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## Troubleshooting fibre channel storage 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 fabric or connected through an ISL link
  - One ESX host
- ESX host initiators are not logging into the array
- You receive any of the following errors:
  - Unknown inaccessible
  - SCSI: 4506: "Cannot find a path to device vmhbal:0:8 in a good state"

## Purpose

This article guides you through the most common steps to identify a connectivity problem 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.

These are common items for troubleshooting connectivity issues to the storage array.

- Verify that none of the hosts can see the shared storage. For more information, see [Obtaining LUN Pathing information for ESX Server 3 \(1003973\)](#).
- Verify that a rescan does not bring the LUNs back. For more information, see [Performing a rescan of the storage \(1003988\)](#).
- Verify that the fibre switch zoning configuration permits the ESX host to see the storage array. Consult your switch vendor if you require assistance.
- Verify that the fibre switch propagates RSCN messages to the ESX hosts. For more information, see [Configuring fibre switch so that ESX Server doesn't require a reboot after a zone set change \(1002301\)](#).
- Verify that the storage array is listed on the Storage/SAN Compatibility Guide for ESX 3.x found at [Verifying ESX Server 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. Consult your array vendor.

- Verify that the initiator is registered on the array. You may need to contact your storage vendor for instructions on this procedure.
- Verify the physical hardware:
  - The storage processors on the array.
  - The fibre switch and the Gigabit Interface Converter (GBIC) units in the switch.
  - The fibre cables between the fibre switch and the array.
  - The array itself.

**Note:** A rescan is required after any change is made to see if the targets are detected.

**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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