

Troubleshooting Share and Storage Management

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Applies To: Windows Server 2008 R2

This topic lists some common issues that you may encounter when using Share and Storage Management. For more troubleshooting information, see

<http://go.microsoft.com/fwlink/?LinkId=94430>.

What problem are you having?

- [The "On one or more disks available on this server" option in the Provision Storage Wizard is not available.](#)
- [The "On a storage subsystem" option in the Provision Storage Wizard is not available.](#)
- [I cannot modify the access permissions for a shared folder.](#)
- [I cannot format a volume, and it is not a system or a boot volume.](#)
- [There are no servers listed in the Server Access page of the Provision Storage Wizard.](#)
- [I cannot connect to a remote computer using Share and Storage Management.](#)
- [I cannot extend a volume, even though there is unallocated space available on the disk.](#)
- [When creating a new shared volume using the Provision a Shared Folder Wizard, I cannot select the NFS protocol in the Share Protocols page.](#)

The "On one or more disks available on this server" option in the Provision Storage Wizard is not available.

- **Cause:** There is no unallocated space left on any of the disks available on your server.
- **Solution:** Use Disk Management to free up space on one of the disks available on your server, or install a new disk.

The "On a storage subsystem" option in the Provision Storage Wizard is not available.

- **Cause:** Possible causes include:
 - There are no disk storage subsystems that support Virtual Disk Service (VDS) connected to your server, or the VDS hardware providers for the storage subsystems have not been installed.

- There is no storage space available on any of the subsystems that are connected to your server.
- **Solution:** Contact the manufacturer of each disk storage subsystem and verify that the storage subsystem supports VDS. If it supports VDS, install the VDS hardware provider for that subsystem. Finally, ensure that there is storage space available on at least one of the subsystems that are connected to your server.

I cannot modify the access permissions for a shared folder.

- **Cause:** You are trying to modify the access permissions of a folder or volume that was shared for administrative purposes, such as C\$ and ADMIN\$.
- **Solution:** Use the Provision a Shared Folder Wizard to create a new shared resource for the same folder or volume, and assign permissions to it.

I cannot format a volume, and it is not a system or a boot volume.

- **Cause:** The volume does not have a drive letter assigned to it.
- **Solution:** To assign a drive letter to a volume, use Disk Management.

There are no servers listed in the Server Access page of the Provision Storage Wizard.

- **Cause:** No server connections have been configured using Storage Manager for SANs.
- **Solution:** Use Storage Manager for SANs to configure server connections. For more information, see Manage Server Connections (<http://go.microsoft.com/fwlink/?LinkId=94431>).

Note

Storage Manager for SANs is an optional feature and is not installed by default. If you have not already installed it, you can do so using Server Manager (in the **Features** node, click **Add Features**).

I cannot connect to a remote computer using Share and Storage Management.

- **Cause:** The **Remote Volume Management** exception on the local or remote computer is not enabled.
- **Solution:** Use Windows Firewall in Control Panel to enable the **Remote Volume Management** exception on both the local and the remote computer.

I cannot extend a volume, even though there is unallocated space available on the disk.

- **Cause:** The unallocated disk space is not located immediately after the volume you want to extend.

- **Solution:** Use Disk Management to extend the volume onto another disk.

When creating a new shared volume using the Provision a Shared Folder Wizard, I cannot select the NFS protocol in the Share Protocols page.

- **Cause:** Services for Network File System (NFS) has not been installed.
- **Solution:** Install the Services for Network File System (NFS) role service using Server Manager.