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 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.	• 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.	• 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	• 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.	• 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>	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.	• Verify permissions. • Verify the network connection and availability.
NOT WRITEABLE	The datastore has permissions or network-related issues that prevent writing.	• Verify permissions. • Verify the network connection and availability.