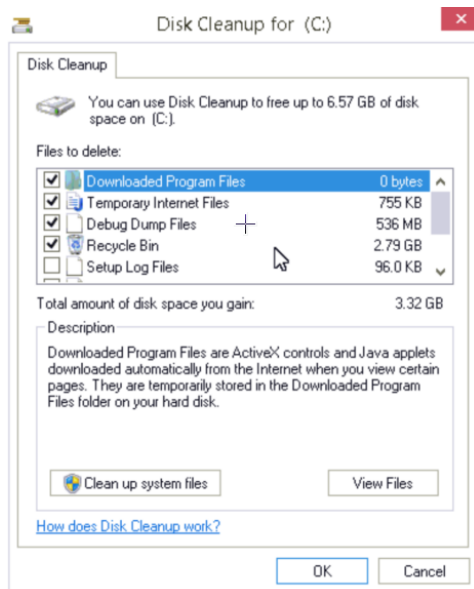
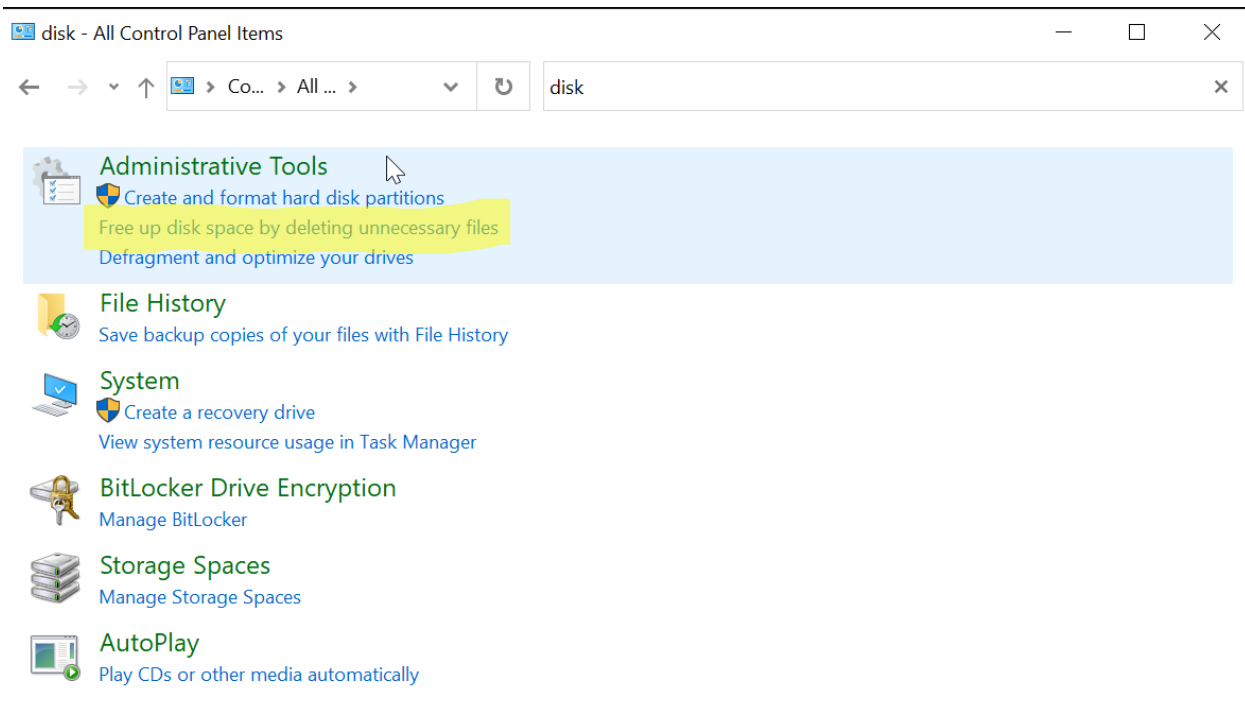
Sort by: Applicable Devices

View: 20

1/1

4. Local Disk cleanup

- Runs a disk cleanup on the Local C:\ drive
- Navigate to control panel and type in “disk”. Click “Free up disk space by deleting unnecessary files”
- Will clear local data, but for a better cleanup, it will need to be ran via RDC (Remote Desktop Controller)



If you have any other question or concerns, please reach out to your level 2.