

“My Documents” Redirection

What is the Purpose of This Project?

“My Documents” folders will be stored on a Server (e.g. files and folders are **redirected** to a server) rather than being stored directly on your local machine. When your computer is setup in this manner, your “My Documents” icon will display the **blue arrows** of a "Pinned" folder. See below.

Home Directories will be created only for Staff and Faculty that are part of the UST domain.



What are Server Based “My Documents” and Offline Files?

Currently, your files and folders are housed in *one location* ... your local machine on the C drive.

Now, your “My Documents” data will be on a server and a COPY of your server based data will still be stored locally. The files stored locally are considered your “offline” files. Your data will be stored in *two locations*. Your “offline” files will synchronize with the server based files each time you log off or shutdown your computer.

How Do I Find “My Documents”?

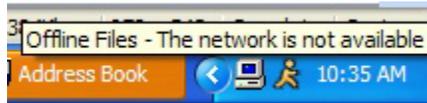
Look for the ‘My Documents’ icon on the desktop or on the Start menu.

How do I access “My Documents” when there is not a network connection?

A local “offline” copy of your files is available when there is not a network connection. The “offline” copy of “My Documents” will synchronize with the network copy each time you log off or shutdown your computer.

This “offline” feature also helps laptop users to disconnect their computer from the network and take it home and have access to everything in “My Documents”. It also helps desktop users’ access files when the network connection is unavailable, i.e. maintenance night. When a user reconnects to the server based “My Documents”, the synchronization process will quickly scan for new or modified files and automatically copy them to user's “My Documents” on the server.

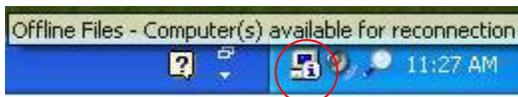
When you are connected to the network, you are always working off the server copy. When you log off or shutdown your computer, any new or modified files are copied to the “offline” files’ folder. When working offline (disconnected from the server), you will get the following message in the bottom right-hand task bar.



How do I work with files while the server based “My Documents” is unavailable?

During maintenance nights and the occasional building outages, users are still able to work with their “offline” files. However, any file that is currently opened or edited during this down time will not be synchronized until the network is available and a user logs off of the computer or manually initiates synchronization. To initiate a manual synchronization, refer below to **How is a manual synchronization initiated?**

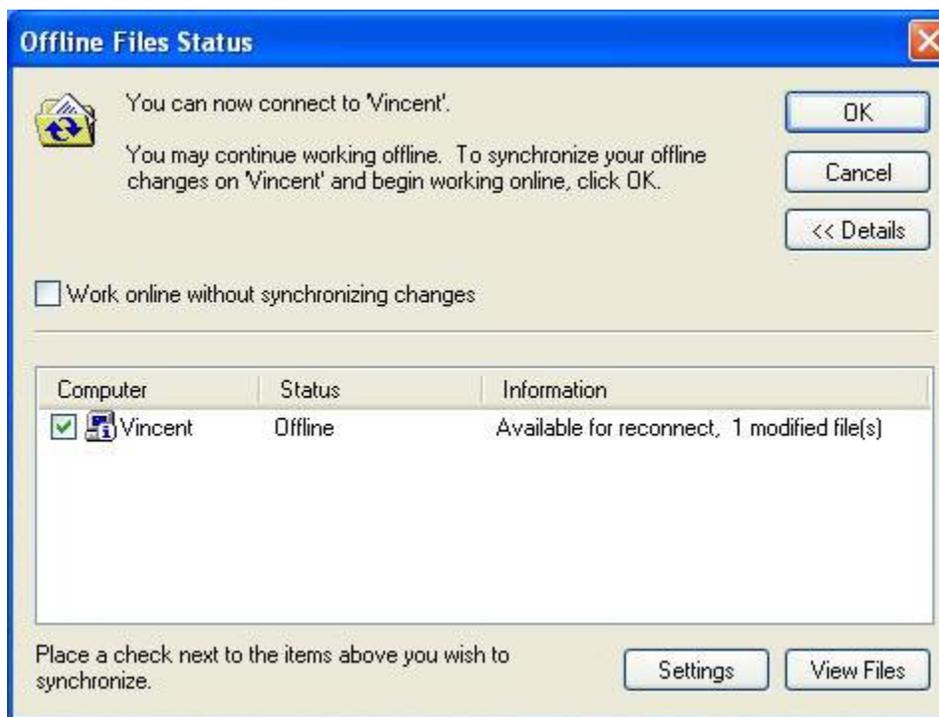
When the server or network becomes available, you will have the following icon displayed in the lower right corner of your screen. Files are now ready to be synchronized.



How is a manual synchronization initiated?

