Personal Network Storage

The Office of Information Technology is pleased to offer personalized network storage (or NetStorage). The new enhancement provides a secure network location to store important files. The following provides information and instructions on using NetStorage.

- NetStorage offers 10 gigs of space per user.
- Stored data is secure but not encrypted.
- At this time users are not be able to share access to their folder with others.
- The Snapshot folder provides backup copies of files.
- Files are automatically backed up hourly, nightly and weekly.
- Files may be copied into NetStorage or saved directly to the drive.
- In the future department NetStorage will be provided that allows users to share files.
- Do not store files with sensitive personal information such as social security numbers in network storage.
- A folder named “Public” may display; at this time it is not used, in the future it will be used to provide “read” access to other users.
- If file is mistakenly deleted from NetStorage it may be recovered from backup copies located in the Snapshots folder (provided the file existed in NetStorage prior to the last backup).

Using NetStorage - PCs

1. Start or unlock your computer.
   - Click the My Computer icon on the desktop. The My Computer dialog box displays.
     - The network storage icon displays the user name and may say Home Folders. Click to icon to access the folder.

2. To access thru the start menu, right click Start icon in the system tray and select Explore.
   - To recover deleted files, click the ~snapshot folder. Select the applicable folder. Hourly.0 is the most recent backup copy.
Using NetStorage - Macs

NOTE:
For Macintosh computers, a NetStorage icon with your username automatically displays on the desktop, unless network drives are turned off. If no NetStorage icon displays, contact the IT Help Desk at 359-2247 for assistance.

Method 1:
- To browse the files stored in NetStorage, double click the NetStorage icon on the desktop.

Method 2:
- NetStorage can also be accessed via the sidebar in any Finder window. Click the “netstorage.eastern.ewu.edu” item in the SHARED list:

- To recover deleted files, click the ~snapshot folder. Select the applicable folder. Hourly.0 is the most recent backup copy.

Method 3 – For Macs that are not part of the EASTERN domain:
- Computers not on the EASTERN domain must be manually connected to the NetStorage drive.
  To connect select Connect to Server… from the Go menu in the Finder.
The **Connect to Server** window displays. Type `smb://netstorage.ewu.edu` in the **Server Address** field and click **Connect**.

> Enter your user name and password when prompted. Click **Connect**.

Select your user name and click **OK** in the **Select the volumes to mount** dialog box.

The NetStorage drive is now mounted and is available on the desktop (see **Method 1**).

### Off Site NetStorage Access

Accessing NetStorage from off campus computers requires the installation of VPN (virtual private network). For more information on requesting VPN visit: [http://access.ewu.edu/OIT/Services/IT-Training/Documentation-and-Resources/Virtual-Private-Network.xml](http://access.ewu.edu/OIT/Services/IT-Training/Documentation-and-Resources/Virtual-Private-Network.xml). For assistance with storage, contact the Help Desk at 359-2247.
NetStorage
Frequently Asked Questions

1. Will this help me if the hard drive crashes on my computer, or if we have a campus system failure?
   - Yes. This storage is separate and independent of your local hard drive. In addition, the data is backed up each night, and stored at a redundant Disaster Recovery location.

2. What kinds of files should I store in NetStorage?
   - You should only store files that you, and you alone need to access in NetStorage. A new kind of network storage, called Department NetStorage, will soon be available for the rest of your department to use to share documents. More information on this will be provided in the near future.

   **Note:** NetStorage should not be used to store sensitive data (e.g. SSN, date of birth, etc.)

3. What other features can you tell me about?
   - NetStorage will also automatically keep previous versions that can be easily accessed and recovered.