

Troubleshoot issues with the extended datastore

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To view the status for your mounts and datastores, and identify applicable troubleshooting steps, complete the following steps.

1. Log into the Admin UI on your Discover appliance.
2. In the System Configuration section, click **Datastore and Customizations**.
3. In the Extended Datastore Settings section, click **Configure Extended Datastore**.
4. In the Extended Datastores table, view the entry in the Status column for each mount or datastore. The following table provides guidance on each entry and identifies any applicable action.

Table 1: Mounts

| Status | Description | User Action |
|-------------------------|---|--|
| Mounted | The mount configuration was successful. | None required |
| NOT MOUNTED | The mount configuration was unsuccessful. | <ul style="list-style-type: none"> • Verify that the mount configuration information for accuracy and correct spelling. • Verify that the remote system is available. • Verify that the server is a supported type and version. • Verify credentials, if using authentication. |
| NOT READABLE | The mount has permissions or network-related issues that prevent reading. | <ul style="list-style-type: none"> • Verify that the correct permissions are set on the share. • Verify the network connection and availability. |
| NO SPACE AVAILABLE | The mount has no space remaining. | Detach the mount and create a new one. |
| INSUFFICIENT SPACE | <ul style="list-style-type: none"> • First appearance: The system anticipates that not enough space is available. • Second appearance: Less than 128MB of space is available. | Detach the mount and create a new one. |
| AVAILABLE SPACE WARNING | Less than 1GB of space is available. | Detach the mount and create a new one. |
| NOT WRITEABLE | The mount has permissions or network-related issues that prevent writing. | <ul style="list-style-type: none"> • Verify permissions. |

| Status | Description | User Action |
|--------|-------------|---|
| | | <ul style="list-style-type: none"> Verify the network connection and availability. |

Table 2: Datastores

| Status | Description | User Action |
|--|--|--|
| Nominal | The datastore is in a normal state. | None required |
| INSUFFICIENT SPACE on: <MOUNT NAME> | The datastore has insufficient space on the named mount and it cannot be written to. | Create a new datastore. For the new datastore, consider selecting the <code>Overwrite</code> option, if appropriate. |
| NOT READABLE | The datastore has permissions or network-related issues that prevent reading. | <ul style="list-style-type: none"> Verify permissions. Verify the network connection and availability. |
| NOT WRITEABLE | The datastore has permissions or network-related issues that prevent writing. | <ul style="list-style-type: none"> Verify permissions. Verify the network connection and availability. |