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Troubleshooting ESX and ESXi connectivity to iSCSI arrays using hardware initiators



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Symptoms

- One ESX or ESXi host cannot see any targets from all storage arrays
- The array does not report the HBA of the ESX or ESXi as being logged in

Purpose

This article guides you through the most common steps to identify a connectivity problem from an ESX or ESXi to an iSCSI shared storage device when using a hardware initiator.

Resolution

1. Verify that the ESX or ESXi cannot see any targets on shared storage. For more information, see [Using esxcfg-mpath on the command line and the Virtual Infrastructure client to obtain LUN pathing information \(1003973\)](#).
2. Verify that a rescan does not restore visibility to the targets. For more information, see [Using esxcfg-rescan on the command line and the Virtual Infrastructure Client to perform a storage rescan \(1003988\)](#).
3. Verify that the Host Bus Adapter (HBA) is listed on the I/O Compatibility Guide for ESX 3.x found on the [Hardware Compatibility List \(HCL\) index \(1003916\)](#).
4. Verify that the firmware is at the minimum required level.
5. Verify that the initiator is registered on the array. You may need to contact your storage vendor for instructions on this procedure.
6. Verify the following physical hardware is functioning correctly:
 - The Ethernet switch.
 - The Ethernet cables between the switch and the ESX
 - The Host Bus Adapter (HBA).

Note: You may have to contact your hardware vendor for information about verifying your hardware functions correctly.

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VMware ESX
VMware ESXi

Product Versions:

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VMware ESX 3.5.x
VMware ESXi 3.5.x
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