

Research Shared Drive

FAQ/ReadMe

for users of the Research Data Store
Research Shared Drive or “R: drive”

Version: 0.4
Date: 3/5/2013
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Status: Final

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1 Assistance

For assistance with your storage allocation, please contact the Service Desk on
Extension 5111
Phone (02) 9852 5111
Email itservicedesk@uws.edu.au

You may also wish to view relevant articles on the IT Services website:
http://www.uws.edu.au/information_technology_services/its/servicedesk

2 About your storage

The storage that has been provided is a portion of a larger Research Data Store, a dedicated stack of high performing hard drives.

Note: the term "R: drive" has been used within the eResearch team, but does not have to be mapped to your PC with the letter R, especially in cases where you already have that letter in use.

2.1 Terms

The researcher is responsible for the content that is stored on this shared drive. Compliance with University policies, as in paragraph 4.3. below, is required.

2.2 Backup

Content that is stored on the Research Data Store is backed up, meaning that on a daily basis, whatever is stored in the shared drive will be backed up to another physical location to minimise data loss. In the event that the main storage is damaged or not available, the data can be restored.

Because this is not a real-time back up (such as a disaster recovery or high availability solution), if something does go wrong, the data may be unavailable for up to 3 weeks, but usually a much shorter period.

The Backup and Restore Solution is optimised when there are fewer than:

- 50 characters in a given Folder or File Name
(using the shortest name which is still intelligible is recommended)
- 200 objects in a Folder, particularly a top level Folder
- 200 characters in an entire Folder/File Pathname

These recommendations can be considered "Best Practice" in any case and in this instance relate to Operating System limitations (particularly in Windows) which occur when Folders and Files need to be restored.

2.3 Types of data

This storage is intended for use on all research projects, and can host raw data, programming code, analysed data, and results such as papers articles and books.

2.4 Allocation

In the request, the amount of storage allocation was specified. If the storage space available is less than the requested allocation, please contact the ITS Service Desk for resolution. Also, if there is an error, and insufficient space was requested, this can be accommodated as well.

2.5 Directory structure

It is recommended that you create a directory structure, or folder structure which will provide a starting point for highly organised and accessible data, to facilitate good data management practices. For example, it is recommended that you have a separate folder for data. Within that data folder, a folder for 'raw' data (as defined by you), a folder software and tools (such as code, executables and licence keys that are needed in order to view/analyse the data), a folder for cleansed data, and a folder for final data that might be associated with your paper/article.

2.6 Archiving service

UWS has an optional data archiving service, the Research Data Catalogue, which can create an archival record with a citable data reference. Please contact the UWS Library if you are interested in knowing how this will work.

2.7 End of use

It is expected that when the research is concluded, the shared drive will be returned to the University for reuse. Once your data is archived (with UWS or with an alternative archive space or service), and your research deliverables are finalised, you should make a copy for yourself if needed, and let the service desk know that your shared drive is ready to be recycled back into the general pool.

3 Access

To access this shared drive, and the information on it, one must have a UWS account, and then be granted permissions to the share. In the initial request, all team members should have been identified. If team member changes are needed, the person with sufficient rights may make changes, or a request may be made to the service desk.

If someone outside UWS requires access to any part of the research that you have stored on the shared drive, you will need to use an alternative method for sharing the data with them. With that alternative method, however, you will need to investigate the terms and conditions, as well as risks associated.

4 Data management

4.1 Brief definition

Good practice in data management is required to maintain reliable and accurate data throughout the data's lifecycle. Good data management will also facilitate data re-use after completion of the project and enable others to replicate research outcomes into the future. Raising awareness of good practice for data management starts with planning.

You should think about what you and your team will do when the data is collected/harvested, what steps are taken to cleanse the data or make it useful, and where the data will be stored at each stage. Think about who needs access to your data, how will you control access, and who will grant access or remove access. Last but not least, how long will the data be relevant or usable?

More about Data Management is available on the UWS web, here:

http://uws.edu.au/research/researchers/data_management

4.2 Recommended best practices

Check with your school, institute, or unit, and find out whether there is a data management plan that has been previously created. You may want to create your own data management plan. UWS has provided a Data Management Checklist and a Data Management Template. These can be provided on request from the Office of Research Services (web location is TBD).

