GSD. Network - Restore Previous Documents

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/b513d404c3ca1a100acd3300150131fb', 'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

User wants to know how to Restore Previous Documents

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The following steps will guide users on how they can restore previous versions of document in the shared drive. Users can select and retrieve versions from the daily snapshots retained for 30 days.

NOTE:

There is a Restore button on the "Restore previous versions" window. However, using this is not recommended as it overwrites newer versions. Explain this to the user should he or she ask why the Restore button is not used in this process.

Details:

Advise user to right click the folder and click Restore previous versions.

They must select the previous version that the user wants to restore and click Open. Doing this will open a new window that contains the snapshot.

NOTE: The file used in this example is a folder, which means user can open a folder's previous version together with its contents. If they are dealing with a specific file (document file), the same step applies, but they will see a different icon that corresponds to the file type.

Inform user to select the files to be restoredUser must right click on the highlighted files and select Copy or press Ctrl+C

Guide user to paste the files into the target directory

In case the version that needs to be restored is more than 30 days old, escalate the ticket to the Storage Technology Team as they restore data until 365 days.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A