

eT4L offers two versions of backup;

- VSS – Volume Shadow Copy (Local)
- OSSV – NetApp Remote Backup (Remote)

1. Volume shadow Copy – Local (VSS)

The Volume Shadow Copy Service is applied to the entire volume on which the **Staff, Faculty and Collaboration shares** reside.

VSS snapshots are scheduled to occur on an hourly basis between the hours of 8:00AM and 4:00PM (the frequency is in accordance with Microsoft’s Best Practices, which recommends the schedule does not occur more frequently than per hour).

The Volume Shadow Copy Service allows for up to 64 shadow copies per volume. When this limit is reached, the oldest shadow copy will be deleted and cannot be retrieved.

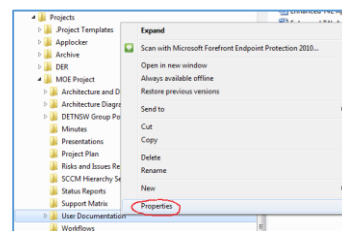
The Volume Shadow Copy Service will allow users to restore a previous version of a file, where a snapshot of the file has been made.

Note: this function is only available from network drives on the eT4L Server.

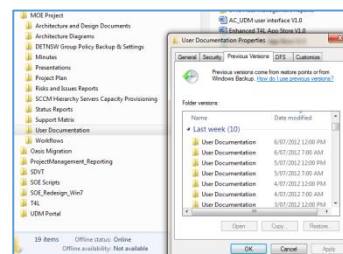
STAFF	STUDENTS	
Staff mapping T:\ Home Drive U:\ Collaborative P:\	Home Drive U:\ Collaborative P:\	NB: VSS cannot restore from your local computer drives or desktop

Using VSS to restore a file

1. To check if your file is available to be recovered, **“Right Click”** on the folder from which the file was deleted and select **“Properties”** as shown below.



2. Select the tab **“Previous versions”**.



3. Select the folder within the window which you think may hold the copy you wish to restore.
4. Copy the version of the document you wish to restore to your desktop or the location of your choosing.

2. Open Systems SnapVault (OSSV)




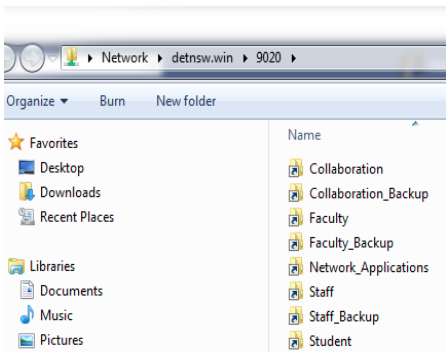
As with VSS, the NetApp Backup solution is applied to the entire volume on which the Staff, Faculty and Collaboration shares reside. **NB: Student user drives are NOT included in the OSSV backup.**

- The backup schedule has been configured to occur so that backups commence at 6:00pm nightly.
- The NetApp solution is the responsibility of the ITD, Infrastructure Services, Enterprise Storage Team.

Accessing remotely backed-up files when the eT4L server is unavailable

NB: To access the remote (off-site) Disaster Recovery location for your school's file server files you must first have the following:

- DHCP – it is important that your regional support staff confirm the operation of this service. Regional support can enable a DHCP server from a DVD if the eT4L server is not operational.
- IP address – confirm your computer has an IP address.

1. Click on the Start or Windows button at the bottom left hand corner of the screen	
2. Type Run into the search field	
3. In the <i>Run</i> window Type “\\ detnsw.win\site code” and press “Enter” as the shown	
4. You will be presented with the folder structure shown below. 5. Navigate to the folders that have the <i>_Backup</i> suffix 6. To navigate to staff home folders the following path needs to be typed into the <i>Run</i> window \\detnsw.win\4012\Staff_Backup_firstname.lastname 7. Navigate to the required file(s) and <u>copy to your machine</u> .	
<p>IMPORTANT INFORMATION</p> <ol style="list-style-type: none"> 1. Only access backed-up files when the <u>eT4L server is unavailable for a period of time</u> 2. The NetApp backed-up files are located offsite and are “Read only”. Please copy down to local machine only the required files (not whole folders!) 3. Users can only view and download files that they have access to view and download when the eT4L server is available <p>Files copied to local devices and updated will need to be saved back to the eT4L servers when the server is available</p>	

Restoration of files from back-up following eT4L server remediation.

The Recovery process in the case of a total data store loss is illustrated below.

- In some cases when eT4L hard drives (HDD) fail, all stored school data will be lost when the HDDs are replaced by the vendor and the eT4L server is rebuilt.
- Before the eT4L file server is available data that had been backed up is restored to the Faculty and Collaboration shares and staff home drives.
- Please note **student home drives are not backed up** and their data cannot be restored