By taking advantage of the available Research Data Storage, you are already exercising good data management, as the storage will be backed up, and you can control the access to the data. You will also have the opportunity to have your data cited, reused, and citations tracked, when you allow your data to be connected to the Research Data Catalogue. More about the Research Data Catalogue is available on the web, here:

<http://eresearch.uws.edu.au/blog/2012/02/29/an-australian-research-data-repository/>

To find out more, and to participate, please contact the UWS Library Research Coordinator:

http://library.uws.edu.au/infoContacts.php?case=res_serv

4.3 References

The following references are relevant to data management.

UWS Data Management page

http://uws.edu.au/research/researchers/data_management

UWS Research Code of Practice

<http://policies.uws.edu.au/view.current.php?id=00166#p1>

Australian code for the Responsible Conduct of Research

<http://www.nhmrc.gov.au/guidelines/publications/r39>

UWS Policies

UWS IT Acceptable Use of Resources Policy

<http://policies.uws.edu.au/view.current.php?id=00124>

UWS Information Security Policy

<http://policies.uws.edu.au/view.current.php?id=00142>

UWS Web Policy

<http://policies.uws.edu.au/view.current.php?id=00116>

Records Management Policy

<http://policies.uws.edu.au/view.current.php?id=00128>

UWS Privacy Policy

<http://policies.uws.edu.au/view.current.php?id=00108>

Disclosure and Use of Student Personal Information Guidelines

<http://policies.uws.edu.au/view.current.php?id=00046>

5 Connecting to a UWS Shared Drive

This article covers explanation and high level instructions for connecting to a UWS shared drive, for regular requests, such as DFSshare, and Research requests, such as the Research Shared Drive.

This article will expire 12 months from publication, and be reviewed for relevance and accuracy before republishing for another 12 months.

The audience for this document is anyone who has requested, and been granted a UWS shared drive. This applies to staff shares as well as research shares.

It is assumed that readers will be familiar with using their operating system.

Note: To reduce the document's size, some screen shots have been reduced and only show relevant sections.

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- Connecting to a shared drive in Windows
- Connecting to a shared drive when using a VPN in Windows
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5.1 Introduction to share drives

Shared drives are commonly referred to as “shares”, “shared folders” or “network drives”. It can be considered like a disk drive that exists somewhere else on the network. Shared drives are used to share data between UWS users, such as students, staff, and researchers. Shares can also be used to store data that needs to be accessed from different computers. Shared drives should not be considered a permanent archive. To permanently archive your files with UWS, contact a UWS Librarian.

You will need a UWS account in order to request your own, or gain access to someone else's shared drive. The owner(s) of the shared drive can request for users to be added or removed at any time. If the owner creates sub-folders in the shared drive, s/he is able to assign permissions such that certain users can see the contents.

At UWS, shared drives are backed up, meaning that in the event that you accidentally delete your data or files, you can request for the files to be retrieved from the backup. This may take 1 to 3 weeks.

