

## Recovering Logical Paths - Serial Number Mismatch

## Symptom

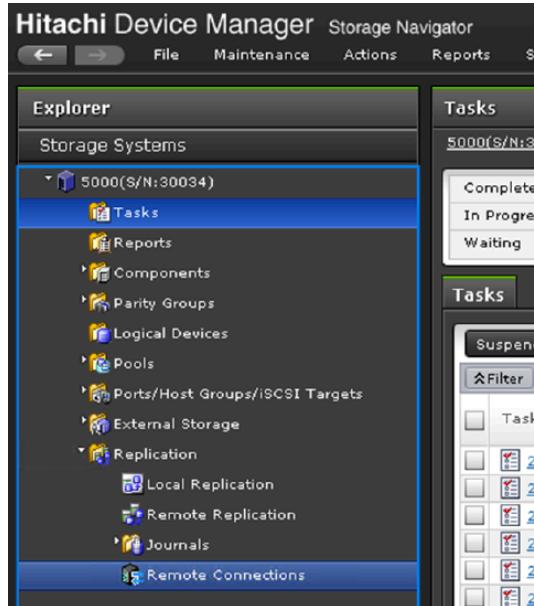
- Logical paths have **Serial Number Mismatch** or **Path Initialization Failed**
  - Paths are not automatically recovering after a failure

# Environment

- TC / GAD / UR
  - Hitachi Virtual Storage Platform VSP E990, E-Series, HM900
  - Hitachi Virtual Storage Platform VSP5xxx / F5xxx, R900
  - Hitachi Virtual Storage Platform Gx00 / Fx00, HM850
  - Hitachi Virtual Storage Platform G1x00 / F1x00, R800

# Resolution

- #### 1. Select **Replication->Remote Connections** from Storage Navigator



2. To confirm the bad paths, select the remote array in **warning** status and click **View Remote Connection Properties**

Connections (To)		Connections (From)		Quorum Disks	
Add Remote Connection		Edit Remote Connection Options		View Remote Connection Properties	
<input type="checkbox"/> Filter <span style="margin-left: 10px;"> <input checked="" type="button" value="ON"/> <input type="button" value="OFF"/> </span> <span style="margin-left: 10px;"> <a href="#">Select All Pages</a> </span> <span style="margin-left: 10px;"> <a href="#">Column Settings</a> </span>					
Connection Type	Local CU	Remote Storage System			
<input checked="" type="checkbox"/> System	-	VSP 5000 series / 30075	CU	SSID	-

3. The status column on the right hand side will say **serial number mismatch** or **initialisation failed** next to a bad connection

For each bad logical connection, note down the details of the local and remote Port IDs, close this panel

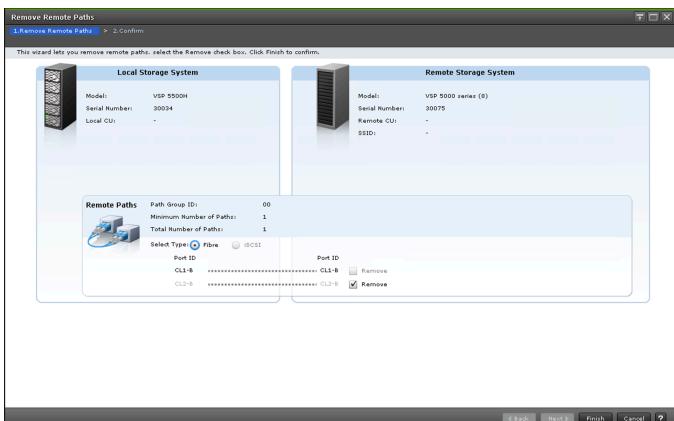
Remote Paths						Options	1	/ 1	»
Local			Remote			Status			
Port ID	Port Type	Virtual Port ID	Port ID	IP Address	TCP Port Number				
CL1-B	Fibre	-	CL1-B	-	-	Normal			
CL2-B	Fibre	-	CL2-B	-	-	Normal			

#### 4. Click **Remove Remote Paths**

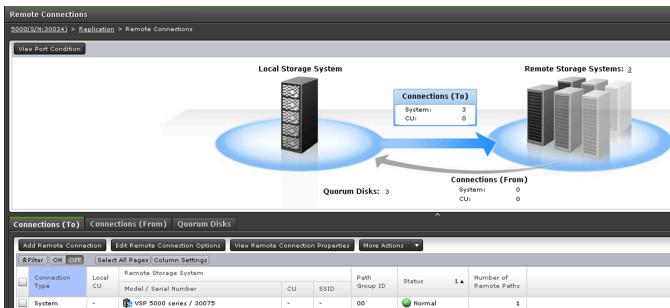
Connections (To)		Connections (From)		Quorum Disks	
Add Remote Connection		Edit Remote Connection Options		View Remote Connection Properties	
<input checked="" type="checkbox"/> Filter <input type="checkbox"/> ON <input type="checkbox"/> OFF		<a href="#">Select All Pages</a>   <a href="#">Column Settings</a>		<a href="#">More Actions</a> ▾	
Connection Type	Local CU	Remote Storage System	Model / Serial Number	CU	SSID
<input checked="" type="checkbox"/> System	-	ES- VSP 5000 series / 30075	-	-	

5. For each bad path you noted before, select the **remove** checkbox.

6. Click **Finish and Apply** and this will remove those logical path definitions.



Once all bad paths are removed, the array will be in **Normal** status again on the remaining unblocked logical paths.



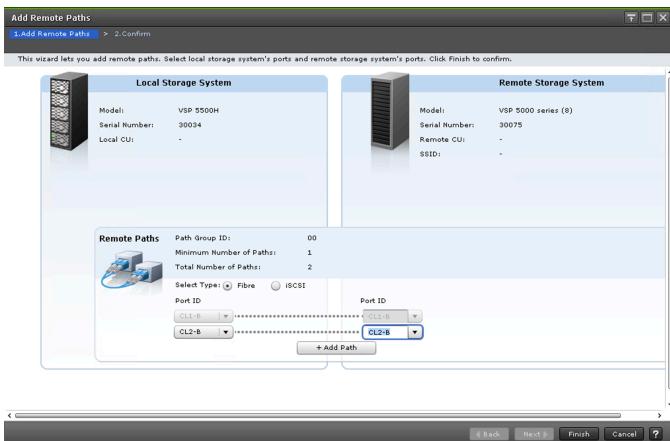
7. To re-add the logical paths, select the RCU array again and click **add remote paths**.



8. If required, add additional paths you deleted by clicking **+ Add Path**

9. Re-enter the local and remote Port IDs you wrote down earlier.

Once all entered, click **Finish** and **Apply**



After the task completes, all paths should be back to normal.

If any path fails to recover then there are connectivity or other issues that still need to be resolved.



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## Cause

Array logical replication paths will not automatically recover when they have been logically blocked due to certain circumstances

Commonly this is due to the Function Switches that have been configured in the environment

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## Additional Notes

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### Internal Notes