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How to: Recover Deleted Files and Folders from the Isilon Storage System (duhsnas-pri)

★ ★ ★ ★ ★   64 views

Question

A user has deleted files from their home drive or departmental share, how do they recover them?

Answer

1. While logged into your workstation, navigate to the location of the deleted files.
2. Right-click the Folder from where the files were recently saved and select **Properties**.
3. Click to select the **Previous Versions** tab. Review the ***Folder versions*** to locate the date and time closest to when you think the file or folder was deleted.
4. Highlight by selecting the file or folder and click the appropriate button (***Open, Copy***, or ***Restore***).

> **TIP:** If you are unsure and do not want to overwrite any other existing files in the directory, choose to ***Copy*** the data instead of ***Restore***. Restoring will overwrite any of the files with the same name. If copying, choose a temporary location on your workstation to identify which files and folders are needed.
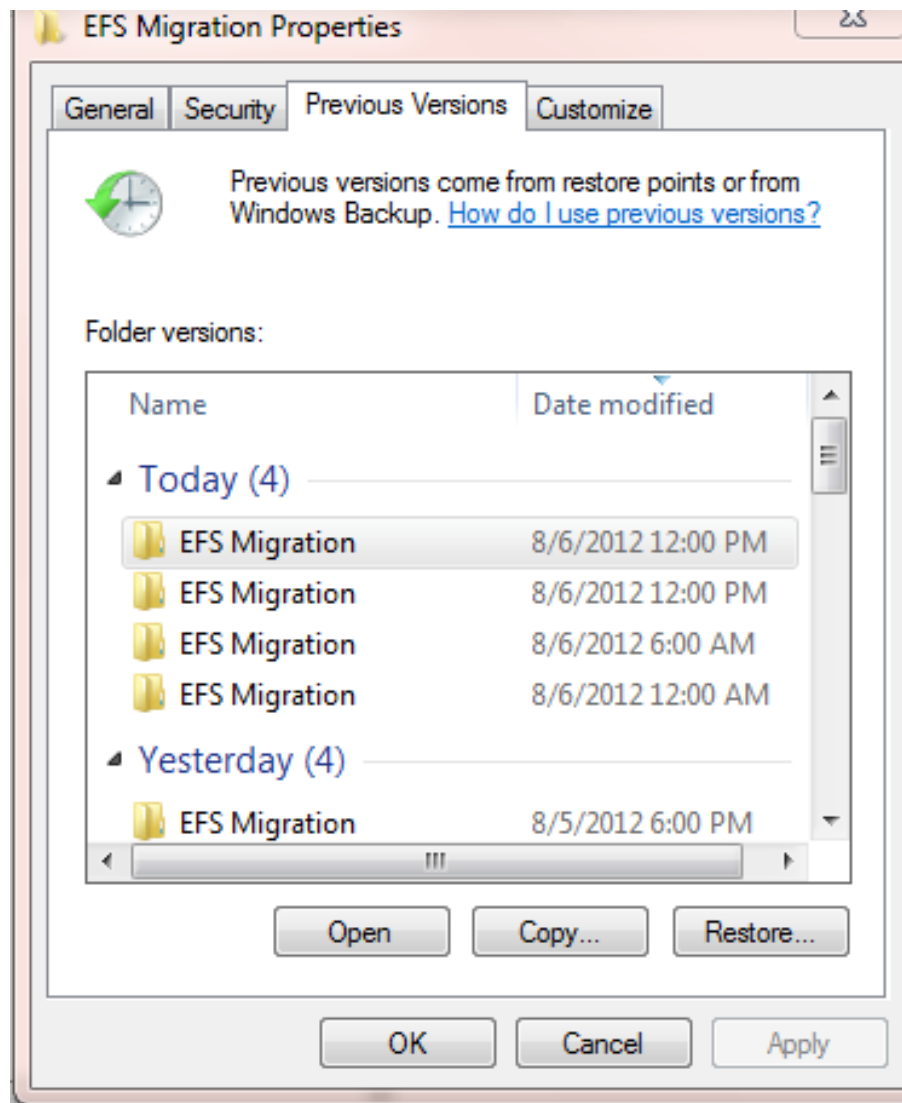
Additional Information

