

Using a Snapshot to Restore Files or Folders to the P: Drive on Windows XP

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*. You can view your P: drive by opening My Computer on your Windows XP desktop.

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 P: drive is backed-up nightly by Computer Operations. If you lose a file you can contact your Frontline Support Provider (FSP) and arrange to have that file restored. The process for restoring files from a backup varies from department to department.

Now a new feature, called a **NetApp Snapshot**, is available on your P: drive. The NetApp Snapshot feature allows you to recover files or folders that were deleted, corrupted or altered on your P: drive 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 P: drive at a specific point in time, similar to the way a photograph captures a specific moment. A Snapshot is automatically taken of your P: drive 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:

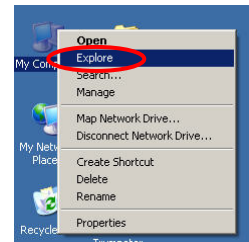
- Monday at 12:00AM

Two weeks of weekly Snapshots are available to view.

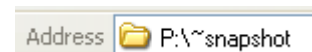
If you inadvertently delete, corrupt or alter a file or folder on your P: drive, you can open and browse any individual Snapshot. Because a Snapshot is a picture of the data that was on your P: drive at the moment the Snapshot was taken, any file or folder in the Snapshot can be copied and pasted back to your P: 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.

Searching Snapshots for a File or Folder

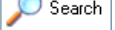
1. From **Windows XP Desktop**, right click **My Computer** and select **Explore**. Windows Explorer opens.



2. In the **Address Bar** type **P:\~snapshot** and **press Enter**. *The subfolders in the ~snapshot folder appear.*



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.

3. **From the Menu Bar**, click . *The Search Companion toolbar appears in the left-hand side of the window.*

4. When asked “What do you want to search for?” select **“All files and folders.”** The search criteria window appears.

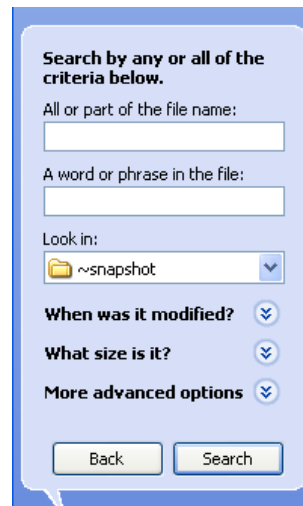


Windows XP allows searches based on all or part of a file or folder name, or a word or words contained in a file. It is not necessary to remember the exact name of the file or folder you wish to restore. For example, an excel file, named FY06 Budget.xls, has been corrupted and you wish to restore it using a Snapshot. You can search the ~snapshot folder using the file’s full name (e.g. *FY06 Budget.xls*), or using a part of the file name (e.g. *FY* or *FY06*).

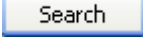
5. Under “Search by any or all of the criteria below.”:

Type either the entire name or any portion of the name of the file or folder, or

Type a word or words from the file, then



Verify that the ~snapshot folder is selected under Look in: Pre-selecting the ~snapshot folder for the search, will result in faster, more accurate results.

6. **Click**  *All files or folders that match the search criteria will appear.*

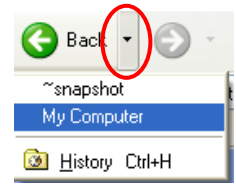
These are read-only copies of files and folders located on the P: drive on the date and time the Snapshot was taken. If you want to view a file or folder double-click it. The file or folder opens and you can verify it is the version you would like to restore.

Restoring a File or Folder from a Snapshot

1. **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 will now close the Search Results window and return to My Computer.

2. **From the Menu Bar, select the drop-down arrow next to Back and highlight My Computer.** *My Computer window appears listing all drives.*



You will now paste the file or folder you copied from a Snapshot to your P: drive. Note that the restored file or folder can be copied to any location, including 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 your P: drive.

3. **Browse to the folder you want to restore the file or folder and select Paste.** *The file or folder is copied into the P: 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.