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Troubleshooting ESX and ESXi connectivity to fibre channel arrays



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Symptoms

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

Purpose

This article is designed to guide you through the most common steps to identify a connectivity problem from ESX or ESXi to a shared storage device.

Resolution

Please validate that each troubleshooting step below is true for your environment. Each step will provide instructions or a link to a document, in order to eliminate possible causes and take corrective action as necessary. The steps are ordered in the most appropriate sequence to isolate the issue and identify the proper resolution. Please do not skip a step.

To troubleshoot connectivity issues to a fibre channel array:

1. Verify that ESX or ESXi cannot see any targets in a shared storage environment. 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 all 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) firmware is at the certified level and is listed on the I/O Compatibility Guide for ESX Server 3.x found in the [Hardware Compatibility List \(HCL\) index \(1003916\)](#).
4. Verify that the initiator is registered on the storage array. You may need to contact your storage vendor for instructions on this procedure.
5. Verify all the fibre channel physical hardware:
 - The fibre switch and the Gigabit Interface Converter (GBIC) units in the switch.
 - The fibre cables between the SAN and the ESX Server.
 - The Host Bus Adapter (HBA).

Note: You may need to contact your hardware vendor for more information about verifying correct functionality.

Note: If your problem still exists after trying the steps in this article, please:

- Gather the VMware Support Script Data. For more information, see [Collecting Diagnostic Information in a VMware Virtual Infrastructure Environment \(1003689\)](#).
- File a support request with VMware Support and note this KB Article ID in the problem description. For more information, see [How to Submit a Support Request](#).

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