

Subject: Additional Information Regarding Decommissioning of NetStorage

The process of migrating to the new H and P drives also involved the decommissioning of our Novell products and services to include the NetStorage product. The NetStorage product enabled the limited access of network-based files, such as H and P files, from off-campus locations using a web browser. Because the NetStorage product was pointing to the old H and P drive server locations, and is not compatible with the new Microsoft environment now used, the NetStorage services were shut down as part of the migration to the new storage system.

While there is no specific product to facilitate the web access of files on the new H and P drive servers, CSU does offer Google Drive as part of our Google domain services. Google Drive can be used to both store and make files available over the web and is the recommended method for storing, working on, and retrieving files from off-campus. Google also offers a local client that can make Google Drive files available locally so they can be worked on while offline and then synchronized once an internet connection is available.

In addition to using Google Drive, CSU also offers the ability to use Microsoft's Remote Desktop technology to securely access your office computer remotely, if required. This method allows you to connect to, and work on, your office computer from a remote location. Because your office computer is always connected to our campus network, it will always have access to the H and P drive, allowing you to work on the files remotely as you are connected to the computer in your office. The ability to use Remote Desktop requires you to use the VPN software for connecting to the campus network over the internet. More information on how to install and configure the VPN software is available from UITS and will be handled on a case-by-case basis.

Important note about support and limitations of the new H and P drives.

If you are missing files or folders in either your H or P drives, please contact the UITS HelpDesk at 706-507-8199. The new system does not allow for certain special characters in the filenames or folder names, so those files and/or folders containing special characters may not have been automatically moved over. Your data is still on the old system and will need to be moved over by UITS manually. Once we are aware of the issue, we will work with you to move your missing files and folders to the new H or P drive locations.

July 14, 2017