

[Expert] How do I increase disk space on my Deskpro VM? ?Appliance

Deskpro Legacy - (.) تعليقات - Phil Rigby - 2021-06-17

If you installed your Deskpro on-premise server using the **VM Appliance (OVA)**, then you would not have had the option to configure the virtual hardware during installation. By standard, the OVA requires a **64GB** disk, which will be adequate for the majority of users. However, if you have a larger helpdesk, or have been using the VM Appliance for a long .time, you may find you are running out of disk space

One of the options to resolve this issue is to increase the size of the disk on your Deskpro server. However, as it is running Linux, it is not as straight forward as increasing the size of the disk on your hypervisor. We would need to tell the server that the disk has increased .and how to use it

The guide below will walk you through the process of increasing the disk size on the .Deskpro OVA

:Before you start

This guide is specifically for **Ubuntu 16.04 LTS** and above. Older versions of the Deskpro OVA installed **Ubuntu 14.04 LTS** instead. At the time of writing, this version is past the [End of Standard Support, and is coming up to End of Life](#), so we highly recommend you update to a newer version. In this case, we recommend performing a [fresh OVA install](#), then increase the disk space on the new OVA following this guide. You can then migrate .your old helpdesk over to your new helpdesk using the [dputils tool](#)

To find out what version of Ubuntu your OVA is using, login to the server via SSH, and run :the following command

```
cat /etc/os-release
```

We would also recommend disabling the helpdesk, by going to **Admin > Setup > Settings**, and checking the box marked **Disable the helpdesk**, before clicking **Save**. This .should stop any changes being made or new tickets being processed during the procedure

Once that's done, in your hypervisor, **clone the existing VM**, so you have a backup in .case things go wrong, and then **increase the size of the disk** on the original VM

Resizing the disk

On the VM, probe the hardware to see if it picks up the larger disk by running

```
partprobe
```

followed by

```
fdisk -l
```

to see if the disk has grown. You should be able to see that /dev/sda has increased, i.e, if
:you increase the disk to 100GB

```
Disk /dev/sda: 100 GiB, 107374182400 bytes, 209715200 sectors
```

.If this is still displaying the original size of 64GB, you will need to reboot the VM

reboot

.Once the server has booted back up, log back in and check fdisk

```
fdisk -l
```

.This should now display the new size of the disk /dev/sda at the top line

However, the partition /dev/sda1 should still be set to 64GB

| Device | Boot | Start | End | Sectors | Size | Id | Type |
|-----------|------|-------|-----------|-----------|------|----|-----------|
| /dev/sda1 | * | 2048 | 134215679 | 134213632 | 64G | 8e | Linux LVM |

Resizing the partitions

As the OVA uses a swap partition, you'll need to turn that off

```
swapoff -a
```

Then, we'll need to go into parted to modify the partitions. First, open the parted prompt
with

```
parted /dev/sda
```

.Don't forget to set your units to sectors to make it easier to track

```
parted) u s)
```

:Then print the partition table so you have it available for reference

```
parted) p)
```

```
Model: VMware Virtual disk (scsi)
```

```
Disk /dev/sda: 134217728s
```

```
Sector size (logical/physical): 512B/512B
```

```
Partition Table: msdos
```

```
Disk Flags:
```

| Number | Start | End | Size | Type | File system | Flags |
|--------|-------|------------|------------|---------|-------------|-----------|
| 1 | 2048s | 134215679s | 134213632s | primary | | boot, lvm |

If your VM Appliance is running Ubuntu 16.04 or newer, then the default version of parted
installed should support resizepart, which allows you to resize partitions. This option is
unavailable for Ubuntu 14.04 and below, and requires you to delete and re-create the

partition, which if done incorrectly, can destroy your server's disks beyond recovery. If you are using Ubuntu 14.04, or the command below does not work, do **NOT** continue, and .create a new OVA then migrate to that instead

```
parted) resizepart)
Partition number? 1
End? [134215679s]? 100%
```

You're specifying the first partition on the partition table, and extending the partition to use .100% of the disk

:Now, when you print the partition table again, the output should be different

```
parted) p)
Model: VMware Virtual disk (scsi)
Disk /dev/sda: 209715200s
Sector size (logical/physical): 512B/512B
Partition Table: msdos
Disk Flags:
Number  Start   End       Size      Type     File system  Flags
  1      2048s   209715199s 209713152s primary              boot,
lvm
```

.If this works, you should see the start sector is the same, but the end sector is much larger

Once you're happy everything is correct, quit out of parted

```
parted) quit)
```

Then notify your kernel of the change

```
partprobe
```

You can confirm this is working by checking fdisk

```
fdisk -l
```

:This should now show that the size of the partition now matches the size of the disk

| Device | Boot | Start | End | Sectors | Size | Id | Type |
|-----------|------|-------|-----------|-----------|------|----|-----------|
| /dev/sda1 | * | 2048 | 209715199 | 209713152 | 100G | 8e | Linux LVM |

