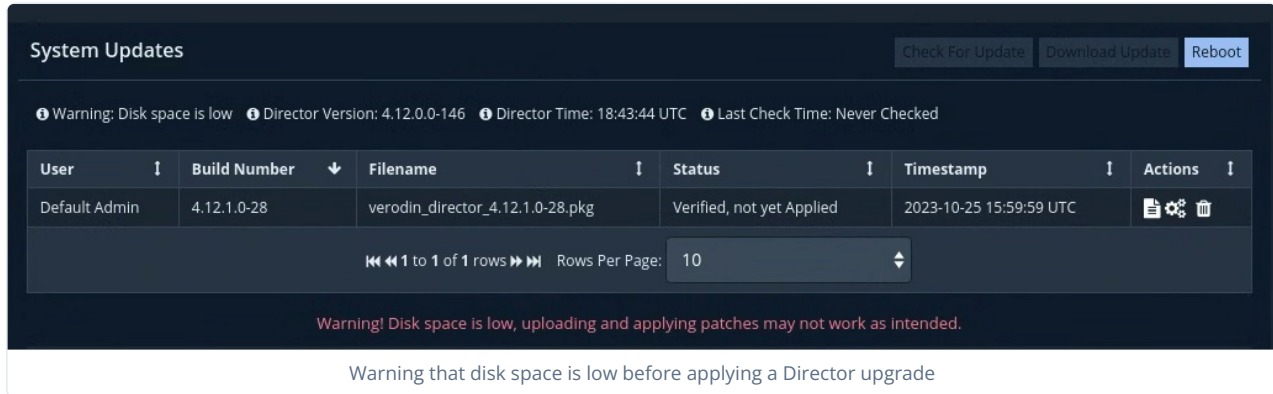


DIRECTOR UPGRADE FAILURES DUE TO LOW DISK SPACE

A Director may fail to upgrade due to low disk space issues. See the following scenarios for guidance.

Warning in Director Web Interface

Disk space can be low enough that the Director shows a warning before applying the update.



The screenshot shows the 'System Updates' section of the Director web interface. At the top right, there are buttons for 'Check For Update', 'Download Update', and 'Reboot'. Below these, a status bar displays: 'Warning: Disk space is low', 'Director Version: 4.12.0.0-146', 'Director Time: 18:43:44 UTC', and 'Last Check Time: Never Checked'. A table lists updates with columns for User, Build Number, Filename, Status, Timestamp, and Actions. One update is shown: 'Default Admin' with 'Build Number' 4.12.1.0-28, 'Filename' verodin_director_4.12.1.0-28.pkg, 'Status' Verified, not yet Applied, and 'Timestamp' 2023-10-25 15:59:59 UTC. Below the table, a pagination bar shows '1 to 1 of 1 rows' and 'Rows Per Page: 10'. A red warning message is displayed: 'Warning! Disk space is low, uploading and applying patches may not work as intended.' Below the screenshot, a caption reads: 'Warning that disk space is low before applying a Director upgrade'.

If you attempt to apply the update with this warning, the following occurs:

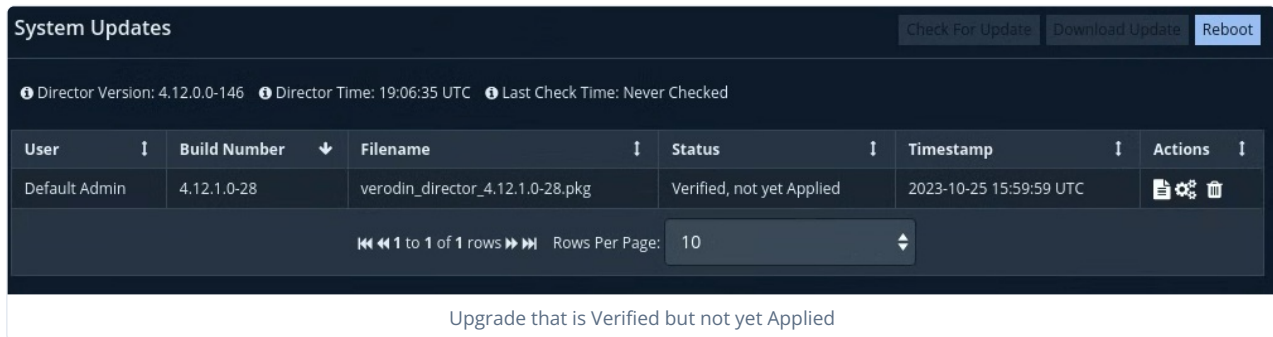
1. Clicking **Apply Update** results in another warning message: `Disk space is low and uploaded update may not apply correctly.`
2. From this warning message dialog, clicking **OK** results in this warning message: `Unable to run Security Validation Director Update. Disk space is too low, please contact Security Validation Support.` The Director update is not applied.

For the update to succeed, you must free up disk space or allocate more storage using the guidance in [Expanding the Director Storage \(https://docs.mandiant.com/home/msv-expanding-the-director-storage\)](https://docs.mandiant.com/home/msv-expanding-the-director-storage). To rerun the update after increasing storage, the update can be applied again from the System Updates table.

No Warning in Director Web Interface

You can hit a scenario where space is low, but not enough for the Director to show a warning before applying the update. In this case, the upgrade process can fail while running the migration to upgrade the Postgres database without any notice in the web interface. If the update doesn't install and you also don't see an error message in the web interface, locate the `verodin_system_log` which should contain the following error message: `ERROR: Not enough free disk space for DB upgrade and migration.`

After the upgrade fails in this scenario, the web interface doesn't change:



The screenshot shows the 'System Updates' section of the Director web interface. At the top right, there are buttons for 'Check For Update', 'Download Update', and 'Reboot'. Below these, a status bar displays: 'Director Version: 4.12.0.0-146', 'Director Time: 19:06:35 UTC', and 'Last Check Time: Never Checked'. A table lists updates with columns for User, Build Number, Filename, Status, Timestamp, and Actions. One update is shown: 'Default Admin' with 'Build Number' 4.12.1.0-28, 'Filename' verodin_director_4.12.1.0-28.pkg, 'Status' Verified, not yet Applied, and 'Timestamp' 2023-10-25 15:59:59 UTC. Below the table, a pagination bar shows '1 to 1 of 1 rows' and 'Rows Per Page: 10'. Below the screenshot, a caption reads: 'Upgrade that is Verified but not yet Applied'.

For the update to succeed, you must free up disk space or allocate more storage using the guidance in [Expanding the Director Storage \(https://docs.mandiant.com/home/msv-expanding-the-director-storage\)](https://docs.mandiant.com/home/msv-expanding-the-director-storage). Like the low disk space warning scenario, to rerun the update after increasing storage, the update can be applied again from the System Updates table.