

# Recovering Overwritten or Deleted Files

Guide for Staff and Students

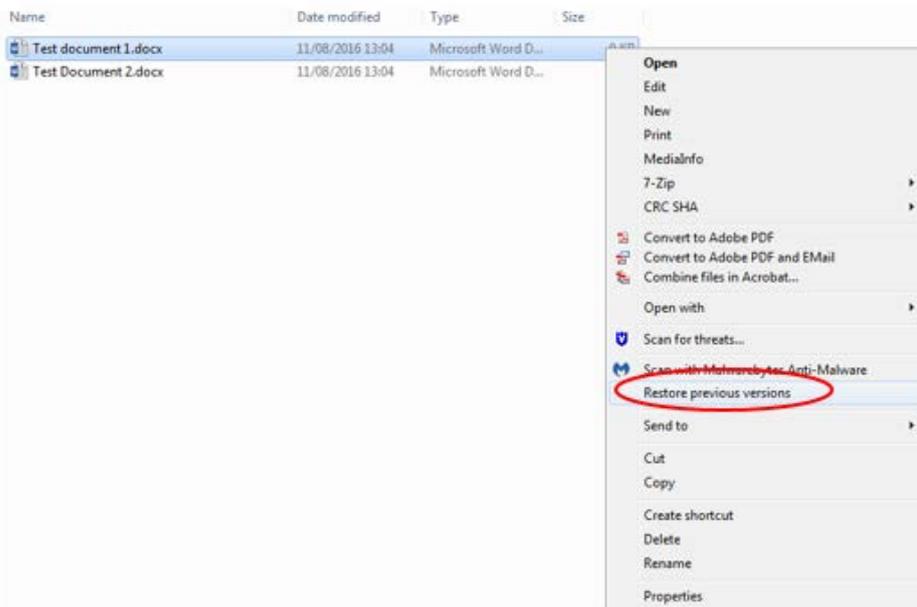
## Overview

IT Services have recently enabled a new feature across all M drives for Staff and Students and JT2 shares for Staff only which will allow users to recover previous versions of files without having to contact the IT Helpdesk. Users will be able to recover files and folders themselves to the state they were in at the time that one of several snapshots were taken. Snapshots are currently taken at the following times and are kept for approximately 8 days: 1am, 4am, 7am, 10am, 1pm, 4pm, and 10pm, 7 days a week.

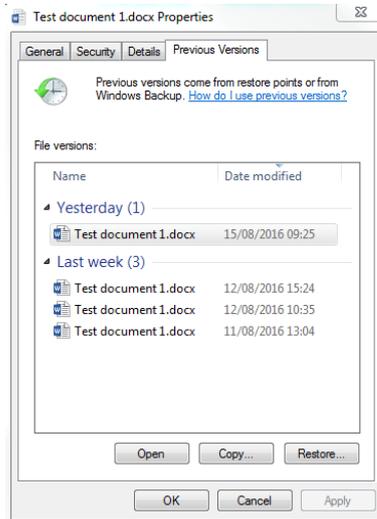
This document describes how to restore previous versions of *existing files/folders* and previous versions of *deleted files/folders*

## Restoring *Existing Files and Folders* from a Previous Snapshot

To restore a previous version of an existing file or folder from a particular snapshot you will need to right click on the file or folder you wish to restore and then select “Restore previous versions” from the menu.



This will then take you to a second screen which lists the dates and times of the various snapshots available for you to restore the file or folder from:



**Please note that the time shown is the time at which the document or folder was last modified prior to a snapshot being taken. Snapshots are only created if there has been a change made to the file or folder.**

