

Re: slow disk response

Source:

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz2000/2007-07/msg00021.html>

- *From:* Andyve <Andyve@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 12 Jul 2007 09:46:02 -0700
-

hi Eugene,

i feel terrible i have not got back to you sooner but i have been testing with various options and it is suffice to say that the add on controller card only helped a little bit (using the same indicators the results were marginally higher – even using a SATA hdd off the same add on card) for the data drive, the boot drive is not detected in the bios via the add on card. we came to the conclusion that it is the incompatibility between SBS 2k and the pc mobo.

i have recommended that we install an HP G2/3 server with SATA drives and a gigabit lan. perhaos one last question, do you know if i could carry the licences over / upgrade them from sbs 2k to sbs 2k3?

thank you for you generous contribution, the lessons i learnt here will help me in the future. once i have the new server up i will add a note to this thread and let you know how it is going, but agaian thank you for your time and patience.

Andy

"Eugene Tan" wrote:

hi Andyve,

There are number of issues being discussed, so hopefully I can convey it in an organised manner.

I hope you've read this article before applying the hotfix.

<http://support.microsoft.com/kb/305098>

The mobo bios needs to be 48-bit aware before you apply the hotfix. You shd apply the servicepack, apply the hotfix, then migrate/ghost to a hard drive that supports >137GB otherwise there may be trouble.

The mobo is 4 years old, it is a PC mobo, so performance won't be great with PATA HD and mobo driver is unlikely to improve things much.

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Your 2 HD, there shd NOT be on the same IDE cable as this affects performance.

But your solution should move away from this for better and reliable performance.

Since you didn't monitor, performance may have already been slow, and with additional patches, AV etc, it can drop below a certain threshold that creates problems and timeouts.

There is enough ram, CPU is usually quite light, but the bottleneck is the HD so the DB apps can't get data out quickly enough. This problem may appear worse on a faster CPU (fast CPU on slow HD).

The problem is that the I/O volume is too high for PATA, the normal controller and PATA HD.

I believe a multi-channel RAID adaptor will help. Preferably go with a SATA adaptor, and use true h/w ones rather than the cheap s/w ones without their own CPU, but they are more costly.

But you should consider this against the loss of data. Choose RAID1 or RAID10 – the latter for better performance and it needs at least 4 HD. Spreading out the load on several HD will improve performance. The brands I'd consider are 3ware, Adaptec, and certain models of Promise and HighPoint's RocketRAID. The latter 2 have models which use s/w and the host CPU, I'd avoid these models.

HTH,
Eugene Tan
SBS MVP

=====
"Andyve" <Andyve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:6E115DF9-3CD4-4631-87D9-46C496F6FAD6@xxxxxxxxxxxxxxxxxxxx

hi Eugene,

the pc is a clone and not a true server, intel based but a clone anyway.
the
sbs is not a new installation per say, it is the original one except that
i
replaced the boot drive in august last year and used Ghost to set up the
new
drive. i do not remember the slow issue before and this has arisen mainly
because the Pastel support is saying the "server" is slow. pastel is not
runnign from the server except the pervasive database engine as well as
sql
for msx. these do nto however seem to take up too much resources. the
pastel
data is sitting on the data drive which is identical to the boot drive. i

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have only now applied the enablebiglba tool to set the registry correctly that allows sbs2k to see the full drive, it only seen 127Gb previously. the indicators are the same before the big lba was enabled and afterwards. there are no apps per say running on the "Server", only msx, trend a-v, and the pervasive db engine. the cpu usage idles most of the time but the mem usage is normally quite high, just under a gig free most of the time, from the db engine and sql i would imagine. the kb's say that write cache must be removed and you are saying it should be enabled, just a query? it was enabled and i removed it and the indicators did not change. i am sure i can uninstall the mobo driver but am concerned it may corrupt the data on the boot drive. i am going to try a pci ide controller card today, maybe it is the mobo onboard controller is not so great? i ran the seatools test yesterday and with both the short and long tests, both the drives passed. i do not know if it tests the sequential write at all as the tool does not have a report as such. i do agree regarding the use of performance tools but had nothing else to test with. is there a tool that tests specifically for i/o speed? again it is not a true server and i understand the issue of sbs being tuned for server and not app performance. the mobo is about 4 years old and there is a new bios version available but i typically do not like flashing the bios, i have had bad results from doing this on servers. is the controller drivers in the bios as i do not see separate driver for them in the mobo updates? should i look for specific controller drivers first and then try and apply them? there does not appear to be a turning point where it was working better before as opposed to now, only the pastel support say so that pastel is slow when running from the server – this when they have opened pastel on the server for whatever reason. there has never been a slow issue before and now that data appears to be getting "lost", pastel support is blaming the server. i use "appears to be getting lost" as there is a new accountant and she blames the server being slow all the time (maybe because she cannot her job properly or is very slow herself) and pastel have latched onto this as an excuse?? do you think a h/w raid is really necessary and will it speed up the disk i/o that much? if i had multiple data drives i would agree but with only one boot and one data, then tend to think it is not required? i am sorry if the reply is all over the place and not in sequence with your

