

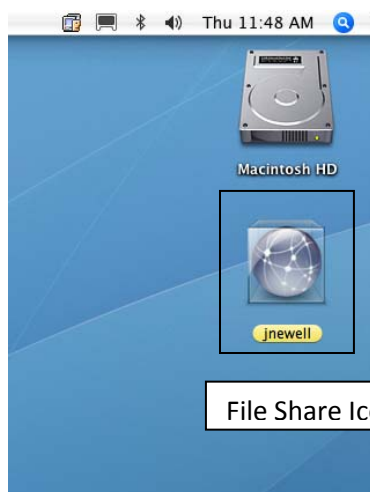
Using the Campus File Server Frequently Asked Questions

What is the campus file server?

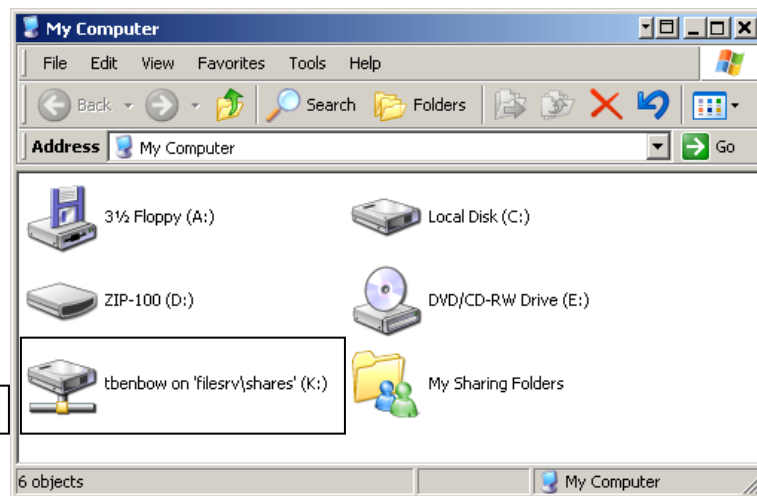
The file server is a convenient place for you to store important documents. Rather than keeping documents on the hard drive of your desktop or laptop you can keep them on our secure server. This reduces the chance of you losing your files due to equipment failures, loss or theft and also makes it easier to reach the files from remote locations.

How do I reach it from my campus desktop?

On a PC look for the “K” drive under “my computer”. This icon will look very similar to the icon for your “Local Disk” C drive. On a Mac look for the the mount point on your desktop that matches your username. This will look very similar to your iDisk icon.



Macintosh OS/X Icon



Windows XP Icon

How do I reach it from my laptop or home computer?

There are two ways to reach the file server remotely. For both ways you need to connect to the campus VPN service.

- You can reach the file server by using remote desktop application to connect to your campus desktop. Once you are connected you can then look for the server icon in the same location you find it when you are sitting at your desktop.
- Alternatively, you can connect directly to the file server by connecting to:

\\ad.fullerton.edu\filesrv\shares\USERNAME.

(replace USERNAME with your actual campus username.)

Is there a limit to the amount of space I can use?

Each user in AD is allotted 2 gigabytes of space. If you use all your space you will get a “disk full” error when you try to add more files. If the service becomes widely used and funding is available, more space may be allocated in the future.

Can I keep my PST files on the file server?

We do not recommend using the campus file server to store your Outlook PST files. If your Outlook PST file is smaller than 2gb, you could technically store them on the file server, but we strongly recommend against this. This is because Outlook will have to access the file server every time it needs access to your PST file. This process will be significantly slower than accessing PST files on your hard drive and will result in long delays.

If your PST file is smaller than 2gb you could use this space to store a backup copy of your PST file without any performance issues.

Can I share the folder so others can see it?

The file server is not designed to be shared to other users. Only you can reach the files in your folder and access them.

Is the data secure?

Yes, it is protected by your username and password. For added security we recommend you encrypt your files with EFS (for PC users) and FileVault (for Mac users).

Is the data backed up?

Yes, a sophisticated backup solution is in place to ensure the integrity of the server. Tapes are stored off-site in case of disaster.

So if I deleted a file last week and need a copy I can get it?

No. The backup solution is designed to protect the system from a catastrophic failure. A failure of this nature would require rebuilding the server from scratch. The server cannot be taken down and rebuilt to recover one user's lost file.

So the data is backed up and I can store it only on the file server and never worry about backing up my data ever again?

Well... yes and no. The server has a robust system to make sure the chance of data being lost is extremely small. However, there is always a level of uncertainty in any computer system. If you have an extremely important file it would be wise to store it in at least two secure locations.

You should always keep a backup of any documents that are important to you in addition to the copies you may keep on the server.

How long can I keep documents on the file server?

There is no time limit on keeping documents on the file server. They will be there until you delete them. If you leave the university, you will lose access to the document on the file server at the same time that you lose access to your campus email.

What if I need help with the file server?

Call the Help Desk at x7777 or send us an email at helpdesk@fullerton.edu if you need assistance setting up access to your space on the file server.

If you need assistance with how to use your file server space or in using Campus VPN service, or assistance in backing up your documents, please contact Timothy Benbow at x4417 or tbenbow@fullerton.edu