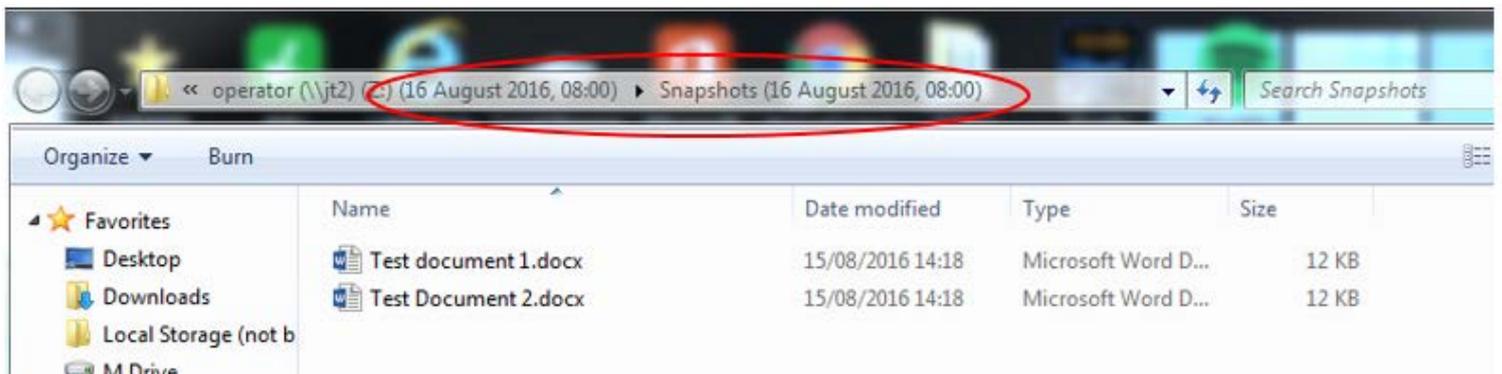
Click to highlight the file or folder corresponding to the date and time of the version of the file or folder you wish to restore and then select one of the three options below:

### **Open**

This will simply open the snapshot of the file or folder so you can see what it contained at the time of the snapshot.

For a file you can then choose to save it or simply close the window. You can also open a file and copy and paste specific text you require from that file rather than restoring the file itself.

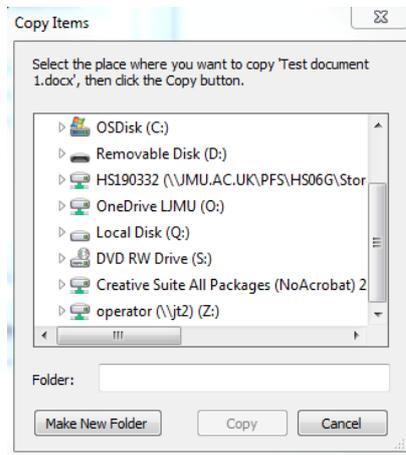
For a folder a browser window will open showing you the folder contents at the time that snapshot was taken.



The file path will detail the date and time the snapshot of the folder was taken. You can drag and drop files directly out of the snapshot folder, just ensure you do not overwrite the wrong file by mistake.

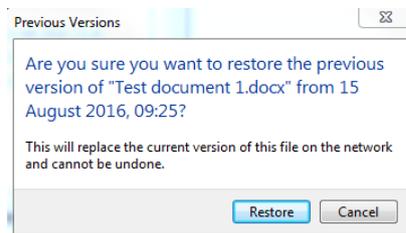
### **Copy**

This will open the following dialogue box prompting you to choose where to save the copy of the snapshot. This copy will be saved as a new file.



## Restore

This will restore the file or folder from the snapshot, replacing the current version of that file or folder. The following dialog box will open prompting you to confirm this action.