This process will ONLY work for restores on the Isilon storage system. This can be determined by looking at the mapping of the drive. **If it begins with \\duhsnas-pri, it is on the Isilon**. An example is shown below.
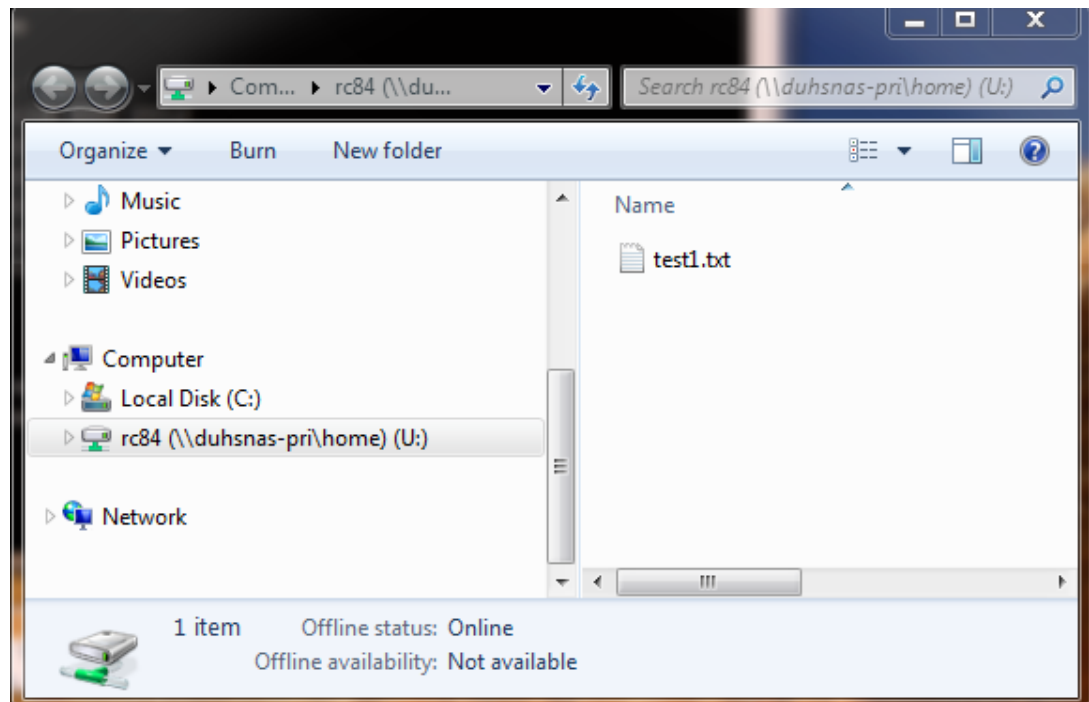
If you need assistance:

- To submit a request ticket, go to the Duke Health IT Portal (https://dhts.duke.edu/ (https://dhts.duke.edu/)), then click **Get IT**.
- To notify us of an IT issue or incident, go to Duke Health IT Portal (https://dhts.duke.edu/ (https://dhts.duke.edu/)), then click **Fix IT**.
- To chat with the Service Desk, go to the Duke Health IT Portal (https://dhts.duke.edu/ (https://dhts.duke.edu/)), then click **Chat with Service Desk**.
- To speak with a service desk representative, call 919-684-2243.

IT Support Staff: If there are problems or issues with restoring a file from the Isilon system, please assign a request ticket to **Core Operations-*DHTS***.

Most recent tasks 🗋 INC2390970 - User deleted folder by mistake - need to recover a file folder (task.do?sys_id=db036078db46b7003e5a59b2ca9619f4&sysparm_referring_url=kb_view.do) 🗋 INC1392910 - User cannot find his favorites (task.do?sys_id=cf625f264f96da00200b8b8d0210c7b1&sysparm_referring_url=kb_view.do) 🗋 INC0693728 - MS Excel files on shared drive duhsnas-pri.dhe.duke.edu\pdc_finance will not open due to the followi (task.do?sys_id=7fc6f1c4b8e6150083f24c6ef17fe79b&sysparm_referring_url=kb_view.do)

Revised by Rob Ward (ward0063)
Last modified 4 months ago

Helpful?   100% found this useful

Email URL (mailto:?subject=John North (north004) sent you a Knowledge Article&body=How to: Recover Deleted Files and Folders from the Isilon Storage System (duhsnas-pri)%0Ahttps://duke.service-now.com/kb_view.do?sysparm_article=KB0016059)