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Troubleshooting ESX Server and ESXi connectivity to iSCSI arrays using software initiator



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Symptoms

- One ESX Server or ESXi host cannot see any targets from all storage arrays.
- The array does not report the HBA of the ESX Server or ESXi host as being logged in.
- The array cannot ping the software initiator on the ESX Server or ESXi host.
- The ESX Server or ESXi host cannot ping the storage processor on the array.
- The ESX Server or ESXi host cannot vmkping the storage processor on the array.

Purpose

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

Resolution

To troubleshoot connectivity to iSCSI arrays using software initiator:

1. Verify that the ESX Server or ESXi host can 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 restores 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 virtual switch being used for storage has been configured correctly. See the section "Networking Configuration for Software iSCSI Storage" in the Server Configuration Guide.
4. Verify that a ping to the storage array succeeds. For more information, see [Testing network connectivity with the Ping command \(1003486\)](#).
5. Verify that a vmkping to the storage array succeeds. For more information, see [Testing vmkernel network connectivity with the vmkping command \(1003728\)](#).
6. Verify that the initiator is registered on the array. You may need to contact your storage vendor for instructions on this procedure.
7. Verify that the array is configured correctly for use with ESX Server or ESXi hosts. See the iSCSI SAN Configuration Guide (ESX 3.5 and 3i).
8. Verify the following physical hardware is functioning correctly:
 - The Ethernet switch.
 - The Ethernet cables between the switch and the ESX Server.

Additional Information

Server Configuration Guides:

ESX 3.0:	http://www.vmware.com/pdf/vi3_30_20_server_config.pdf
ESX 3.0.2:	http://www.vmware.com/pdf/vi3_301_201_server_config.pdf
ESX 3.5:	http://www.vmware.com/pdf/vi3_35/esx_3/r35/vi3_35_25_3_server_config.pdf
ESX 3i (Embedded and installable)	http://www.vmware.com/pdf/vi3_35/esx_3i_e/r35/vi3_35_25_3i_server_config.pdf

iSCSI SAN Configuration Guide

ESX 3.5 and 3i (Embedded and Installable)	http://www.vmware.com/pdf/vi3_35/esx_3/r35/vi3_35_25_iscsi_san_cfg.pdf
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Global reference: http://www.vmware.com/support/pubs/vi_pubs.html

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VMware ESX

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VMware ESX 3.0.x
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