

# End User Enterprise File Services Guide



This guide has been developed for the purpose of providing insight to users on how to best leverage the Enterprise File Service offerings and to maximize data protection and availability. Employees should already be familiar with the associated [Enterprise File Service Rules and Procedures](#) for their agency or college.

## Features

Enterprise File Services provides employees with several advanced features for maintaining and access data files stored on any enterprise file server. Features included are:

- File and Folder Versioning  
This feature allows users to recall on average up to 64 previous copies of a file or directory of files. This feature is performed by checking files and folders each hour from 8am to 6pm on workdays for any changes. If a change is detected a new version of the file is created and is accessible by right-clicking on the file for access and retrieval (see detailed instructions below)
- Near Real Time Offsite Data Replication  
This feature copies data from center or unit enterprise file servers securely to the AgriLife core data center located in Bryan/College Station. As required by state policy, this feature facilitates off-site data backup allowing for automated data replication and IT regulation compliancy.
- Quota Management  
Quotas are provided to assist users in managing their enterprise file server storage status.

## How to Utilize File and Folder Version Retrieval

The following set of instructions demonstrates how a file or an entire folder of files could be retrieved from the “Previous Version” feature of the enterprise file service.

It is important to remember that only a file and directory that existed at the beginning of each hour can be recovered as this is when a “copy” or version of any file or directory is created. Thus a file you may have created at 1:15pm and then deleted at 1:30pm is not recoverable. Also any file that was held open by an application program with “file locking” may also not be retrievable.

The following scenarios and associated steps are outlined below.

**Scenario 1: How to retrieve a previous copy of a file when a current copy of the file still exists.**

**Scenario 2: How to retrieve a previous copy of a file when a current copy of the file still DOES NOT exist.**

**Scenario 3: How to retrieve a previous copy of an entire directory when a copy of the directory currently exists.**

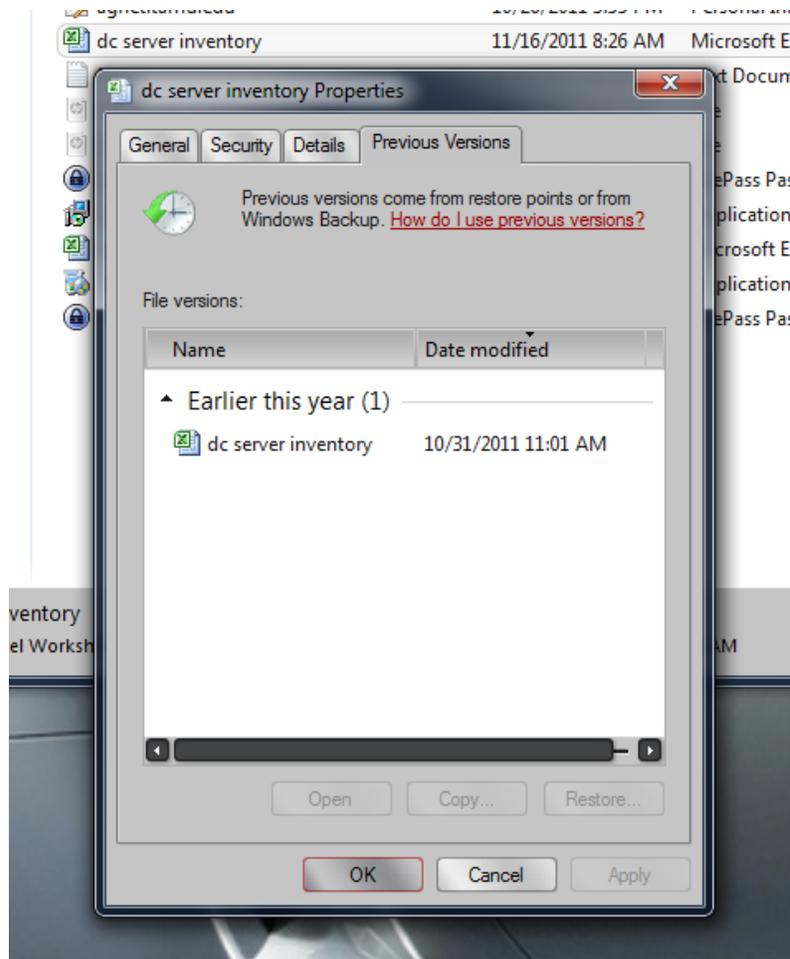
**Scenario 4: How to retrieve a previous copy of an entire directory when a copy of the directory DOES NOT exist.**

