

## Using a Snapshot to Restore Files or Folders to a UTLN Volume on MAC OS X

### Snapshot

A new feature, called a **NetApp Snapshot**, is available on your personal UTLN (e.g. *mkeena01*) volume on your MAC OS X. The NetApp Snapshot feature allows you to recover files or folders that were deleted, corrupted or altered on your UTLN volume without system administration intervention.

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

Daily Snapshot taken at:

- 8:00AM
- 12:00PM
- 4:00PM
- 8:00PM

Two days worth of daily Snapshots are available to view.

Nightly Snapshot taken at:

- 12:00AM

Six nights of nightly Snapshots are available to view.

Weekly Snapshot taken on:

- Monday at 12:00AM

Two weeks of weekly Snapshots are available to view.

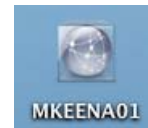
If you inadvertently delete, corrupt or alter a file or folder on your UTLN volume, you can open and browse any individual Snapshot. Because a Snapshot is a picture of the data that was on your UTLN volume at the moment the Snapshot was taken, any file or folder in the Snapshot can be copied and pasted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

file or folder on your UTLN volume, you can easily restore the deleted, corrupted or altered file or folder.

### Restoring a File or Folder from a Snapshot

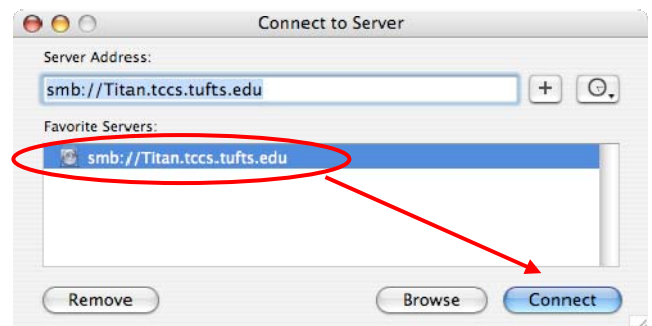
To restore a deleted, corrupted or altered file or folder using a Snapshot, you must find a version of that file or folder that was taken prior to the time it was deleted, corrupted or altered.

1. **On your MAC OS X desktop, double-click the icon labeled with your UTLN.** *Your UTLN volume opens.*



If the UTLN icon does not appear on your MAC OS X desktop take the following steps:

2. **From the Menu Bar, select Go → Connect to Server.** *The Connect to Server window appears.*
3. **In the Connect to Server window, under Favorite Servers, highlight smb://Titan.tccs.tufts.edu and click Connect.** *The SMB/CIFS File System Authentication window appears.*
4. **In the File System Authentication window, type your network login password and click OK.** *A window appears asking you to "Select the SMB/CIFS volume you want to connect to."*




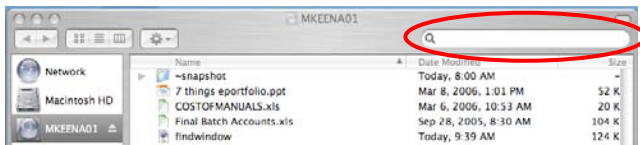
## Using a Snapshot to Restore Files or Folders to the P: Drive on MAC OS X

- When asked to "Select the SMB/CIFS shared volume you want to connect to", **click the drop-down arrow to select your UTLN volume** and then **click OK**. A window displaying the files and folders on your UTLN volume appears.



MAC OS X allows searches based on all or part of a file or folder name. It is not necessary to remember the exact name of the file or folder you wish to restore. For example, an excel file, named FY06 Budget.xls, has been corrupted and you wish to restore it using a Snapshot. You can search the UTLN volume using the file's full name (e.g. *FY06 Budget.xls*), or using a part of the file name (e.g. *FY* or *FY06*).

- Type either the entire name or any portion of the name of the file or folder into the search box next to .** All files or folders that match the search criteria will appear.

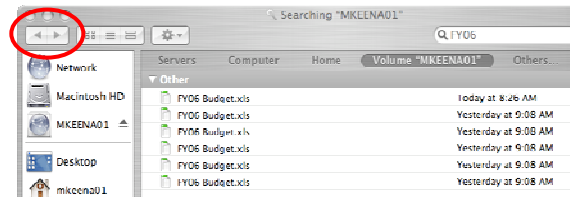


These are read-only copies of file and folders located on your UTLN volume on the date and time the Snapshot was taken. If you want to view a file or folder to determine if it is the version you want to restore, double-click the file or folder.

- Highlight the version of the file or folder you would like to restore and type  $\text{⌘C}$  or select Edit→Copy** from the Menu Bar. *Though nothing appears to happen, the file or folder has been copied to the Clipboard.*

You will now close the search results window to return to the UTLN volume window.

- From Menu Bar in the search results window, select the Back Arrow.** *The search results window closes and the UTLN volume window reappears.*



You will now paste the file or folder you copied from a Snapshot into your UTLN volume. Note that the restored file can be copied to any location, including a folder on the local drive, a departmental shared drive, or a location on the UTLN volume 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 your UTLN volume.

- Browse to the folder in which you will restore the file or folder and type  $\text{⌘V}$  or select Edit→Paste** from the Menu Bar. *The version of the file or folder from the Snapshot is copied into the folder.*

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.