OVERVIEW

How to access and use Isilon storage at UTSA

DESIGNED FOR

Faculty and students conducting research.

Note: only individuals associated with the University who have active appointments can use storage on the Isilon.

FEATURES

- The Isilon storage environment at the UTSA campus is replicated nightly (once every 24 hours) to the Arlington Regional Data Center (ARDC).
- The data stored on Isilon storage environment is backed up through daily snapshots; these snapshots are retained for a rolling 4-week period and replicated to ARDC.
- Each user is granted 1 Terabyte of capacity per individual user directory upon request and need; additional storage is available upon request. There may be costs associated with additional capacity. If you require more than 1TB of individual storage, please request a Server or Storage consultation ticket from tech café.
- Please note that shared directories can be created upon request. To determine best use and fit, please request a Server or Storage consultation ticket from tech café.

READ BEFORE STARTING

Access:

1. You **cannot** natively access the Isilon storage environment from AirRowdy or from offcampus; if you need to access the Isilon storage environment, from off-campus or AirRowdy, you will need to have a VPN connection established.
2. **The Isilon storage environment should be accessed from UTSA-managed systems only**.
   Please do not use personal or non-UTSA systems to access Isilon.

Don'ts:

1. **Do not store system backups** for servers, portables (laptops), desktops, etc. on the Isilon storage environment. **If a backup solution is needed,** please open a ticket.

2. **Do not store Outlook .pst and/or .pab files** on the Isilon. Storing and using .pst files from a network share is not supported and can lead to corruption of data. If an email archive solution is needed, please [open a ticket](#).

3. **Do not run applications, databases, or programs from the storage directory** granted to you on the Isilon. If an application or database needs to be used, please [open a ticket with tech café](#)**.**

4. **Do not run any virtual machine or system from the Isilon (e.g., VMware Fusion, Virtual Box, Hyper-V, VMware Player, etc.)** If a requirement or need to run a virtual machine exists, please [open a ticket](#) with tech café.

5. **The Isilon storage is intended for data <u>not</u> being actively used by jobs running on the Arc environment.** Arc users should ensure their jobs run from the Work directory that has been provided.

Data Retention:

1. The following data may be stored on the Isilon: research data, academic data, administrative data, and/or [any data that meets Categories I,II, or III classification](#).

2. **Data retention on the Isilon is dictated by the user.** Tech Solutions (UTS) does not delete or remove data. The user can remove, modify, or delete data as needed based on the individual or specific data retention requirements applicable to their research project or storage requirements. **It is the responsibility of the data owner to ensure that their project or grant data retention requirements are met.**

3. Any data retention requirements beyond four years should be discussed with UTS to ensure appropriate capacity. There may be costs associated with storing data for more than four years.

CONTENT

There are two ways to map/connect to the Isilon from a Windows system:

1. Open a ticket to request to have your login script modified to automatically map the drive
2. Map a network drive using the path [\\SMB.UTSARR.NET\RESEARCH](#) ("RESEARCH" is an example)

How to map/connect to the Isilon storage environment from the Arc HPC environment:

1. Login to Arc using SSH with your abc123.   This can typically done using MobaXTerm or Putty by creating a new ssh session for arc.utsa.edu.   If you're connecting from another linux client, the ssh command would be: [linux client]$ ssh arc.utsa.edu.

2. During the login process, you will be prompted for your password and then Duo 2 factor authentication.

3. Once logged in, change directory to /vault/research   [login001: isilon]$ cd /vault/research

4. From here you can run the ls or ll command to see the folders and files that are available to you.
   [login001: research]$ ll   total 0   drwxrwxr-x 2 abc123 abc123 0 Dec 16 14:55 ExampleFolder/
   [login001: research]$

5. Change directory to your folder to access your files.

How to map/connect to the Isilon storage environment from a Mac system.
1. Select Connect to Server from Finder
2. Enter in the name of the share to access eg: smb://smb.utsarr.net/research
3. If prompted select connect
4. Enter in your UTSARR credentials, UserID@utsarr.net and password

Restoring files/directories:

Note: you cannot do a self-restore from a Mac or Linux system directly; you will need to open a ticket with tech café.

