During data capture, it is possible for files or directories to be skipped for various reasons, such as networking or permissions issues. Files or directories may be skipped during capture jobs for the following reasons:

- The capture process doesn't have sufficient permission to access the file or directory. This can occur both for workstation capture when the account under which the Capture Utility was run doesn't have appropriate permissions to the data and for direct capture when the NFS share isn't exported to allow connection from Transfer Appliance.
- A file exceeds 5 terabytes (TB). Because all files captured will eventually be stored in Cloud Storage, they can't exceed Cloud Storage's file size limit of 5 TB.
- There is a special character in the file or directory name. File names must meet these object name requirements (/storage/docs/naming#objectnames).
- The directory is a symbolic link.
- The capture process treats a symbolic link to a file as if it is the original file and copies it to the place in the hierarchy where the link was located.

When files are skipped, the completed data capture job is marked with a warning icon in the **Jobs Monitor** pane of Transfer Appliance Web User Interface. Clicking the icon shows the list of skipped files and the reasons they were skipped. Use the skipped file list to fix the issues that caused the files to be skipped. For convenience, you can export this list to a comma-delimited (.csv) text file by clicking **Export to CSV** from the **List of skipped files** dialog.

If either **Insufficient permission to capture data** or **Read Operation Failed** messages are returned as the reason for skipping a file, we recommend that you fix the permission or connectivity issues that caused the failure and re-run the capture job using the Transfer Appliance Capture Utility Command Line Interface.

For more information on using the Transfer Appliance monitoring interface, see Monitoring data capture jobs (/transfer-appliance/docs/2.0/monitoring-capture-jobs).

To capture files that were skipped during a workstation capture, run the Capture Utility on the workstation again, using the same job name and data directory as the original data capture job.

When you do so, a confirmation message is displayed to confirm that you wish to continue the job from the previous state.

This procedure also applies to restarting a Windows capture job.

1. Use the following command to re-run the capture job:

   where `[JOB NAME]` is the name of the previously run data capture job and `[CAPTURE DIRECTORY]` is the directory that contains the data to capture.

2. You are prompted to enter the capture user password provided to you by Google:

   Once you enter the password, the text in the following step is displayed.

3. Enter `y` to capture only skipped files.

   If you select **y**, the Capture Utility tries to capture the data that was not captured in the previous attempt. Any data added since the previous attempt will *not* be captured. If you select **n**, the previous state of the capture is ignored and the entire directory is recaptured. If you select **c**, the job will be cancelled.

For more information, see Performing a Microsoft Windows workstation capture (/transfer-appliance/docs/2.0/capturing-data-windows).

To capture files that were skipped during a workstation capture, run the Capture Utility on the workstation again, using the same job name and data directory as the original data capture job. When you do so, a confirmation message is displayed to confirm that you wish to continue the job from the previous state.

1. Use the following command to re-run the capture job:

   where `[JOB_NAME]` is the name of the previously run data capture job and `[CAPTURE_DIRECTORY]` is the directory that contains the data to capture.

2. You are prompted to enter the capture user password provided to you by Google:

3. Enter `y` to capture only skipped files.

   If you select **y**, the Capture Utility tries to capture the data that was not captured in the previous attempt. Any data added since the previous attempt will *not* be captured. If you select **n**, the previous state of the capture is ignored and the entire directory is recaptured. If you select **c**, the job will be cancelled.

For more information, see Performing a Linux workstation capture (/transfer-appliance/docs/2.0/capturing-data-linux).

1. Open Transfer Appliance Web User Interface.
2. Select **NFS** from the **Data Capture** menu.
3. The **NFS Capture** window appears, displaying currently mounted NFS shares. Select the directory containing the skipped files.
4. Click **Capture**.
5. To **Restart job from previous capture state**, click **Yes**.
6. Click **OK**.

For more information, see Performing an NFS capture (/transfer-appliance/docs/2.0/capturing-data-appliance).

To retry a transfer job, see Retrying unsuccessful data capture jobs (/transfer-appliance/docs/2.0/retrying-failed-jobs).

To cancel a transfer job, see Canceling transfer jobs (/transfer-appliance/docs/2.0/canceling-jobs).

To monitor:

- data capture jobs, see Monitoring data capture jobs (/transfer-appliance/docs/2.0/monitoring-capture-jobs).
- Transfer Appliance storage usage, see Monitoring appliance storage usage (/transfer-appliance/docs/2.0/monitoring-appliance-storage).
- disk status, see Monitoring disk status (/transfer-appliance/docs/2.0/monitoring-disk-status).

If you are done capturing data, see Preparing and shipping an appliance (/transfer-appliance/docs/2.0/shipping-appliance).