If not, you may need to reboot your server

```
reboot
```

If the server does not boot back up correctly, then an error was made when repartitioning the disk. This is extremely difficult to recover from, and may result in data loss. If this has happened to you, I recommend removing this VM and booting up the cloned VM which was made as a backup, then start again from the

**beginning, including a fresh cloned VM to ensure you have the ability to fallback
.in the event of another error**

Resizing the Physical Volume

At this point, you should have extended your disk, and your partition should match. Now we need to extend the physical volume and logical volume for LVM, and finally the filesystem
.so the OS can use the additional space

.First, the physical volume

```
pvdisplay
```

This should show the size of the physical volume defined in LVM, and should return
:something like this

```
Physical volume --- ---
PV Name                /dev/sda1
VG Name                deskpro-vg
PV Size                <64.00 GiB / not usable 2.00 MiB
Allocatable           yes (but full)
PE Size               4.00 MiB
Total PE              16383
Free PE               0
Allocated PE          16383
PV UUID               SfqUax-akDv-3ucP-noxH-DUNZ-tJbq-7Cb0GE
```

:This now needs to be resized with the following command

```
pvresize /dev/sda1
```

Then to confirm it works, re-run the command again

```
pvdisplay
```

:And you should now see that the PV size has increased

```
Physical volume --- ---
PV Name                /dev/sda1
VG Name                deskpro-vg
PV Size                <100.00 GiB / not usable 2.00 MiB
Allocatable           yes (but full)
PE Size               4.00 MiB
Total PE              25599
Free PE               0
Allocated PE          25599
PV UUID               SfqUax-akDv-3ucP-noxH-DUNZ-tJbq-7Cb0GE
```

Extending the Logical Volume

Now, the logical volume. For this, we will need to find the mapper address for the logical volume. First, you need to confirm which logical volume is mounted as root

```
df -h
```

:This should give an output similar to this

| Filesystem | Size | Used | Avail | Use% | Mounted on |
|------------------------------|------|------|-------|------|----------------|
| udev | 972M | 0 | 972M | 0% | /dev |
| tmpfs | 199M | 9.4M | 190M | 5% | /run |
| /dev/mapper/deskpro--vg-root | 62G | 4.9G | 54G | 9% | / |
| tmpfs | 994M | 0 | 994M | 0% | /dev/shm |
| tmpfs | 5.0M | 0 | 5.0M | 0% | /run/lock |
| tmpfs | 994M | 0 | 994M | 0% | /sys/fs/cgroup |
| tmpfs | 199M | 0 | 199M | 0% | /run/user/0 |

What you need to do is look at the last column first for root (/), then check the first column to see what filesystem is mounted. For this example, it is /dev/mapper/deskpro--vg-.(root (note the double hyphen between deskpro and vg

This is the logical volume that needs to be extended. You can do that with the following command

```
lvextend -l +100%FREE /dev/mapper/deskpro--vg-root
```

This should extend the logical volume to use up the remaining space on the partition. You can confirm this has worked by checking fdisk

```
fdisk -l
```

:It should now display that logical volume with the new volume size

```
Disk /dev/mapper/deskpro--vg-root: 99 GiB, 106342383616 bytes,
207699968 sectors
```

```
Units: sectors of 1 * 512 = 512 bytes
```

```
Sector size (logical/physical): 512 bytes / 512 bytes
```

```
I/O size (minimum/optimal): 512 bytes / 512 bytes
```

Resizing the File System

Now, we can increase the filesystem to make this extra space usable with the following command

```
resize2fs /dev/mapper/deskpro--vg-root
```

Once this has completed, your VM should now be able to use the additional space. You can confirm this with the following command

```
df -h
```

This should now show that the size of the `/dev/mapper/deskpro--vg-root` filesystem mounted on `/` has a larger size, and is no longer 100% used

| Filesystem | Size | Used | Avail | Use% | Mounted on |
|------------------------------|------|------|-------|------|----------------|
| udev | 972M | 0 | 972M | 0% | /dev |
| tmpfs | 199M | 9.4M | 190M | 5% | /run |
| /dev/mapper/deskpro--vg-root | 98G | 4.9G | 88G | 6% | / |
| tmpfs | 994M | 0 | 994M | 0% | /dev/shm |
| tmpfs | 5.0M | 0 | 5.0M | 0% | /run/lock |
| tmpfs | 994M | 0 | 994M | 0% | /sys/fs/cgroup |
| tmpfs | 199M | 0 | 199M | 0% | /run/user/0 |

Reopening your Helpdesk

The disk upgrade should now be finished. Don't forget to turn swap back on

swapon

Now, you should be able to log back into your helpdesk and re-enable it, by going to **Admin > Setup > Settings**, and unchecking the box marked **Disable the helpdesk**, then clicking **Save**