

Introduction

You are probably familiar with your departmental network drive (e.g. Q: or R:). This is where documents shared by your department are stored. You may not be as familiar with your P: drive. The P: drive is also referred to as your *personal drive* or your *home share*. Your P: drive is a good place to keep drafts of documents only you are editing because when you save a file to your P: drive you are the only person who can access that file. Also, you can access the file no matter where you are physically located and, unlike your local drives, data on the network drives is backed-up nightly by Computer Operations. You can view all of your network drives by opening My Computer on your Windows XP desktop.

Tufts is offering a new feature, called a **NetApp Snapshot**, that is available on your network drives, such as P: and Q: drives. The NetApp Snapshot feature allows you to recover files or folders that were deleted, corrupted or altered on your network drives without system administration intervention.

Snapshot

A NetApp Snapshot, commonly referred to as simply a *Snapshot*, is a frozen, hidden read-only view of files and folders located on your network drives at a specific point in time, similar to the way a photograph captures a specific moment. A Snapshot is automatically taken of your drives at different frequencies and times. At Tufts, Snapshot times are as follows:

Daily Snapshot taken at:

- 8:00 a.m.
- 12:00 p.m.
- 4:00 p.m.
- 8:00 p.m.

Two days worth of daily Snapshots are available to view.

Nightly Snapshot taken at:

- 12:00 a.m.

Six nights of nightly Snapshots are available to view.

Weekly Snapshot taken on:

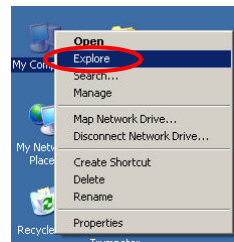
- Monday at 12:00 a.m.

Two weeks of weekly Snapshots are available to view.

If you inadvertently delete, corrupt or alter a file or folder on your network drives, you can open and browse any individual Snapshot. Because a Snapshot is a picture of the data that was on your drive at the moment the Snapshot was taken, any file or folder in the Snapshot can be copied and pasted back to your network drive, to your C: drive, or anywhere else you choose to paste the file. Therefore, by accessing a Snapshot taken prior to the time a file or folder was deleted, corrupted or altered, you can easily restore the deleted, corrupted or altered file or folder.

Accessing Snapshots for a File or Folder

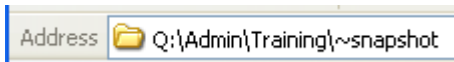
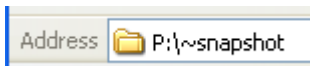
1. From the Windows XP Desktop, **right click My Computer**. *The shortcut menu opens.*



2. **Select Explore**. *Windows Explorer opens.*

Using a Snapshot to Restore Files or Folders from Network Drives on Windows XP

3. In the Address Bar **type the drive path followed by ~snapshot, such as P:\~snapshot.**



4. **Press Enter.** *The subfolders in the ~snapshot folder appear.*

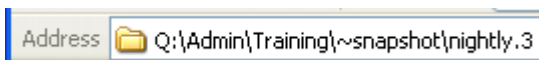
Name	Size	Type	Date Modified
hourly.0		File Folder	12/6/2007 1:06 PM
hourly.1		File Folder	12/6/2007 1:06 PM
hourly.2		File Folder	12/6/2007 1:06 PM
hourly.3		File Folder	12/6/2007 1:06 PM
hourly.4		File Folder	12/6/2007 1:06 PM
hourly.5		File Folder	12/6/2007 1:06 PM
hourly.6		File Folder	12/6/2007 1:06 PM
hourly.7		File Folder	12/6/2007 1:06 PM
nightly.0		File Folder	12/6/2007 1:06 PM
nightly.1		File Folder	12/6/2007 1:06 PM
nightly.2		File Folder	12/6/2007 1:06 PM
nightly.3		File Folder	11/30/2007 8:41 AM
nightly.4		File Folder	11/30/2007 8:41 AM
nightly.5		File Folder	11/30/2007 8:41 AM
weekly.0		File Folder	12/6/2007 1:06 PM
weekly.1		File Folder	11/30/2007 8:41 AM

The hourly folders represent the previous 2 days of daily snapshots, the nightly folders represent the past 6 nights, and the weekly folders represent the past 2 weekly snapshots taken Monday night at 12:00 a.m.

Restoring a File or Folder from a Snapshot

To restore a deleted, corrupted or altered file or folder using a Snapshot, you must locate a version of that file or folder that was taken prior to the time it was deleted, corrupted or altered.

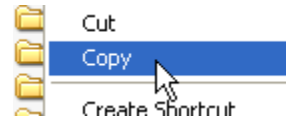
1. **Open the appropriate hourly, nightly, or weekly folder.** *The folder contents display.*



These are read-only copies of files and folders located on the network drive on the date and time the Snapshot was taken. If you want to

view a file or folder double-click it. The file or folder opens and you can verify it is the version you would like to restore.

2. **Right-click the version of the file or folder you would like to restore and select Copy.** *Though nothing appears to happen, the read-only copy of the file or folder has been copied to the Clipboard.*



You are now ready to paste the file or folder you copied from a Snapshot to a location of your choosing such as the My Documents folder, a departmental shared drive, or a location on the P: drive that's different from the original location.

If you are restoring an altered file or folder, it is recommended that the Snapshot version first be copied to an alternative location to verify the Snapshot version is correct. Once you are comfortable that the Snapshot version contains what you are looking for, you can copy it to a final location.

3. **Browse to the folder where you want to place the restored the file or folder.**
4. **Select Paste.** *The file or folder is copied to the drive.*



If, after searching through all of the available Snapshots, you cannot locate your deleted or altered file or folder, contact your Frontline Service Provider (FSP) and place a request for the file or folder to be restored from a backup. The process for restoring documents varies from department to department.