

Success with Diskeeper® 2008: Energy Sites



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We are running Diskeeper at all five commercial fueling locations. Even though they are technically “Workstations,” we depend on these systems as much as we do our server farm at the main office.

Prior to installing Diskeeper on these systems, maintaining file system performance meant regularly scheduled manual Windows® defragmentation for a period of time where the impacted performance would not affect the modules and applications being hosted on the system. That entire maintenance procedure, for ALL five locations, has been made obsolete thanks to Diskeeper. Even at this most basic level, **your product makes economic sense to us in this environment.**

We are a commercial fueling business and have fuel stations like regular gas stations, but much larger and made to handle big trucks. These sites are un-manned and run from a proprietary card authorization system on a conventional Windows Workstation PC platform. These systems provide real-time external database access for each account to control all sorts of limits including gallons, products, number of uses per day, time of day use, account credit limits, etc. This software maintains logs for every facet of function within it and between the different interface modules of it. These files are all in ascii text format. There are 10 log files that are each opened, written to, and closed for every single update, and there are dozen of working files created, modified, and deleted for every transaction. The software itself was not intended to support the volume of traffic it has to deal with at our facilities. All this activity, as you can imagine, makes a disaster out of the file system.

Running Windows Defragmenter on the PC while the modules are up and running consumes too many cycles and bounds the disk up to the point where the modules begin having failures. Those failures cause loss of communications with the fuel pumps and the pumps will stop as a result. After all, in order for the modules to work they still have to maintain all those working files. I have known of Diskeeper for years, I remember using it with Windows NT® 4.0 and decided it would be worth trying out on one of these site controllers. Diskeeper’s InvisiTasking™ Technology does not interfere with the other running software on the machine while it works. It also prevents disk I/O time outs in the modules when full defragmentation is taking place – if any other programs on the PC need full attention of the file system, Diskeeper pauses automatically and gives it to them.

Your software REALLY does work on these things. We have a pretty good relationship with the provider of these proprietary Cardlock Management systems we use and have recommended that they deploy your software bundled with their new systems.

Imagine a hardisk LED that spends as much time lit as it doesn’t. Just to give you an idea, one fragmented 16MB log file from one of these systems has so many tens of thousands of segments that it can take TWENTY MINUTES just to copy the file. These are SATA drives of recent vintage too. I’ve also got one of Samsung’s new Solid State drives to try to make the system even more tolerant of the poor way these modules maintain their logs.

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