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Troubleshooting LUN connectivity issues



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Symptoms

- Targets on the storage array are visible but one or more LUNs are not.
- LUN not visible
- LUN cannot connect
- LUN is missing

Purpose

This document assists you in troubleshooting a scenario where LUNs are missing.

Resolution

The following steps assist you in identifying a LUN connectivity issue.

1. Verify that the ESX Server host can see the LUN(s). 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 LUN(s). For more information, see [Using esxcfg-rescan on the command line and the Virtual Infrastructure Client to perform a storage rescan \(1003988\)](#).
3. Verify SCSI reservation conflicts are not in excess. See:
 - [Resolving SCSI Reservation Conflicts \(1002293\)](#)
 - [SCSI Reservation Issue with Fibre Channel HBAs \(4365932\)](#)
 - [Insight Manager may cause excessive SCSI reservation conflicts \(1004771\)](#)
 - [Unable to create a VMFS3 partition on a LUSE LUN \(1000286\)](#)
 - [Storage LUNs on NetApp 960 become unresponsive during GFile takeover/giveback operation \(1002905\)](#)
4. Verify that the LUN is presented to the ESX Server. You may need to contact your array vendor for assistance.
 - a. Verify that the LUN is in the same storage group as all the ESX Servers (if applicable to the array).
 - b. Verify that the LUN is configured correctly for use with ESX Server.
Note: Consult the appropriate SAN configuration guide for your array, listed below in the Additional information section.
 - c. Verify that the LUN is not set to read-only on the array.

Additional Information

Virtual Infrastructure 3 documentation repository: http://www.vmware.com/support/pubs/vi_pubs.html

- ESX Server 3.0: http://www.vmware.com/pdf/vi3_30_20_san_cfg.pdf in the section "Setting Up SAN Storage Devices with ESX Server".
- ESX Server 3.0.2: http://www.vmware.com/pdf/vi3_301_201_san_cfg.pdf in the section "Setting Up SAN Storage Devices with ESX Server".
- ESX Server 3.5 and 3i (Embedded and Installable):
 - Fibre channel: http://www.vmware.com/pdf/vi3_35/esx_3/r35/vi3_35_25_san_cfg.pdf in the section "Setting Up SAN Storage Devices with ESX Server".
 - iSCSI: http://www.vmware.com/pdf/vi3_35/esx_3/r35/vi3_35_25_iscsi_san_cfg.pdf in the section "Modifying SAN Storage Systems with ESX Server".

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