Avamar Data Domain Capacity Resolution Path

Start

Avamar maintenance failing with MSG_ERR_DDR due to DD full?

Avamar receiving Integrity alerts ?

High utilization seen on DD integrated with Avamar?

Yes

Check Data Domain Utilization – Active Tier & Cloud Tier individually
KB#000082271

Is there cleanable size seen on DD under respective tier ?
DD CLI : #df
KB# 000010771

No → 2a
(Capacity Analysis)

Yes

1a
(Space Reclamation)

1a

If Active Tier utilization is high

Initiate Active Tier cleaning
DD CLI: #filesys clean start
KB# 000183642
KB# 000017462

If Cloud Tier utilization is high

Initiate Cloud Tier cleaning
DD CLI: #cloud clean start <cloud-unit name>
KB# 000019165

DD cleaning successful? — Yes

DD cleaning successful? — Yes

No → **Contact Support.** (Support Reference: Section# 1)

No → **Contact Support.** (Support Reference:: Section# 2)

Space ok on DD post cleaning? — No → **2a** (Capacity Analysis)

Yes

3a →

Wait for next successful Avamar Maintenance cycle (Avamar Checkpoint, hfscheck, GC)
& re-run DD Cleaning :
First Active Tier cleaning & then cloud Tier cleaning if it exists.
(Support reference : Section 4)

Space ok on DD post cleaning?

No → **4a**
(Capacity Upgrade)

Yes

Acknowledge Integrity alerts on Avamar if exists by contacting Support.
(Support Reference: Section#3)

End

2a

Capacity Analysis

Review all Avamar backups present using **dump_root_hash.rb** script & verify if present as per retention and Tiering policy (Tiering policy applicable if cloud tier exists)
KB# 000019732

Make use of **capacity.sh** script to know which clients have added most data.
KB# 000060149

Offload Active Tier data to cloud Tier
(Provided if Active Tier utilization is high & if cloud tier exists & has space)
KB# 000157594
OR Purge backups that are not required
If multiple backups are required to be purged, use modify_snapup tool.
KB# 000058216

3a

4a

All backups present as per retention & required?

Yes

Time to upgrade Capacity

Contact Accounts