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storageN

The use of `storageN` within these documents indicates that any storage platform can be used.

Current available storage platforms:

storage1

storage2

Windows troubleshooting

Open the Windows Powershell.

Enter the following command to perform a connection test to the storage service

Please be patient as the test may take a few minutes to complete.

A result of `TcpTestSucceeded : True` indicates that a network connection to the storage service succeeded

If you are experiencing problems with accessing your storage allocation on your Windows computer and the above test returned a `TcpTestSucceeded : True` result - please contact our [Service Desk](#) for further assistance.

If the above test fails with a result of `TcpTestSucceeded : False`

Please contact [WashU IT Support](#) or your local network administrator for more help.

Mac and Linux troubleshooting

Open a terminal and enter the command to perform a connection test to the storage service

Please be patient as the test may take a few minutes to complete.

If the test is successful, the following result will appear

If you are experiencing problems with accessing your storage allocation on your Mac or Linux computer, and the above test was successful - please contact our [Service Desk](#) for further assistance.

A failed test will result in the following

If the test returns a failed result, please contact [WashU IT Support](#) or your local network administrator for more help.