



## Unable to reach Mediator error when trying to add it to MetroCluster system

[https://kb-stage.netapp.com/on-prem/ontap/mc/MC-KBs/Unable\\_to\\_reach\\_Mediator\\_error\\_when\\_trying...](https://kb-stage.netapp.com/on-prem/ontap/mc/MC-KBs/Unable_to_reach_Mediator_error_when_trying...)

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### Applies to

- ONTAP 9
- MetroCluster IP
- ONTAP Mediator

### Issue

- When attempting to add ONTAP Mediator to a MetroCluster system error is reported:

```
ClusterA::> metrocluster configuration-settings mediator add -mediator-address  
10.10.10.10
```

Adding the mediator and enabling Automatic Unplanned Switchover. It may take a few minutes to complete.

Please enter the username for the mediator: mediatoradmin

Please enter the password for the mediator:

Confirm the mediator password:

Creating mediator mailboxes...

**Error: command failed: The request to reach the mediator failed during the add operation.** Check if the mediator is reachable and then try the operation again.

- In `/var/log/messages` on the Linux host side we see duplicate target errors reported:

```
iscsi-scstd[990799]: duplicated target  
iqn.2012-05.local:mailbox.target.123456789-123456789-123456789:987654321-987654
```