



High disk latency with low IOPS in Azure CVO

https://kb-stage.netapp.com/on-prem/ontap/Perf/Perf-KBs/High_disk_latency_with_low_IOPS_in_Azure...

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Applies to

- ONTAP 9
- CVO
- Azure

Issue

- The latency is seen from disk latency from QoS stats.

```
Cluster::> qos statistics volume latency show -vserver vs0 -volume vol0
Workload  ID      Latency  Network  Cluster  Data      Disk
  QoS     NVRAM   Cloud
-----
```

```

-----
vol0      6762    137.73ms    1.91ms    1.00us    22.93ms    112.89ms
 0ms      0ms      0ms
vol0      6762    133.29ms    1.82ms      0ms     2.84ms    128.62ms
 0ms      0ms      0ms
vol0      6762     78.48ms    1.96ms      0ms     7.69ms    68.83ms
 0ms      0ms      0ms
vol0      6762     50.51ms   239.00us      0ms    995.00us    49.28ms
 0ms      0ms      0ms

```

- The `stait` command indicates the IOPS are dropped while the disk utilization is increased.

```

disk          ut%  xfers  ureads--chain-usecs  writes--chain-usecs  cpreads-
chain-usecs  greads--chain-usecs  gwrites-chain-usecs
/data_aggr1/plex0/rg0:
0a.00.18      100 280.18  280.18  64.00  67  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .
0a.00.10      100 280.18  280.18  64.00  64  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .
0a.00.19      100 280.18  280.18  64.00  71  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .
0a.00.12      100 280.18  280.18  64.00  69  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .
0a.00.17      100 280.18  280.18  64.00  75  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .
0a.00.16      100 280.18  280.18  64.00  77  0.00  ....  .  0.00
....  .  0.00  ....  .  0.00  ....  .

```

- The Disk IOPS decreased from >3K to ~200, and disk utilization increased to 100% with 200_ pending, and queued IOPS.
- EMS logs show connectivity errors as below

```

Tue Jul 16 14:47:05 +1000 [azpcvoause101c-01: pha_main000: scsi.cmd.floatTimeout:notice]: "Disk"
device "0d.3L0": The page blob I/O operation timeout increased to "20" seconds: HA status "0x4": OSC
Error "2": retry count "1": elapsed time "9712" milliseconds: cdb 0x88:00000000000272728820:0009.
Disk 0d.3 S/N [sa82p4kn1zbcontainerotqmyqedc7iw] UID [sa82p4kn1zbcontainerotqmyqedc7iw] Target
Address

```