## Scenario 1: How to retrieve a previous copy of a file when a current copy of the file still exists.

**Step 1:** Using Windows File Explorer and browse to the location of where the current file exists.

**Step 2:** Right-click on the file name and select the **PROPERTIES** option

**Step 3:** On the Window that appears click on the **“Previous Versions”** Tab. This will display a listing of previous versions of the file with the date and time information of each version.



**Step 4:** Click on the File version you wish to retrieve. From this point you can:

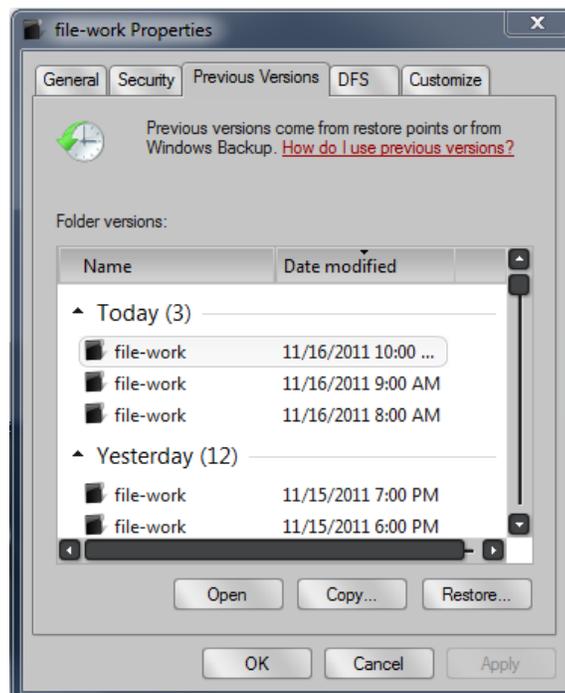
- OPEN the file to see the contents and verify this is the file you wish to retrieve.
- COPY the file to another location and file name (RECOMMENDED)
- RESTORE the file to the current location. Warning: This will overwrite the existing file and is not recommended.

## Scenario 2: How to retrieve a previous copy of a file when a current copy of the file still DOES NOT exist.

**Step 1:** Using Windows File Explorer and browse to the directory ABOVE the location that the file previously existed.

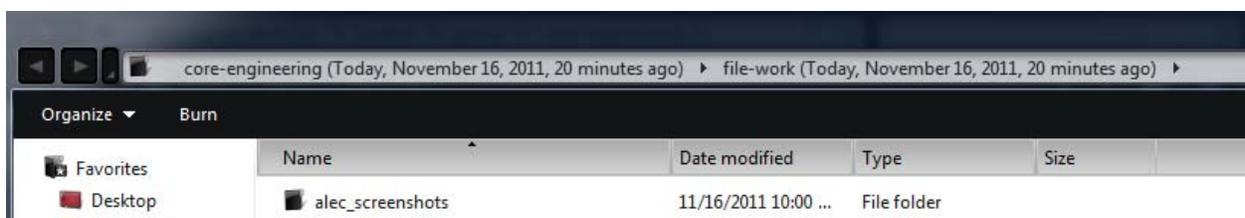
**Step 2:** Right-Click on the directory name in which the file that was deleted existed and select the **PROPERTIES** option.

**Step 3:** On the window that appears a listing of the available previous versions of the directory will be displayed.



**Step 4:** Double Click on the directory with the date and time that you believe the file last existed in. For example if you know the file existed 1 hour ago pick the directory that was dated 1 hour ago. After double clicking on the appropriate folder version a window will be displayed showing all the FILES in that directory at that particular time.