5.2 Connecting to a Shared Drive in Windows

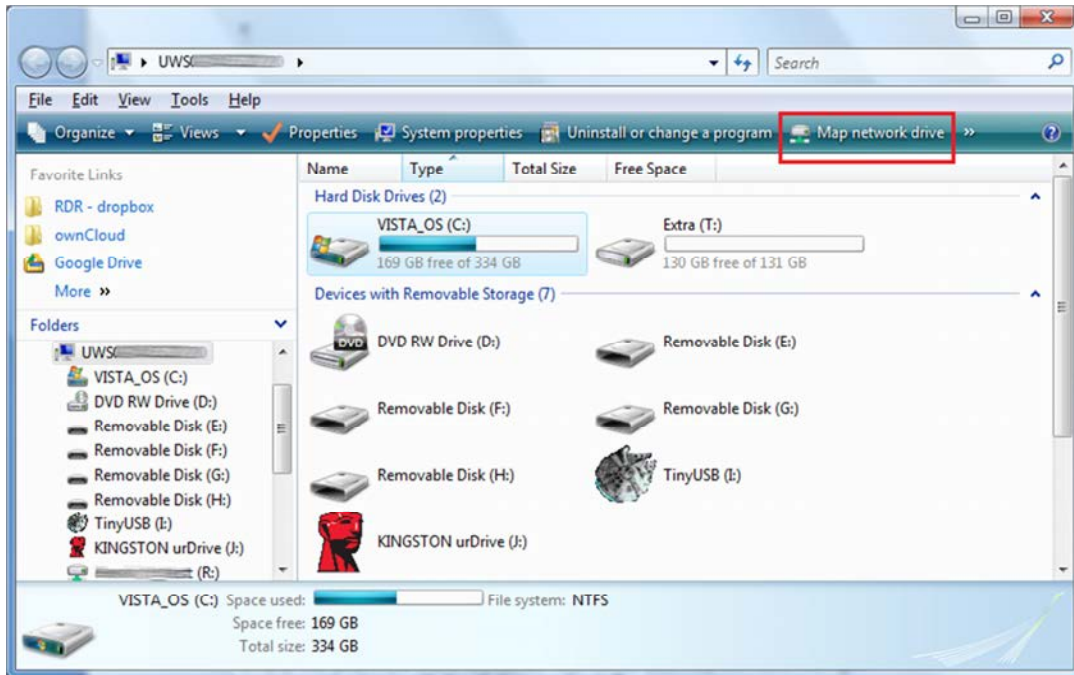
When you are granted a new shared drive, or invited to a shared drive, that message will contain a network location for where the shared drive or shared folder is. It will look like this:

`\\ad.uws.edu.au\DFSshare\(the name of your share)`

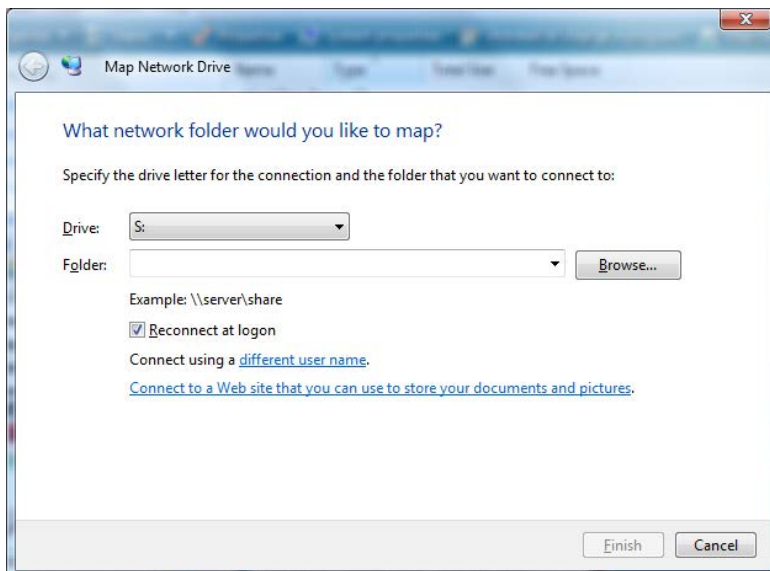
In Microsoft Outlook, if you are viewing an email that contains the network location, this will appear as a link. If you are on a UWS campus, and logged on to a university Windows PC, clicking on the

link will bring up the folder instantly. If the folder is empty, but you know there should be files there, you may not have the right permissions, check with the IT Service Desk.

You can permanently “map” your shared folder so that it appears as a disk drive to your PC. Below are screen shots for Windows Vista (the current standard operating system at UWS).

