

Secure online file storage – ITD CLIO Server Filestore

What is online file storage?

ITD's server **CLIO** provides the University with a large, managed central online file storage. This is a service which allows you or your department to securely transfer files from your computer to a dedicated, secure storage area on the Internet. The 'CLIO filestore server' is a networked PC with a large hard disk.

You can upload, view, share, edit, and download any file type including Word documents, Exam papers, Excel spreadsheets, PowerPoint presentations, images, and music, video and sound files to your own departmental share. Other users outside your department cannot upload, view, share, edit or download from your departmental share.

It makes them available online, 24 hours a day to your chosen group of staff.

How do I get secure file storage on ITD's server CLIO

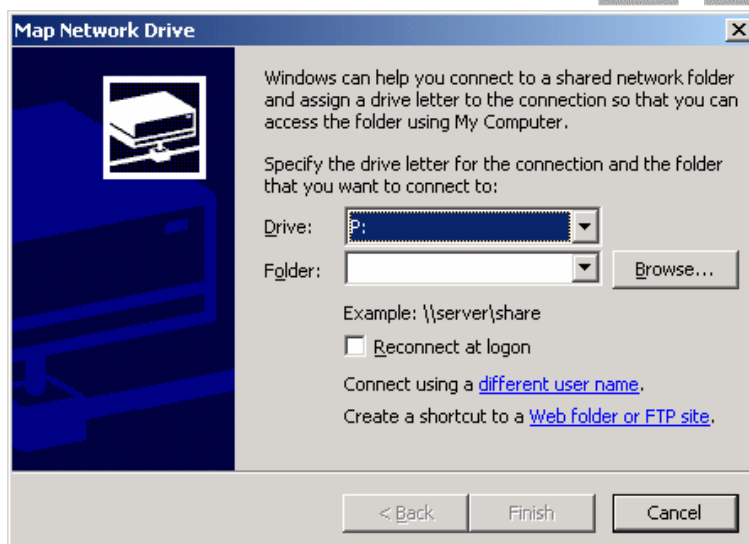
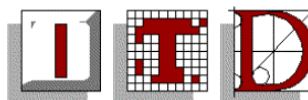
Contact the Service Desk at 2999 and request secure filestore. Departmental file storage is allocated at 1GB, this is usually sufficient for most large departments. You will need to give your departmental share a name (e.g. PO = Presidents Office) and a list of users who will need to use that share.

How do I connect to the fileshare?

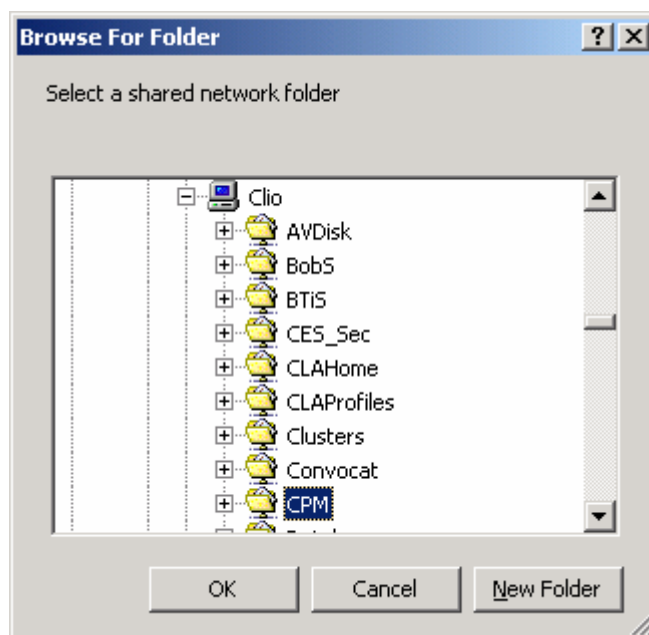
Mapping a Network Drive with Windows 2000

To demonstrate the Mapping of a Network Drive, the instructions below will show you how to connect to \\Clio\CPM. Please remember that all instructions below are for example only. You may well wish to connect to another drive but the instructions will act as a guide.

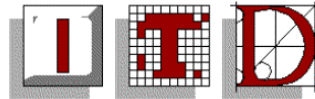
1. From the **Start** menu, choose **Programs** and choose **Windows Explorer** from the submenu.
2. From the **Tools** menu, choose **Map Network Drive....** The window below will open.



