

Workflow PW 2 - ProjectWise File Recovery

The document guides you through the recovery ProjectWise data from a tape backup. It is used to replace files that have become corrupted, accidentally deleted, or contain unwanted modifications.

Workflow Outline

1. User submits Help Desk Ticket to Help Desk.
2. Help Desk will coordinate the retrieval of the requested file(s) with the ProjectWise Administration team and the OIT Server Unit and post the recovered files in the correct ProjectWise folder.
3. ProjectWise Administration will provide the OIT Server Unit with the location of the files to be recovered.
4. The OIT Server Unit will recover the files to the correct storage location on the caching server.
5. ProjectWise Administration will update ProjectWise with the recovered file.
6. ProjectWise Administration will notify the User that the file has been recovered.

Step 1 - Submitting the Help Desk Ticket

Submit **Help Deck Ticket** via email to *OIT_ServiceDesk_CDOT@state.co.us* or by calling the **Help Desk** at **303-757-9317**. Include the following information for the files that are to be recovered to the best of your knowledge:

- ◆ Your Region
- ◆ Project Number
- ◆ File name(s)
- ◆ File location(s) within Project folders/subfolders
- ◆ Version number of the file(s) that were corrupted if any.
- ◆ Date that the files were deleted or corrupted.

Once you have received notification from the **Help Desk** that the requested files have been successful restored from the tape backup the following instructions explain how to move the files to the correct location in ProjectWise.

Step 2, 3, and 4 – Recovering the Files from Tape Backup

Steps 2, 3, and 4 of the ProjectWise file recovery process are the responsibility of the **ProjectWise Administration team** and the **OIT Server Unit**. The **ProjectWise Administration team** will coordinate the retrieval of the requested file(s) with the **OIT Server Unit** and post the recovered files in the correct server storage location. Any existing copies of files to be recovered (such as files with unwanted modifications or corrupted files) will be moved to a temporary storage area so that the recovery target folder is ready.

When the files are recovered from the backup tape the **ProjectWise Administration team** will update ProjectWise with the recovered file(s).

Step 5 and 6 – Updating ProjectWise and Notifying User

The recovered files are moved into to the desired ProjectWise project folder by the ***ProjectWise Administration team***. Once this has been completed, the ***ProjectWise Administration team*** will notify the User that the files have been restored. Once the User has confirmed that the files are restored, any cleanup necessary on the server will be performed by the ***ProjectWise Administration team***.

