



## Help sheet:

### Home directory: saving and restoring files

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This help sheet provides information on your home directory – what it is, how to use and manage it and how to restore files to it.

#### What is my 'home directory'?

Your home directory is storage space on an ITSD-managed network server set up for your individual use. You can save your work into it; download files from it onto your USB drive, and access it from off-campus. It is automatically set up each time you log into the Deakin network whether using an office workstation, your own workstation via the Deakin wireless network, or workstations in the computer labs.

You can manually set up your home directory when accessing Deakin from a location outside of the Deakin network. Refer to the *Network share: setting up and using* help sheet for information on how to do this.

Your home directory is also used by various systems and programs to store information needed for using IT at Deakin. There may be files and folders in your home directory that you haven't created because of this. If in doubt, contact your area IT support staff or the IT Service Desk.

Your home directory shows under **Computer** as **H:** drive (Windows) or on your Macintosh desktop as **<your username>**.

#### How to use your home directory

Whenever you save files into the **Documents** they are physically stored in your home directory. Each time you save files into these areas they take up space in your home directory and you can run out of space if it is not managed regularly.

#### Home directory quotas

By assigning quotas no single user can consume enough space to cause an outage to the system or impact other users. Once you reach your quota you will be unable to write any more data or files to your home directory. You will most likely receive an error from the application you are using and will also immediately be sent an email, (to your Deakin email address), informing you that you have reached your quota and need to clean up files.

A reminder email is sent every 24 hours that you are over quota. If you reach your quota you should delete or archive to CD or DVD any no longer used or old files in your home directory.

All staff whose home directories have been moved to the Isilon file server (see the *Am I on an Isilon server* section following) have a 10GB quota set on their home directory while students have a 5GB quota.

Additional quota is only provided under exceptional circumstances as your home directory is provided for non-corporate work or study-related files and incidental personal files.

#### Checking your quota

For Windows users to check how much used and free space you have on your home directory, go to **Computer**, right click on your home directory and select **Properties**. From here you can view used and free space.

For Mac users to check how much used and free space you have on your home directory, highlight your home directory (shows on your desktop as **<your username>**) then go to **Finder** -> **Get Info**. You will see the amount of used and free disk space (amongst other information).



## Backing up your home directory

As your home directory is located on an ITSD server it is routinely backed up as part of the ITSD server management process. You do not need to do anything to make this happen.

## Restoring files to your home directory

ITSD take snapshots of home directories and file shares located on Isilon file servers.

These snapshots allow users to restore files that may have been lost or corrupted without requiring intervention from ITSD support staff. Snapshots are only available to home directories and shares located on Isilon file servers.

## Am I on an Isilon server?

To find out if you are on an Isilon file server look at the path of your home directory (H: drive) in **My Computer**. If the path begins with **cifs-** then you are on an Isilon file server. If the path begins with **home-** or **share-** then you are not on an Isilon file server.

## What is a snapshot?

A snapshot is a 'point in time' copy of your home directory or file share. Snapshots are currently taken at the following times:

- 10 am, 1 pm and 4 pm on business days, retained for 24 hours
- 8 pm each night and retained for 7 days

For example if you accidentally deleted a file on Tuesday at 2 pm you can restore that from any of the previous point in time snapshots:

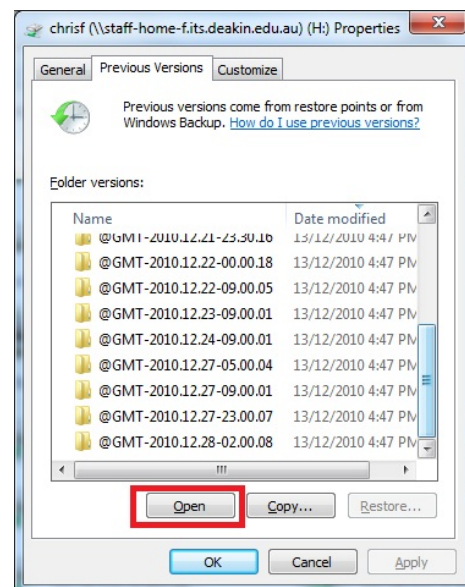
- 1 pm the same day (1 hour ago)
- 10 am the same day (4 hours ago)
- 8 pm the previous night (18 hours ago)
- 4 pm the previous afternoon (22 hours ago)
- 8 pm from any previous night for the past 7 days

## Accessing snapshots

Snapshots are accessed differently depending on the type of computer you are using.

- *Using Explorer (Microsoft Windows users)*

1. Open **Computer** and locate your home directory or the file share containing the file (for example your H: drive).
2. **Right click** on the network share and select **Restore Previous Versions** from the drop down list.