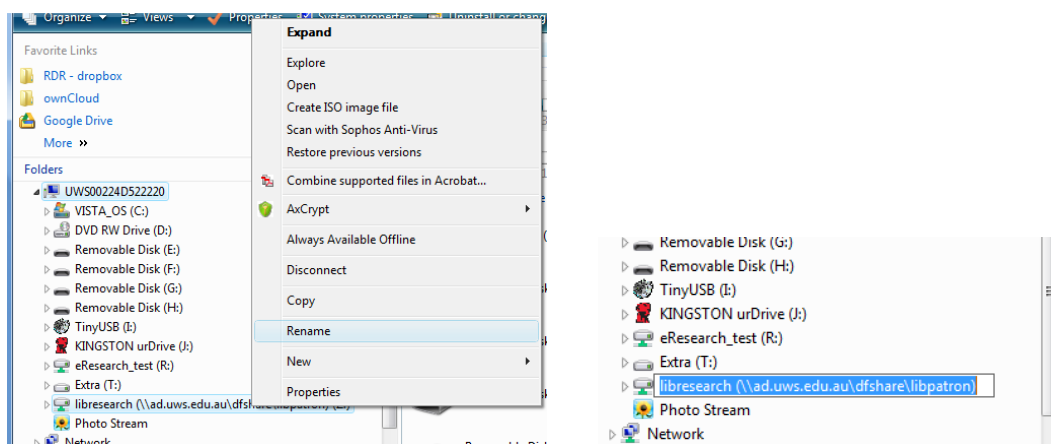


Clicking on Map network drive will result in the following dialog box:



Choose an available drive letter (A – D are usually taken). Cut and paste the network drive address into the Folder text box. If you are at your own PC make sure Reconnect at logon is ticked.

If you would like to rename the Mapped Network Drive after you have connected, simply right click on the new drive in the list on the left-hand side of the folder window, like this:



5.3 Connecting to a shared drive using a VPN in Windows

If you have shortcuts to your shares on your regular UWS computer, the shortcuts may appear on your UWS VPN desktop. If so, no action is required.

You will need to have a Windows Vista profile to access shares. All staff (Windows users or not), have an XP or Vista profile. If in doubt, or to have your profile converted, please contact the IT Service Desk.

The instructions for connecting to a shared drive from a VPN are contained in another fact sheet, located here:


http://www.uws.edu.au/data/assets/pdf_file/0015/143205/UWS_VPN_adding_shared_drive_detailled_26092012.pdf

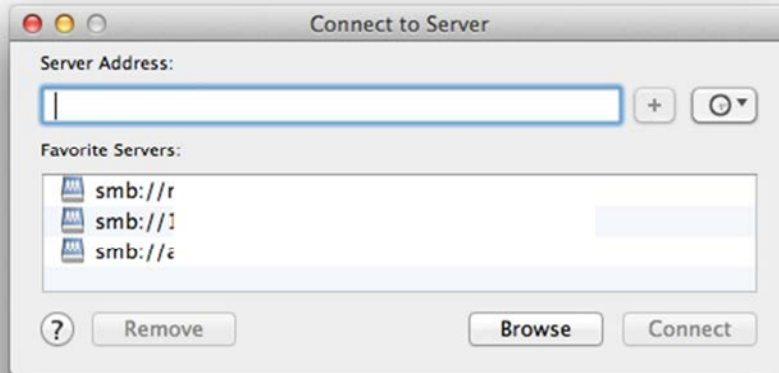
5.4 Connecting to a shared drive in MacOS

A few things to keep in mind when connecting to a shared drive from a Mac:

- If you connect wirelessly, you won't be able to see the shared drive, and won't be able to create a link to it. If you have created a link previously, using a wired connection, it will not hold once you switch back to wireless.
- To connect, you will need to know the specific server, or IP address of the specific server. Most Macintosh computers have difficulty resolving the active directory address (as in the Windows section above)
This means that instead of `//ad.uws.edu.au/dfshare/your_share`
You'll need something like `//rowbotham.ad.uws.edu.au/dfshare/your_share`
You can reply to ITS and let them know you're on a Mac and need to know the server that your share is on.
 - Some people assert that Mac have solved this issue starting with OS 10.8
- When you connect to the share, it asks for your UWS credentials. If your credentials fail, you might try `UWS/username` rather than just `username`.

Once you have an email with your share details, do the following.

Make sure you're on campus with a wired connection (not wireless). On the Mac desktop press  (Command)-K or from Finder use the "Go" menu and "Connect to Server..." menu option. You should get a dialog box that looks like this:



In the server address, enter the server address that was provided by ITS, but start with `cifs://`, so it looks like this: `cifs://rowbotham.ad.uws.edu.au/your_share`
Press Connect.

Check that "Registered User" is selected

Enter Name: UWS¥staff_id eg. UWS¥9334782

Enter Password: your_myuws_password

Press Connect button

The network share should now appear as a "drive" on the Mac desktop