

## Troubleshoot issues with the extended datastore

Published: 2024-04-01

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

- 1. Log in to the Administration settings on the ExtraHop system through https://extrahop-hostname-or-IP-address>/admin.
- 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> <li>Verify that the mount configuration information for accuracy and correct spelling.</li> <li>Verify that the remote system is available.</li> <li>Verify that the server is a supported type and version.</li> <li>Verify credentials, if using authentication.</li> </ul>
NOT READABLE	The mount has permissions or network-related issues that prevent reading.	<ul> <li>Verify that the correct permissions are set on the share.</li> <li>Verify the network connection and availability.</li> </ul>
NO SPACE AVAILABLE	The mount has no space remaining.	Detach the mount and create a new one.
INSUFFICIENT SPACE	<ul> <li>First appearance: The system anticipates that not enough space is available.</li> <li>Second appearance: Less than 128MB of space is available.</li> </ul>	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.	Verify permissions.



Status	Description	User Action
		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=""></mount>	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 Overwrite option, if appropriate.
NOT READABLE	The datastore has permissions or network-related issues that prevent reading.	<ul><li>Verify permissions.</li><li>Verify the network connection and availability.</li></ul>
NOT WRITEABLE	The datastore has permissions or network-related issues that prevent writing.	<ul><li>Verify permissions.</li><li>Verify the network connection and availability.</li></ul>