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**How to restore a file/Directory from a Windows System:**

1. Right-click on the folder where the file or folder to be restored was located and click "Properties"
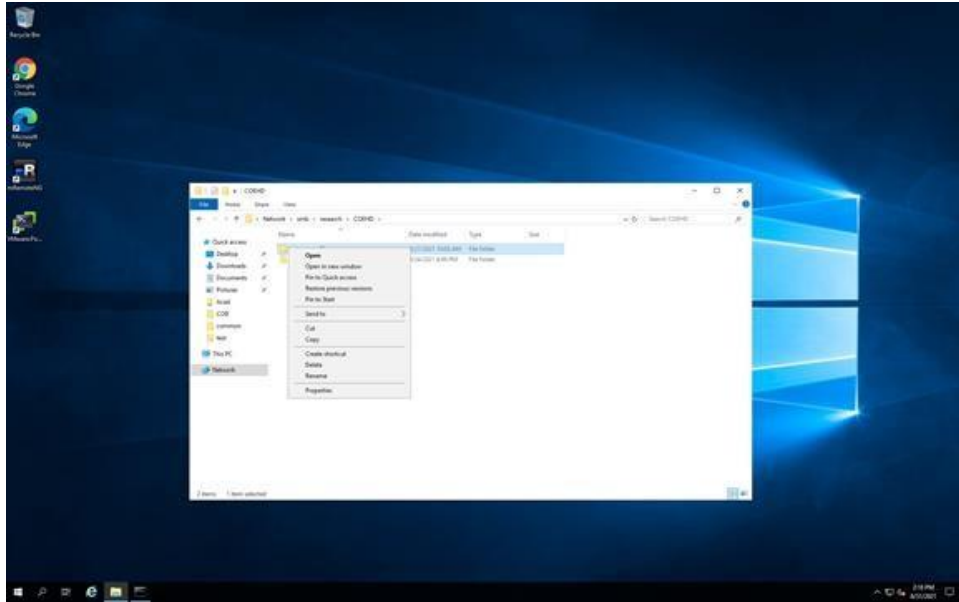
2. Click on the "Previous Versions" tab and choose the best date to retrieve the file. Click "Open"
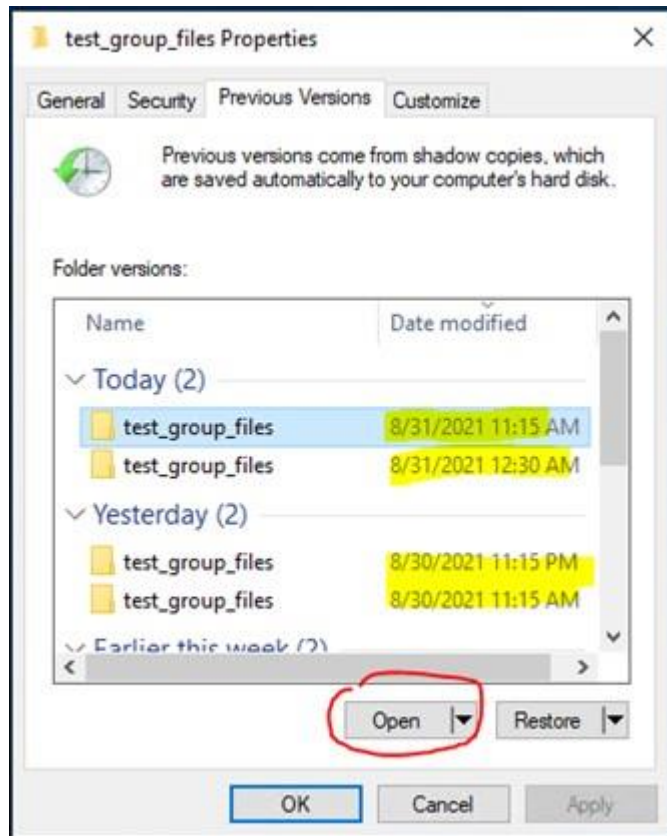
3. For this example, we have chosen the backup done on 08/31/2021 at 12:30 AM. After clicking the "Open" button, a new window will appear. Note that the date in the pathway matches with the date in shown in the chosen backup