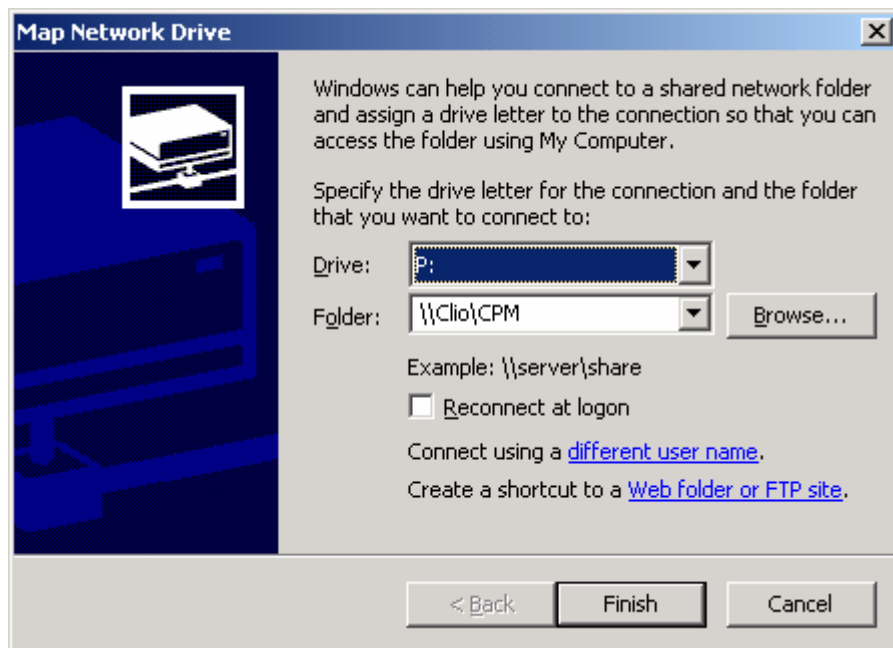
3. Click the down arrow opposite **Drive:** and choose **P:.** (or any other available letter)
4. Click the down arrow opposite Folder: Scroll through this list:-
 - (a) If the drive you wish to connect to is listed then click on it to connect to it.If it is not listed:-
 - (b) Click Browse... the window "Browse for Folder" will open.



- i. Scroll through the list until you reach "Staff"
 - ii. Expand the plus sign and scroll through this list until you reach "Clio".
 - iii. Expand this folder and choose CPM
 - iv. Click OK
5. You will be returned to the Initial window – **"Map Network Drive"**



The folder location will now hold the drive you have connected to.



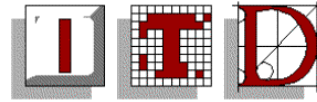
6. Click Finish.
7. The content of the [\\Clío\CPM](#) will open displaying the files and folders available on this drive.



How safe are my files?

The integrity of the files or data on your departmental share are the responsibility of the users themselves, ITD cannot be held responsible for corrupt or inaccurate data on the share.

ITD run a full backup on the share every Friday night at midnight and a differential (files that are modified or created since the last backup) backup Monday through Thursday at midnight.



Do I need to install software on my computers?

No, you just need an Internet connection to the Universities network to Share your files securely on a departmental scale with whom you choose!

- Easy to use - no training or internet knowledge required
- Give your staff access to files on your share
- Ideal for storing sensitive data and exam documents
- No need to send sensitive or large documents via email
- Your data is protected from fire, theft, damage and backup failure
- Rental of ITD CLIO Filestore is available for short/long term projects
- Cost is €500 per 1GB of filestore
- No software to purchase or install

Backup Procedures

Full Backup:

A Full backup is taken every Friday night and it is simply backing up all files on the system or selected folders.

Differential Backup:

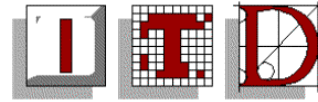
A differential backup is a cumulative backup of changes made since the last full backup. It backs up new or modified files only but does not update the archive attribute. The list of files grows each day until the next full backup is performed clearing the archive attributes. This enables the user to restore all files changed since the last full backup in one pass. The data sets will always be at least as big as the previous differential (if no changes were made) and will continue to grow as files change.

Tape Storage:

All monthend tapes are held offsite in a secure environment; these tapes are held for 12 months and are recycled thereafter. Daily tapes are recycled after six days and weekly tapes after 5 weeks.

Tape head cleaning:

Cleaning the tape head is scheduled after 50 hours of operation.



Backup & File Recovery

The files held on CLIO file server are archived regularly. ITD normally guarantee to recover accidentally deleted or modified files to the state that they were in at the close of the previous day.

Please contact the ITD Service Desk at 2999 with the following information:

1. File name to be recovered
2. The location of the file on the system. Which subdirectory or subfolder was the file in?
3. Date when the file was last working as expected.
4. Other information

Notes:

- [1] Please state the name of the file and the file's location as best you can. It has to be pointed out that most drive letters mean nothing to us as they can be assigned arbitrarily. We need to know the name of the share that your drive letter has been mapped to.
- [2] Files recovered will be to the exact same location from where they were originally backed up from. If the file to be recovered has the same name as existing file you should rename the existing file prior to submitting this request, e.g mycv.doc rename to mycv.old
- [3] Please give the full path to the file, eg h:\\pres office\\annual report\\ar.doc. If you don't know where your file was, this will create undue delay and will not help us. If you don't know where your file was we certainly won't. Please contact the Service Desk to learn how to locate your files.
- [4] If the date of last access is not known please try to estimate the time when the file existed or was in a state in which you wish it to be recovered. Files deleted longer than three months ago may be impossible to recover.