



# H: (Home) Drive Questions and Answers

## **What's an H: (home) drive?**

H: drives are the personal storage 'home' drives for both UNSW staff and students. The H: (home) drive is used to store files for a single user. The H: (home) drive cannot be accessed by others.

## **What's myAccess?**

myAccess allows you to access your applications that you would normally only get in the teaching labs. Maple, Ansys, Matlab and AutoCAD are just some of the applications available via myAccess.

## **How much of my data has been lost?**

Data has been restored from the UNSW backup systems up until 8pm Monday 5 June 2018. Unfortunately, any data generated after approximately 8pm Monday 4 June to 11:28am Tuesday 5 June has not been recovered.

## **Can I get my data back?**

Unfortunately, if you created or modified any files in your home drive between approximately 8pm Monday, 4 June and 11:30 Tuesday, 5 June, those files are lost and cannot be restored. In almost all cases, information saved before this period should have been recovered.

## **What do I tell my lecturer or course convener? Can I get an extension?**

All UNSW staff, including teaching staff, have been notified and given guidance on managing the situation with students. If you are an undergraduate student and this outage has impacted your studies, please lodge a [Special Consideration request](#).

If you are a Post Graduate Student & Higher Degree Research Students speak to your supervisor to discuss any possible arrangements.

## **Will my exam go ahead?**

All exams will proceed as scheduled. If this outage has impacted your exam preparation, please lodge a [Special Consideration request](#).

## **Did this outage just affect me or did it impact everyone?**

This outage has impacted all staff and student H: (home) drives.

## **I'm feeling stressed and anxious as I've lost my work**

For students: if you are feeling stressed or anxious you can contact [UNSW Counselling and Psychological Services](#)

For staff: if you are feeling stressed or anxious, please contact UNSW's [Employee Assistance Program](#) for support

### **Should I move my data from the home drive?**

The new system that Home drives has been restored to is a highly resilient and secure system that maintains multiple copies of data across multiple data centres. The data is backed up every night to ensure we have a copy of your data that can be recovered in the event of a service failure. Your home drive can only be accessed from UNSW network connected computers or the My Access System.

UNSW provides all staff and students with access to Microsoft's One Drive for Business service. This service is available using your UNSW credentials. My Access Applications are unable to access One Drive for Business.

OneDrive for Business is suitable for all research data classified up to, and including, Highly Sensitive. More information about Microsoft's office 365 services available to you is available at <http://myoffice.unsw.edu.au/>

### **Here's what OneDrive can help you with:**

- Data will be encrypted in the cloud in compliance with [UNSW guidelines](#)
- Access your data from anywhere, anytime
- Simplify collaboration
- Easier to access, find and manage data
- Keep your data safe and preserved (for up to 7 years post project)

### **Are staff members using Windows 7 affected by the outage?**

If you are a staff member using a UNSW Windows 7 PC or laptop, your computer has kept a copy of the files from the server, so you can continue to use them as normal. When the Staff home drives are made available again your computer will copy the changes from your computer back to the server.

### **Why has it taken so long to restore?**

The time to restore is based on the amount of time it takes for a full restoration of the data. The backup systems restore at around 30TB over 24 hours, and as of Friday morning we have restored over 60TB of data.

### **I was among the staff and students where some of my data was not completely restored during phase one. Where can I find this data now that it has been restored?**

Data from the secondary restoration can be found in your H: drive. Go to the folders named:

- Restore06062018
- Restore13062018
- Restore18062018

### **Do we Backup?**

All data is backed up every night, these backup's commence at approximately 8pm each night.

**Who do I contact for more information?**

For updates on this situation, you can visit the [UNSW Outages website](#). The UNSW IT Service Centre can be contacted on +61 2 9385 1333 or [ITServiceCentre@unsw.edu.au](mailto:ITServiceCentre@unsw.edu.au).

For students, please contact the [Educational Support Service](#) or your academic advisor if you are concerned about the impact on your studies. [UNSW Counselling and Psychological Services](#) can provide additional support.