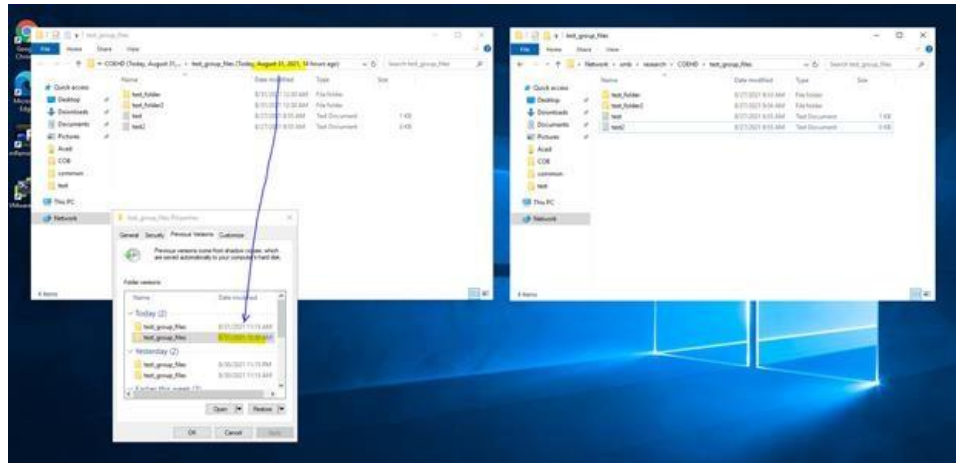
4. In the original folder, create a folder named "Restored_data_[ddmmaaaa]" where "ddmmaaaa" is the date when the backup was created. Copy the desired file/folder from the backup to the new folder.
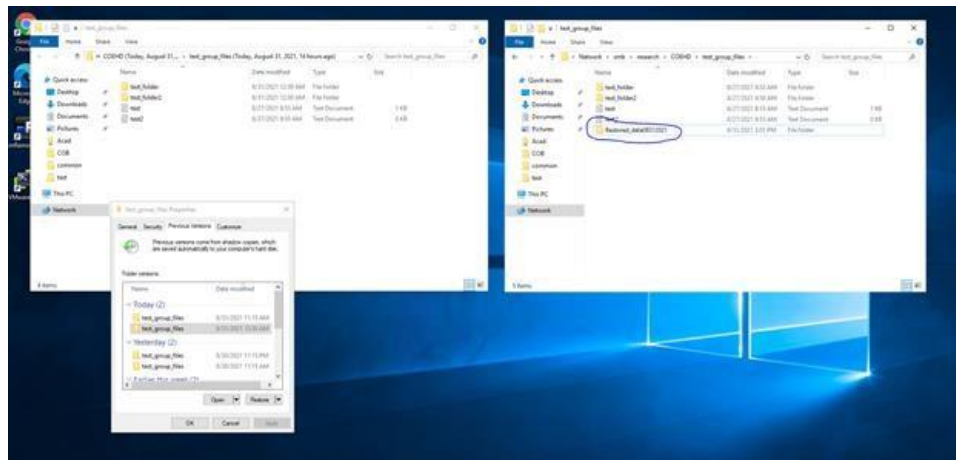
5. Check the content of the folder and/or file, verify all is correct and replace the one in the original location. If a restoration from a different date is needed, go to the step 3 and choose a different date.