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Troubleshooting iSCSI array connectivity



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Symptoms

No targets from an array can be seen by:

- All of the ESX hosts
- All of the ESX hosts on a specific switch or connected through an uplink
- One ESX host

Purpose

This article guides you through the most common steps to identify a connectivity problem to an iSCSI storage array.

Resolution

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 iSCSI array connectivity:

1. Verify the host can ping and vmkping the iSCSI targets with the commands:

```
ping <target ip>
```

```
vmkping <target ip>
```

2. Verify the hosts can see the shared storage. For more information, see [Obtaining LUN pathing information for ESX Server 3 \(1003973\)](#).
3. Verify that a rescan brings the LUNs back. For more information, see [Performing a rescan of the storage \(1003988\)](#).
4. Verify that there is no firewall between the ESX hosts and the iSCSI array. If there is, verify that network traffic is permitted between the array and the ESX host initiators.
5. Verify that CHAP authentication is either turned on or off for the LUN. Ensure that the authentication setting of the ESX hosts matches the array. For more information, see [Checking CHAP authentication on the ESX Server \(1004029\)](#).
6. Verify that the array can ping any ESX host iSCSI initiator. This is done using the array management utility.
7. Verify that the storage array is listed on the Storage/SAN Compatibility Guide for ESX 3.x found on the [Verifying that ESX host hardware \(System, Storage, and I/O\) devices are supported \(1003916\)](#).

Note: Some array vendors have a minimum microcode/firmware version that is required to work with ESX hosts.

8. Verify the physical hardware is functioning correctly, including:

- The storage processors on the array
- The array itself
- The network connectivity between the array and the hardware initiator

Note: A rescan is required after every change to the environment.

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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