FROM: CSU HelpDesk, July 8, 2016

Welcome to Active Directory!

Over the next few weeks, your computer system will be moved to Active Directory.

What is Active Directory?

Active Directory is a Microsoft based authentication directory that supports CSU systems. CSU is aligning our environment to adhere to standards across the University System of Georgia campuses and aligns with our ability to support OneUSG, a USG-wide authentication initiative.

For more information on Active Directory, select a link below:

- https://youtu.be/nY84mmRKsqA (Overview)
- https://youtu.be/Tvp88xYf5Es (Introduction)

How does this affect me?

You will see minor changes such as pressing CTRL + ALT + DELETE when logging into your computer. Also, if you use a portable device, such as a laptop, you will need to log into your device while on campus before taking the device off campus. This will create your user profile and allow you to use the said device off campus. Everything else should look and feel exactly the same.

Where do I get help if I have a problem?

If you lose access to any of your drives (P:drive or H:drive), printers, or if any other issues occur, please put in a work order in eQuest or contact the HelpDesk at 706-507-8199 and we will dispatch a technician to resolve the issue.

FROM: CSU HelpDesk, June 5, 2017, 4:56pm

Who: Faculty and Staff
What: Using your H and U network drives during the transition of the new login service
Why: The "U" drive will be replaced by the H drive
When: July 1, 2017

Over the past year, UITS has been transitioning computer login directory services from Novell to Microsoft Active Directory (AD). This transition impacts three core services:
1. Authentication services for logging into computers, for example: MyCSU, Banner and other common applications.
2. Printing services.
3. Network drive services: the H and P drives.

The computers that have been moved to the new system will notice an additional network drive on their computer labeled the "U" drive. Please continue to use the H drive as normal, ignoring the U drive. When the transition is complete, in late June, you will only see the H drive instead of both the H and U drive.

What if I have saved files in my U drive?
If you have saved files in your U drive, copy those files to your H drive and begin using your H drive exclusively.

Will I lose files that I have been working on and saving to the U drive?
No, but copy the files to your H drive and begin using it instead of the U drive. The files in your U drive will not be deleted. The U drive is being used temporarily to facilitate the transition to the new system.

Will I still have access to my H drive after the transition?
Yes, you will still have access to your H drive after the transition and can use it normally as before.

FROM: CSU HelpDesk, June 27, 2017, 4:39pm

To: CSU Faculty & Staff

When: June 30, 2017 at 5:00pm through July 5, 2017 at 8:00am

What: 'P' Drive will be temporarily offline. All files will be unavailable on the 'P' Drive

Why: Migration of all files on the 'P' Drive to a new file server

How will this affect me:
1. You will not be able to open any file on the 'P' Drive during this outage.
2. If you need access to a file(s), please save it to your Google Drive before June 30 at 5pm to have access to the file(s) during the outage period.
3. Please turn your computer off on Friday June 30th before you leave for the weekend. Upon your return to work and turning your computer on - all necessary changes will take effect. Alternatively, if you need to leave your computer turned on, be sure to restart your computer when you return to work on July 5th.

We apologize for this inconvenience.

Long Version of Actual Upgrades Being Conducted by UITS:
UITS has been making changes to the way you access your computer and other Columbus State University IT resources. These changes are designed to modernize and align our credential directory services to better serve our campus users and allow for more flexibility when integrating new systems. Because we are moving away from Novell, we must also migrate our "P" drive server to the newer more modern system. To do this we must copy the data from it to the new server. This has been going on in stages over the last year and the time has come to perform the final migration.
We will make a final copy from the old server starting on 6/30/17 at 5:00 p.m. The current server will be taken offline so no one will be able to access the server while these files are being copied over. Our plan is to do this when it will minimally impact faculty, staff, and students. Because of the sheer volume of data involved it could take several days. Our plan is to start this final migration on June 30th at 5pm; finishing by July 5th at 8am. During this time, the "P" drive will be offline while we reconfigure the servers to access the new Active Directory system.