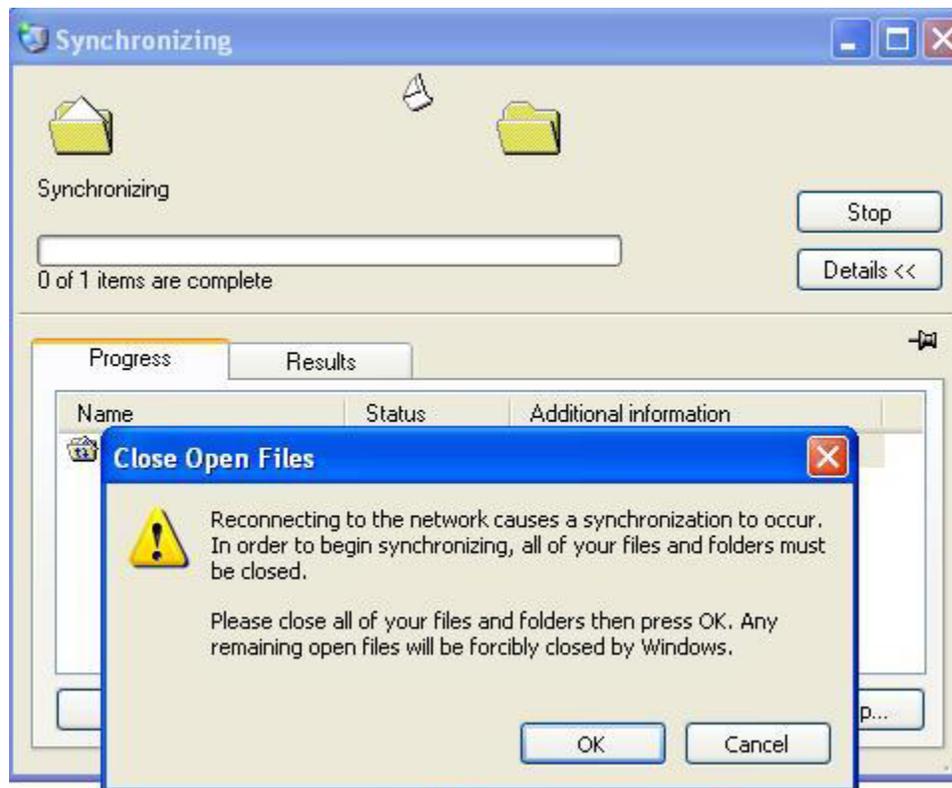
To initiate a manual synchronization after an interruption of the network, click once on the “Offline Files – Computer(s) available for reconnection” icon in the lower right corner of your screen.

You will then see a new dialog box appear. Click the “OK” button to synchronize your files.



If the file(s) that is now being synchronized with the server is still open you will get the following error message to save and close that file. Go to the program - Word, for example - and save and

close that file. Once this is done, click on the “OK” button and the synchronization process will finish.



To periodically synchronize file(s), right click on “My Documents” and choose Synchronize.

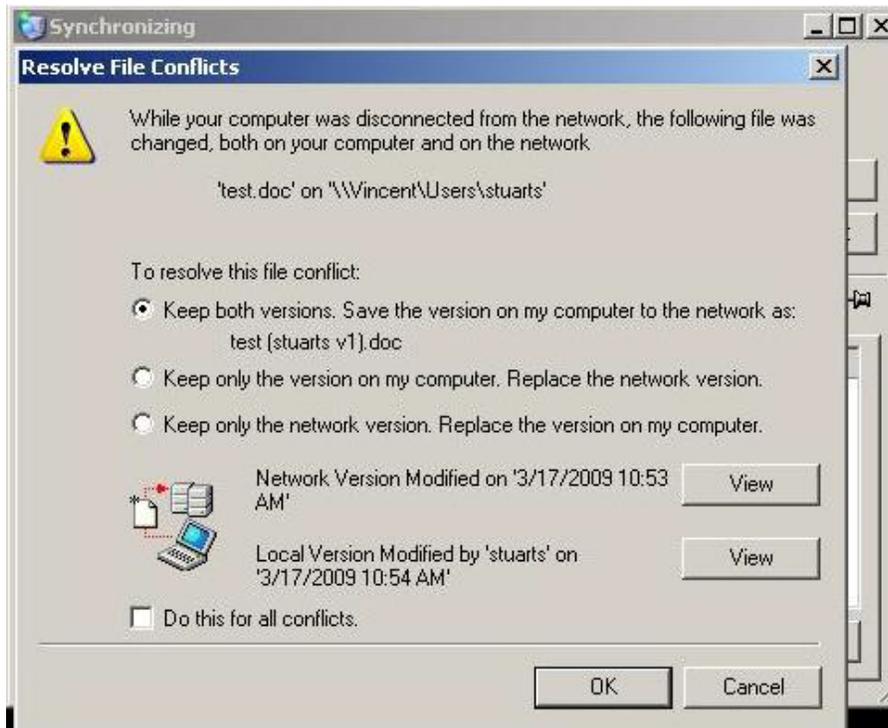
After working offline, will I be asked to resolve file conflicts?

Yes, after working offline, you may be asked to resolve file conflicts.

How do I resolve file conflicts?

