

Jons Acme Trading Company - NFS Performance Case

Case Report - Initial Support Engagement

Customer Report Date: 2025-06-01

Customer: Jons Acme Trading Company

Issue Summary: Performance degradation noticed on primary NFS share serving production workloads.

Customer Description:

On June 1st, 2025, the customer reported significant performance degradation on their NFS-mounted storage volumes. Users complained of slow access times and I/O bottlenecks. The impact affected a production workload with critical SLAs.

Initial Support Actions:

- Collected perfstat and NFS statistics.
- Verified load across network interfaces, CPU, and disk subsystems.
- Identified periodic I/O spikes and latency issues tied to one specific node.

Progression:

- Engineering support suspected hardware contention or intermittent component failure.
- Event logs revealed intermittent write stalls and transaction delays localized to one storage head.
- Conducted additional diagnostics on the hardware subsystem.

Key Findings:

- The NVRAM module on node-01 reported warning-level alerts that did not trigger a failover.
- Some transactional writes were delayed up to 4 seconds.

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- Support recommended escalating to hardware diagnostics and engineering review after 14 days of observation.

Customer Communication:

- Customer was kept informed via regular updates (daily email summary + two conference calls).
- Support acknowledged impact severity and initiated interim workarounds including redirecting workloads temporarily.