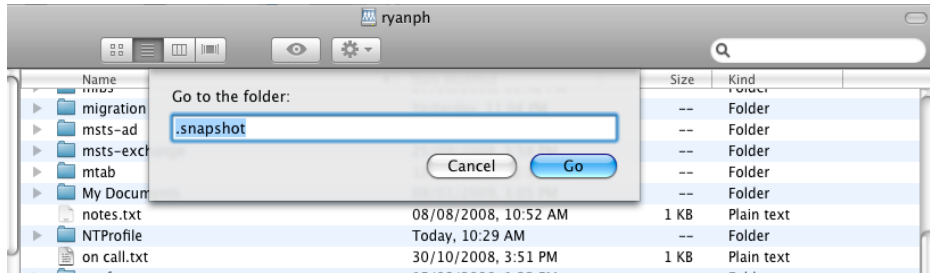




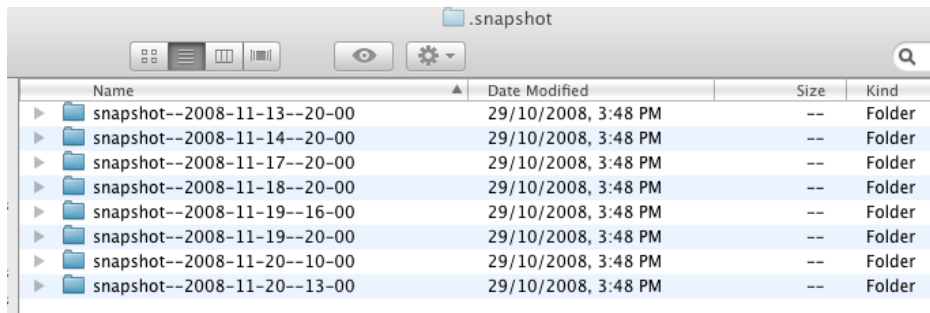
3. Select the snapshot with a date which is closest to, but before when your file was lost and click the **Open** button.
4. Navigate the snapshot and find the file or files lost.

- *Using Finder (Apple Mac users)*

1. Navigate into your home directory using finder.
2. Under the **Go** menu at the top of the screen select **Go to Folder**.



3. In the box that appears type `.snapshot` and click **Go**. A list of snapshots will appear:



4. Select the snapshot with a date which is closest to, but before when your file was lost and click the View button.
5. Navigate the snapshot and find the file or files lost.

## Your home directory responsibilities

You are responsible for managing your home directory by regularly reviewing, archiving and deleting files no longer used. Two main 'space gobbling' practices and their solutions are detailed below.

### Use shared work areas (staff)

Any corporate data stored in your home directory increases your home directory usage. Save your work files into a shared work area. Move any existing work-related attachments into a shared work area. If you are working with files that are considered corporate data (owned by and required to be retained by the University – such as research or intellectual property captured or created by you) they should be stored in a file share and not in your home directory.

If you do not have access to a file share you should approach your area's IT Representative to have a share created or be given access to an existing share. If your area does not have an IT Representative contact the [IT Service Desk](#).

Distributing files as email attachments is not necessarily the best way to share work files. Refer to the *Network share: setting up and using* help sheet for information on ways to do this more efficiently.



## ***Manage media files***

Media files are large (music, video, images). Do not store these types of files in your home directory – use removable storage media or a shared work area instead.

Regularly archive unused media files to CD, USB drive or DVD (if legally entitled to do so), then delete them from the shared work area as disk space also needs to be managed in shares. Note that you are personally responsible for ensuring that your use of media files is within all legal requirements and complies with the University IT usage policies.

## ***Archiving files***

You should routinely copy to DVD, USB drive or CD and remove redundant files from your home directory. Staff and laboratory workstations have CD or DVD writers to assist with this.

Outlook and Entourage users should note that there is an archive feature in these programs that can be automatically configured to help manage old email.

## **Outlook / Entourage users - please note**

While your email is stored on an Exchange (mail) server and does not affect your home directory usage, you still need to manage your emails and attachments in order to keep within your email server quota.

Refer to the email web site located at [www.deakin.edu.au/its/staff/email/index.php](http://www.deakin.edu.au/its/staff/email/index.php) for further information on this.

## **What else do I need to know about my home directory?**

If you permanently transfer to another campus you should lodge a service request to have your home directory moved to the server on your new campus as this assists with getting the best response times across the network.

## **Need help?**

Go to the ITSD Publications website located at [www.deakin.edu.au/itsd/publications/](http://www.deakin.edu.au/itsd/publications/) for the latest version of this and other ITSD-published guides and help sheets.

Check out the Atomic Learning online tutorials at [www.atomiclearning.co.uk/](http://www.atomiclearning.co.uk/) for assistance with a wide range of software applications.

Note that there is no internet charge for accessing Atomic Learning from a Deakin network location. You can also access Atomic Learning from home, using the username and password available from the *Deakin Software Library* at [www.deakin.edu.au/software/](http://www.deakin.edu.au/software/)

Contact the IT Service Desk for further assistance, if needed.