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questions, my thoughts tend to run away while i am writing and i get side tracked!!

i will try the pci controller first and get back to you. at least there shld

be drivers for the card and that way will eliminated the onboard controller /

driver.

thks for the help, it is appreciated.

Andy

"Eugene Tan" wrote:

hi Andy,

Sorry for late reply, I had PC issue when doing my original reply.

It looks like you're are using a PC mobo for SBS. RAM and CPU are sufficient for SBS2k unless you're running some heavy apps. Your HDs shd be ok, but note that PATA hard drives run slower relative to SATA or a RAID.

I don't think it's a SP issue or disk.sys. You typically shd have DMA enabled (but this really depends on the mobo) and write cached enabled, otherwise things will be slow. You should typically apply the latest mobo drivers but not blindly – with SP4, that may have the latest h/w driver for standard hardware. Is there a way to uninstall the mobo driver that you applied?

My experience with a PC box, running SBS2000sp4 on a normal PATA controller is that the box will be very slow. Lots of ram will reduce file swap IO a bit, but as a server there will be lots of I/O writing to Exchange and just being a file server. Even when using a 'RAID' controller on a PC mobo, which tend to be s/w RAID, performance is slow or sometimes crashes. I'd suggest a true hardware RAID from Adaptec or 3ware if

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you're concerned about slow IO on a server, and you should be.

Is this a new SBS install? If so, reinstalling may be better if you can't uninstall the mobo driver (if this is older).

Regarding performance, was there something that changed that resulted in performance becoming slow or is this a new install? It is not appropriate to compare benchmarks on PC with a server, esp. if you install SBS as there're many more processes running on SBS – it is tuned to provide server services rather than app performance.

Eugene Tan
SBS MVP

"Andyve" <Andyve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:A6141A5E-DE85-4BB9-B618-F23A324C3CD6@xxxxxxxxxxxxxxxxxxxx

sorry Eugene, the box is a 2.8GHz and has 2Gb RAM.

"Eugene Tan" wrote:

hi Andy,

Pls tell me more about your SBS box. What type of hard drives and how configured? Using any RAID or just the IDE on the mainboard? Are the HD partitioned? How old are the HD?

I wouldn't advise replacing

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drivers .sys using command
line, and
chances
are it will not work/be
allowed. You shd use the
driver for Win2000 to
update the hardware,
depends on what you're
using for the HD adaptor.

When you mention slow, pls
tell me more – is the drive
timing out?
Are you comparing to
previous performance or to
a PC?

Eugene Tan
SBS MVP

=====
"Andyve"
<Andyve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message
news:CDF915DE-EFB6-4467-917E-285A7F79A5DA@xxxxxxxxxxxxxxxxxxxx

i have sbs
2000
installed
with sp4
and am
having an
issue with
slow
disk
response.
the kb's say
to ensure
the drive is
on a
seperate
ultra
ata
ribbon
cable (done
that) and to
check bios
(done that)
check
advanced
properties

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for
dma
enabled
(done that)
and it is still
the same. i
found some
info
on
disk.sys
causing the
hdd to slow
down with
write cache
enabled. i
have
removed
that (i have
a ups on the
server to
ensure the
data is not
corrupted
with a crash
/ loss of
power) still
the same.
however i
have
checked
the
date
and tried to
update the
hdd driver
(disk.sys)
and the date
is 1999
and
the
update says
it finds a
newer
driver and
installs but
the date is
the
same.
i
have seen
disk.sys

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files shown
in various
kb's with
dates as
new as
2005,
even the
i386
original
disks show
2001.
QUESTION:
can i just
copy the
newer
disk.sys to
the
wnnt\system32\drivers
directory
without the
chance of
the data
being
corrupted?
QUESTION:
sp4 will not
re-apply, it
says sp
already
applied.
how can
i
re-apply
sp4 without
removing it
first and
then
running the
risk of
other
newer
programs
installed not
working
properly?

i hope some
guru out
there can
help,
especially

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since sbs
2000 is
not
supported
anymore!!