Recovering Logical Paths - Serial Number Mismatch

Symptom

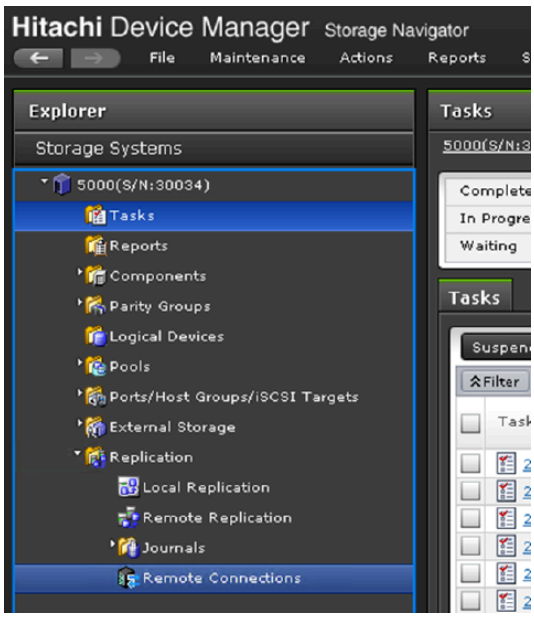
- Logical paths have **Serial Number Mismatch** or **Path Initialization Failed**
- Paths are not automatically recovering after a failure

Environment

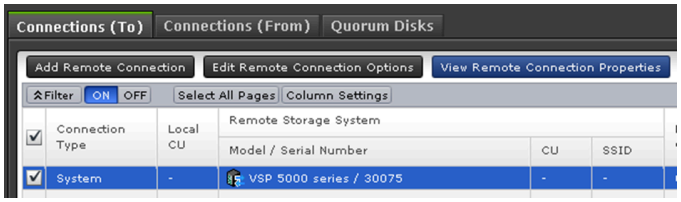
- TC / GAD / UR
- Hitachi Virtual Storage Platform VSP E990, E-Series, HM900
- Hitachi Virtual Storage Platform VSP5xxx / F5xxx, R900
- Hitachi Virtual Storage Platform Gx00 / Fx00, HM850
- Hitachi Virtual Storage Platform G1x00 / F1x00, R800

Resolution

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

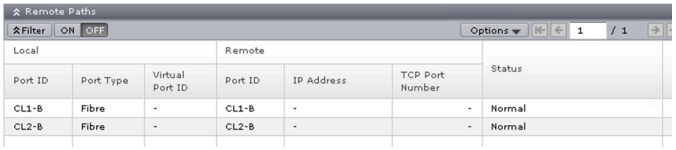


2. To confirm the bad paths, select the remote array in **warning** status and click **View Remote Connection Properties**

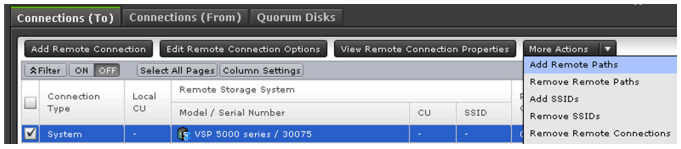


3. The status column on the right hand side will say **serial number mismatch** or **initialisation failed** next to a bad connection

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

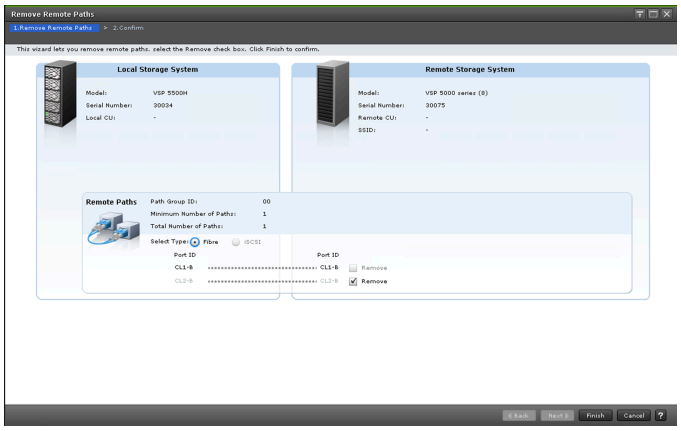


4. Click **Remove Remote Paths**

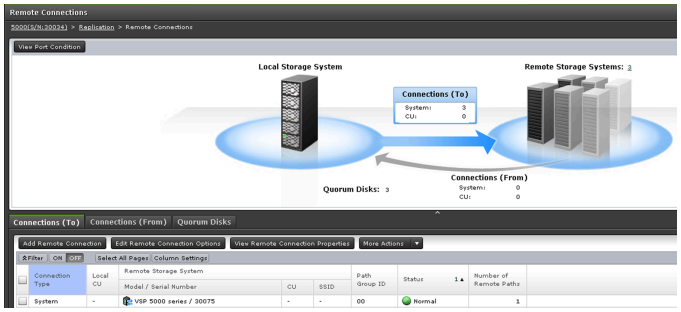


5. For each bad path you noted before, select the **remove** checkbox

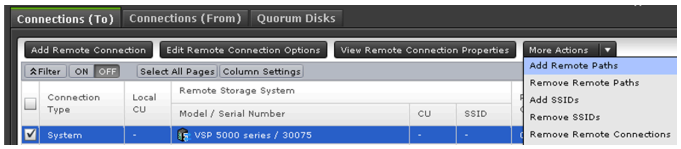
6. Click **Finish** and **Apply** and this will remove those logical path definitions



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



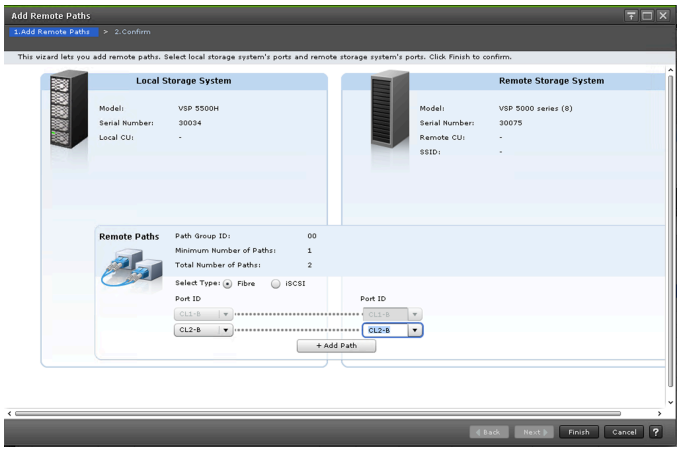
7. To re-add the logical paths, select the RCU array again and click **add remote paths**



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

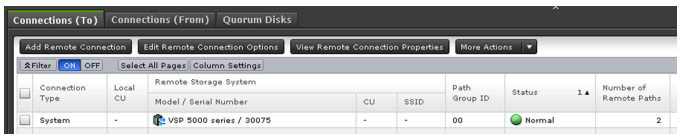
9. Re-enter the local and remote Port IDs you wrote down earlier

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



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

Additional Notes

Internal Notes