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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...

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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

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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

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