



Test & Computer Services Ltd

Solving major FCoE SAN problems for an Online Financial Organisation

GCH Test & Computer
Services Limited

www.gch-services.com
Tel. +44 1628 55 99 80
sales@gch-services.com

Case Study

Challenge

Challenge – The online company was paying penalties for intermittent delayed/failed online customer transactions. They had previously reported these issues to their server, storage and switch suppliers and were expecting them to provide a permanent fix. After discussing the issue at length with several of their trusted equipment vendors, the recommendations were, unsurprisingly, to invest in an equipment refresh. The customer invested in an equipment upgrade but the problem deteriorated after this refresh and quickly became a more regular occurrence. This was when the client contacted GCH to request our expert consultancy and debugging services.

Solution

GCH deployed a storage protocol analyser in order to capture traces on the failure event, although it quickly became apparent that there were too many issues to determine the exact event that was the cause of the long delays. By liaising with the customer the GCH analyst was able to trigger the analysis equipment at the time of the events and after re-locating the equipment was able to capture the issue in multiple trace files. This trace information was analysed in great detail and isolated the delayed transactions to a problem with the host servers and the traces were supplied to the server vendor to help them determine the exact cause. Although this enabled the customer to achieve a resolution of this issue with the server vendor, there were many other issues that were discussed with the customer in order to avoid similar problems in the future.

Outcome

After spending money to upgrade with new equipment which made the problem worse, the client has resolved this specific issue with our assistance and is reviewing other issues that were highlighted during the consultancy. The customer is also reviewing their next generation infrastructure requirements to try to avoid these issues in future.

25 Years of Experience

