The Wayback Machine - https://web.archive.org/web/20140123135921/http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externa

Knowledge Base

Knowledge Base

Cannot add RDMs to virtual machines using NetApp SnapDrive (1029963)

Symptoms

When attempting to add a SAN storage as an RDM to a virtual machine by using SnapDrive, you experience these symptoms:

- You are unable to add the RDM using NetApp SnapDrive.
- NetApp SnapDrive does not list any available LUNs to add as an RDM.
- You are able to add the RDM via vCenter Server.

Resolution

To resolve this issue, use this workaround provided by NetApp:

Note: Ensure you back up your registry before performing these steps.

1. Using device manager or from vCenter Server, disable the IDE channel.
2. Add a new CD-ROM drive on the free IDE channel for that virtual machine.
3. Check if SnapDrive is able to see the FCP initiators. If not, continue with Step 4.
4. Navigate to the registry location `HKEY_LOCAL_MACHINE\HARDWARE\DEVICEMAP\Scsi`.

   You see keys similar to `SCSI Port <x>`, where `<x>` is a number

   When you expand these keys, you see subkeys similar to `SCSI bus <x>`, which, in turn, have keys `Initiator ID` and `Target ID`.

   If the `SCSI Port <x>` key does not have the subkeys `SCSI bus <x>`, `Initiator ID`, and `Target ID`, delete the `SCSI bus <x>` registry key.
5. Restart the SnapDrive service and check if SnapDrive is able to see the FCP initiators.

   Note: This workaround may not be persistent across virtual machine reboots.

For more information, see the NetApp Bug 447078 (https://web.archive.org/web/20140123135921/http://support.netapp.com/NOW/cgi-bin/bol?Type=Detail&Display=447078) .

Notes:

- The preceding link was correct as of August 12th, 2013. If you find the link is broken, provide feedback and a VMware employee will update the link.
- To access this link, you must be a registered user on the NetApp Website.

Additional Information

Note: SnapDrive is a NetApp tool that enables you to add SAN storage to a virtual machine as a RDM. For more information, see Technical Overview of NetApp SnapDrive (https://web.archive.org/web/20140123135921/http://www.netapp.com/us/library/technical-reports/tr-3197.html) and NetApp Storage Best Practices for VMware vSphere (https://web.archive.org/web/20140123135921/http://media.netapp.com/documents/tr-3749.pdf) .

The preceding link was correct as of August 12th, 2013. If you find the link is broken, provide feedback and a VMware employee will update the link.

Tags

cannot-add-rdm

Update History

 04/16/2013 - Updated Netapp bug link
07/12/2011 - Added Step 3.
08/12/2013 - Added ESXi 5.0 to Product Versions.

Request a Product Feature

To request a new product feature or to provide feedback on a VMware product, please visit the Request a Product Feature (https://web.archive.org/web/20140123135921/http://www.vmware.com/contact/contactus.html?department=prod_request) page.
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KB: 1029963

Updated: **Aug 12, 2013**

Categories:
Troubleshooting

Languages:
English

Product(s):
VMware ESX
VMware ESXi

Product Version(s):
VMware ESX 4.1.x
VMware ESXi 4.1.x Embedded
VMware ESXi 4.1.x Installable
VMware ESXi 5.0.x