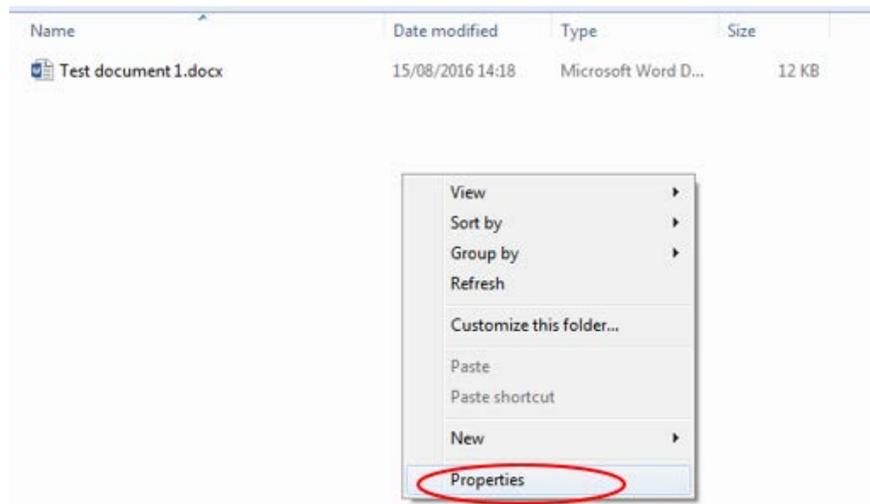
*Please note that restoring a file from a previous snapshot will overwrite the current version of the file and you will lose any changes made since the snapshot was taken.* For example, if at 4pm you decide to recover a file from the 1pm snapshot then anything you'd added to that file since 1pm would be lost. Likewise, if you recovered that same file from the 10am snapshot then anything you added after 10am would be lost. (If you wish to preserve any of those changes, make a copy of the file with a different name before attempting to restore it.)

## Restoring Deleted Files and Folders from a Previous Snapshot

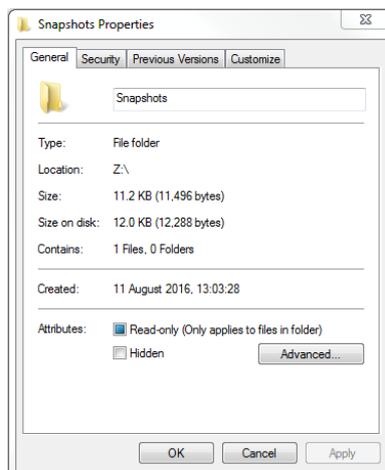
You can also restore deleted files and folders using a similar process. Please note that, as with restoring existing files or folders from a snapshot, restoring deleted files will not restore any changes made after the date and time at which the snapshot was originally taken. To restore a deleted file or folder you first need to navigate to the parent folder you believe the file or folder was located in

For example, if the path to a deleted file was: *M:\My Documents\BigProject\WordFiles\MyFile.docx* you would navigate to *M:\My Documents\BigProject*.

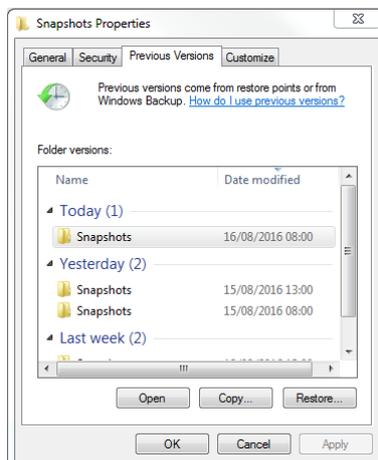
Right click in an area of empty space. The following menu should appear:



Click on properties at the bottom of this menu and the following window will open:



Click on the “Previous Versions” tab and you will be presented with a window identical to the one which appears when recovering a snapshot for an existing file:



You will now need to select the snapshot that last contained the file or folder you want to recover and select **Open**.

A browser window will now open showing you the folder contents at the time that snapshot was taken. The file path will detail the date and time the snapshot of the folder was taken.

To place the file/s or folder/s back onto your M Drive (or JT2) you can now drag and drop (or copy and paste) your deleted files or folders directly out of the snapshot folder, just ensure you do not overwrite the wrong file by mistake.

*NB. It is important when restoring deleted items that you choose the "Open" button as this will allow you to select and recover just the deleted file or folder. Selecting "restore" will restore the entirety of the parent folder, replacing all documents therein with their previous versions.*