

Jons Acme Trading Company - NFS Performance Case

Case Report - Escalation to Engineering and Final Resolution

Escalation Date: 2025-06-15

Final Resolution Date: 2025-07-01

Escalation Summary:

After two weeks of persistent performance anomalies and repeated analysis, support escalated the case to the development team for deeper investigation. The issue did not align with typical NVRAM failures nor did standard error-handling mechanisms intervene as expected.

Engineering Analysis:

- Engineering reproduced the performance issue under controlled lab conditions.
- Confirmed that NVRAM degradation led to partial loss of cache synchronization, causing silent performance throttling.
- Logs revealed that the software module responsible for failover (CONTAP-12335) failed to escalate the issue properly due to a missed edge-case in the failure handler.

Root Cause:

- Hardware: Degraded NVRAM caused intermittent delays without clean failure signaling.
- Software: CONTAP-12335 contained logic that did not account for partial NVRAM instability, resulting in non-graceful degradation.

Resolution:

- Replaced NVRAM module on node-01 (completed on June 29, 2025).
- Engineering released a patch for CONTAP-12335 that improved NVRAM monitoring and failover behavior

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(included in upcoming ONTAP release).

- Post-resolution monitoring showed full recovery of I/O performance and no further alerts.

Customer Communication and Closure:

- Support and engineering jointly presented the findings and patch plan to the customer.
- Full transparency maintained through detailed RCA (Root Cause Analysis) documentation.
- Customer acknowledged the resolution and confirmed satisfactory restoration of operations.

Total Case Duration: 1 month