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## How to troubleshoot when E-series Luns are not accessible from the host end



[https://kb.netapp.com/Advice\\_and\\_Troubleshooting/Data\\_Storage\\_Systems/E-Series\\_Storage\\_Array/H...](https://kb.netapp.com/Advice_and_Troubleshooting/Data_Storage_Systems/E-Series_Storage_Array/H...)

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### Applies to

- NetApp E-Series

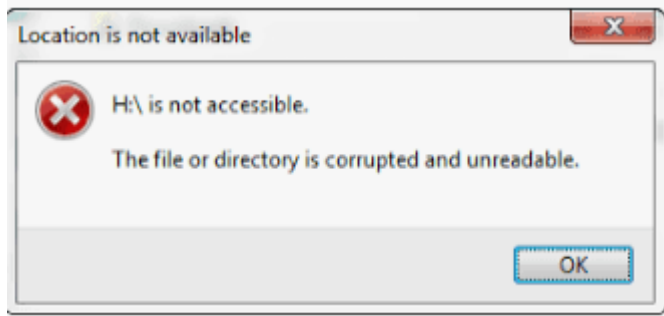
### Description

- This article describes the troubleshooting approach when LUN's are visible at the host end but cannot be accessed.
- We can perform basic checks from our end as the LUN is visible at the host end, but may be corrupted and cannot be accessed/Unreadable

## Procedure

- Starting with the error message in the host side operating system logs. Below is a screenshot from a Windows operating system

### Example:



- Collect the following data to help NetApp support assist with troubleshooting the issue:
  - Name of the LUN (E-Series volume)
  - Name of the host and WWPN(s) (world wide port name) of the host
  - Number of host(s) impacted?
  - Time stamp of the issue.
  - E-Series support bundle or AutoSupport.

Please contact [NetApp Technical Support](#) and reference this article for further assistance.

## Additional Information

NA