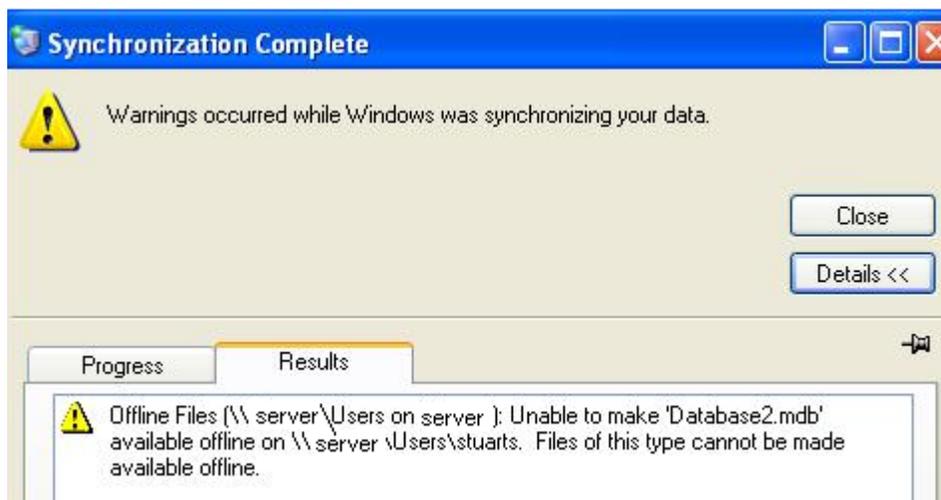
You may never see this dialog box. If you do, don't panic.

Read it carefully. It is asking you to decide about a file that is out-of-sync, meaning that both copies of that file on the server and in your offline folder have been changed. You have the option to keep both (local and network version), keep the "local" copy only, or keep the "network" copy only. If you keep both, the "local" copy is saved to the server with a slightly different name. You also have the option to click **View** for either version. This can help you decide which to keep.



Why will some of my files not synchronize?

Certain files cannot be made available offline like database files (mdb, ldb, mdw, mde, slm, accda, accdb, accde, accdt, accdr, and db?), and Outlook Personal Files (pst) (see error message below). These files are excluded by default as a means to prevent file conflicts and data loss. It is recommended to move any of the mentioned file types to an area outside of the “My Documents” to your desktop or your departmental shared (“N”) drive.



What is the difference between creating, renaming and deleting files and folders while online and offline?

1. If your computer or laptop is online, you are able to create, rename, and delete files and

folders in your server based "My Documents" folder. This is as expected.

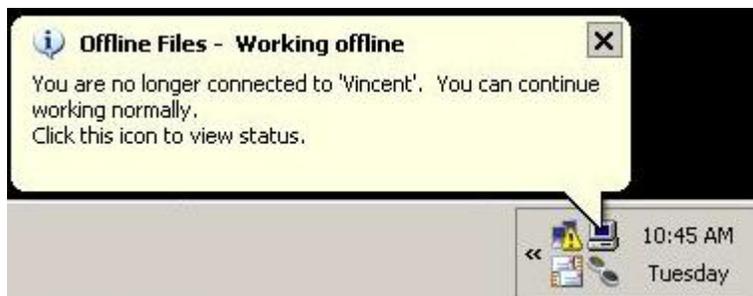
2. If your computer or laptop is working offline, you are able to create, rename, and delete files.
3. If your computer or laptop is working offline, you are able to create and delete folders.
4. If your computer or laptop is working offline, **you are not able to rename folders.**

Note: If you attempt to rename a folder, you will see a message that says "Cannot rename <foldername>: This operation is supported only when you are connected to the server." You will need to wait for the computer network to become available before you can rename the folder.

I am a Laptop User, how do server based "My Documents" affect me?

Laptop users may decide to "just close the lid" on a laptop to leave the office because that is quick and easy. But, if the machine is not logged off or shut down, you may not have access to all your offline "My Documents". **IT recommends that you Log Off or Shut Down laptops when taking them from the office.** You can choose to ignore this advice. But your "best practice" would be to do one or the other of these actions. Even Desktop users should Log Off or Shut Down, if not every day at least once a week, to allow a Full Sync to occur!

As mentioned before, seeing the "You are no longer connected" message and that you are "Working offline" is not a bad thing. In fact, when you have a laptop and you are not in your "default work" network, **you want the computer to work offline.** When the laptop is offline, it should use the **local copies on your computer.**



These tips should help the computer recognize that it is offline. They are all based on one simple fact. When you turn on the laptop in a location other than your "default work" network, **you don't want the computer to "see" or sense another network at startup.** You want it to assume that it is **offline.**

1. If your computer has a Wireless card, disable it before you Log Off or Shut Down. Then, when the computer is turned on, it won't try to connect to the network and sync. The sync will fail anyway. Once the machine is completely on, if you need the wireless, you can enable it to access the Internet.
2. If you're in another office or location with a high speed connection, don't plug in the Ethernet cable before you turn on the laptop. Turn the computer on. Wait for the machine to boot. Once the machine is completely on, you can plug in the Ethernet cable and access the Internet.

3. When you see the "Working offline" message, ignore or close them. Don't try to connect. You should be able to work normally. Once you're back in your "default work" network, you should plug in the Ethernet cable before you turn on the computer. Changes to files should then be synchronized.

Will my "My Documents" be backed up?

Yes, the files located on the server will be backed up nightly.