**Working Theory Customer Communication**

Date: 16/09/2022

Customer: PT Awan Integrasi Sandidata

Support/EE: Cruz, Alvin

Case #: 2009303273

(Mandatory Sections: 1 - 4)

**Event**

1. **Problem description**

BlocksServiceUnhealthy and blockclusterfull

Customer had a node failure (NodeID 8). The cluster ends up with blockServiceTooFull error state.   
 Customer Hyper-V lost access to some volumes, so customer is unable to free up some space

Volume that inaccessible: vol-mig (vol ID 4) vol-mig-02 (vol ID 7) vol-mig-03 (vol ID 8)

vol-mig-06 (vol ID 20) vol-mig-07 (vol ID 21) vol-mig-08 (vol ID 22)  
 vol-mig-09 (vol ID 23) vol-mig-10 (vol ID 24) vol-mig-11 (vol ID 25)  
 vol-mig-12(vol ID 27)

1. **Root cause hypothesis**
   1. NetApp has ruled out the following areas:
      * Suggest adding new node to increase the cluster capacity.
   2. NetApp has identified the following area as the potential root cause:
      * Space is full
      * Cluster State -> Error (out of space)
   3. NetApp confidence level is: (high, med, low) based on the following information:
      * High

**Hypothesis test plan**

1. **Plan** **(Data collection & Testing)**
   1. What additional information from the customer’s environment is required to validate the hypothesis?
      * CPE to provide list of needed system info to test hypothesis.
        1. System logs and slice, bin sync, bin assignment, bs unresponsive report.
        2. Adding new node with drives.
   2. What NetApp will do to validate the hypothesis.
      * Add new node to increase the cluster capacity.

**Next steps**

1. **Next checkpoint** **(Timing and deliverables)**
   1. The customer is working on to get the support contract renewed and the SAM team.
   2. We are waiting for the customer/SAM team update on contract renewal to proceed with the adding new node.

Optional/Discretionary sections

**Risk Assessment** – Likelihood of recurrence.

**Mitigation –** Workarounds, known defects.