**Step 5:** If the file you are trying to retrieve is located in the directory view then simply copy the file to a place you wish to restore it to. Be careful to keep track of which folder and view you are currently looking at. Versioned folder views always show a date and time in the folder name and look similar to the following:

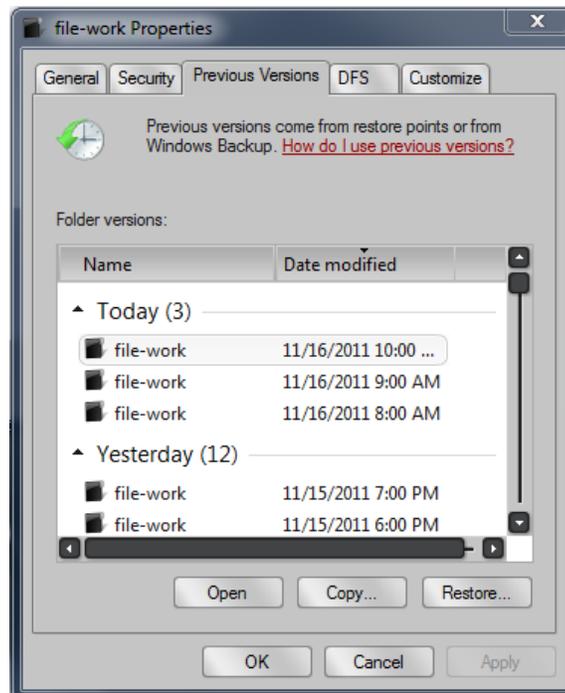


### Scenario 3: How to retrieve a previous copy of an entire directory when a copy of the directory currently exists.

**Step 1:** Using Windows File Explorer and browse to the location of where the current folder exists.

**Step 2:** Right-click on the folder name and select the **PROPERTIES** option

**Step 3:** On the Window that appears click on the “**Previous Versions**” Tab. This will display a listing of previous versions of the directory with the date and time information of each version.



**Step 4:** Select the version of the directory you wish to retrieve and select the **COPY** button.

**Step 5:** Another window will be displayed asking where you wish to place the copy of the folder and its contents. Simply browse to the directory location you wish to restore and click OK.

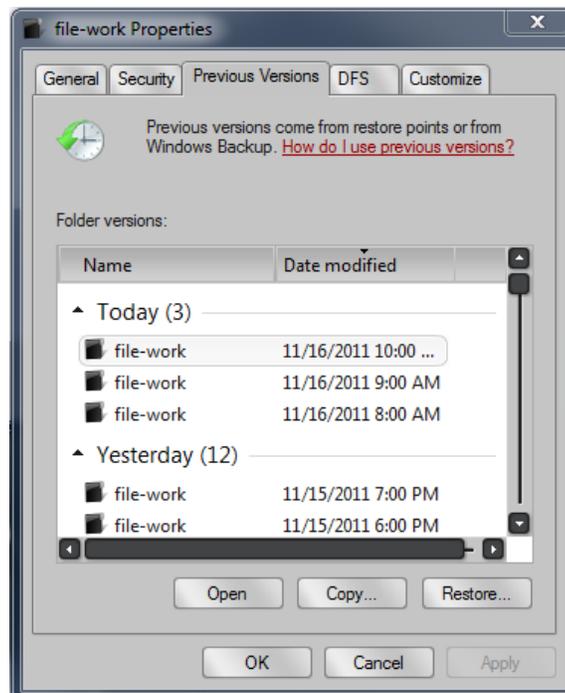
**NOTE:** Do NOT select the current location of the existing folder as this will overwrite the existing folder

## Scenario 4: How to retrieve a previous copy of an entire directory when a copy of the directory DOES NOT exist.

**Step 1:** Using Windows File Explorer and browse to the directory ABOVE the location that the deleted directory previously existed.

**Step 2:** Right-click on the folder name and select the **PROPERTIES** option

**Step 3:** On the Window that appears click on the “**Previous Versions**” Tab. This will display a listing of previous versions of the directory with the date and time information of each version.



**Step 4:** Double Click on the directory with the date and time that you believe the file last existed in. For example if you know the directory existed 1 hour ago pick the directory that was dated 1 hour ago. After double clicking on the appropriate folder version a window will be displayed showing all the FILES and DIRECTORIES in that directory at that particular time.

**Step 5:** If the DIRECTORY you are trying to retrieve is located in the directory view then simply copy the DIRECTORY to a place you wish to restore it to. Be careful to keep track of which folder and view you are currently using. Versioned folder views always show a date and time in the folder name and look similar to the following:

