

Data & Servers

Data Backup Solutions

File systems are backed up according to the data retention policy.

[Request a file be restored](#)

| Service Attributes |
|---------------------------------------|
| Service Category |
| Data & Servers |
| Service Name |
| Data Backup Solutions |
| Audience |
| Faculty, Staff, Students, Affiliates, |
| Service Cost |
| There is no charge for this service |
| Managing Team |
| Network Systems |
| Applications |
| CommVault |

Databases

Managing databases keeping them running safe, effective and efficient. Database services include installation of database software and patches, backup and recovery, security, and performance tuning.

**Service
Attributes**

**Service
Category**

Data & Servers

**Service
Name**

Database
Management

Audience

J1 Users

Service Cost

There is no charge
for this service

**Managing
Team**

Student Information
Systems

Applications

SQL Server
Management
Studio (SSMS)

Data Transfers

IS will facilitate the transfer of data from the Student Information System to other platforms. Here is a list of the current transfers:

Medicat

Cbord

Cashnet

Navigate

EAB

Safe Colleges

Maxient

25Live

Rave

Jira

Event Attendance

Faculty Loading

Fitness Center Membership Tracking

Post Office Package Tracking

Salesforce

TMA

| Service Attributes |
|--|
| Service Category Data & Servers |
| Service Name Data Transfers |
| Audience Faculty, Staff |
| Service Cost There is no charge for this service |
| Managing Team Network Systems Student Information Systems |
| Applications SQL Server Management Studio (SSMS) |

File Storage

| Service Attributes |
|--|
| Service Category Data & Servers |
| Service Name File Storage |
| Audience Faculty, Staff, Students, Affiliates |
| Service Cost There is no charge for this service |
| Managing Team Network Systems |

Cloud Storage

Mac OS X Drive Mapping

Networked File Storage

Royals H Drive

Applications

EMU provides cloud storage through Google Drive, VMware Virtual SAN, Google Drive, Faculty, staff and students have access to Microsoft

EMU-owned computers running Mac OS X should use the following instructions:

1. Download the mapping scripts here: [EMU](#)
2. Double click the downloaded zip file to extract
3. On the latest Mac OSX operating systems, if you get a warning like **"() Drive" can't be opened because it is**
 - a. Open the Terminal Application.
 - b. Enter the following command and
 - c. Enter your computer admin password
 - d. Now Proceed to step 4 but open command: **sudo spctl --master-**
4. Double click the script corresponding to the
 - Home (P)
 - Department (G) - will list all departments
 - Shared FacStaff (Z)
 - Classdata (V)
5. Enter your Royal username and password

Accessing EMU network files

Instructions for accessing data stored on network campus (non-EMU owned computers only):

[Mac OS X Drive Mapping](#)

[Windows Drive Mapping](#)

[Remote Access](#)

Student file organization

| Windows | Mac name |
|---------|---|
| G: | department or club name in the data folder volume |
| P: | username in the Users folder on the Home |
| V: | classdata folder in the Userdata volume |

Faculty staff file organization

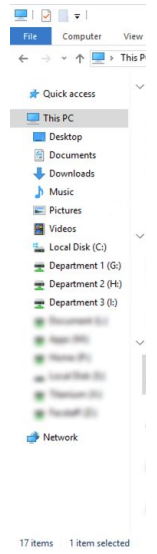
| Windows | Mac name |
|---------|--|
| G: | department name in the data folder on the |
| H: | department name in the data folder on the |
| P: | username in the Users folder on the Home |
| V: | classdata folder in the ST:Userdata volume |
| Z: | shared folder in the Userdata volume |

Data Protection

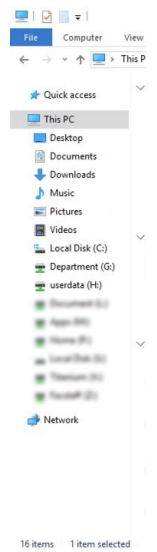
A file cannot be restored unless it is backed up. Files saved on your desktop or laptop computer. In accordance with [information systems policy](#). We store important files that you do not save to the network,

Make sure that you do not leave documents on the off your computer every night. If you need to use file backup, keep copies of those files on your computer

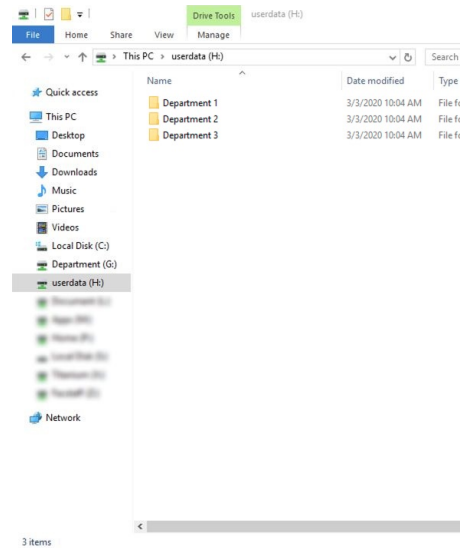
If you have access to multiple drive letters, each drive letter, each



With the upcoming change, your drive



Inside will be all the



*If your H drive has not updated as described ab

Windows Drive Mapping

EMU-owned computers running Windows should a EMU owned computer use the following instruction

1. Download the [Windows drive mapping scri](#)
2. Double click the script to run it.
3. Enter your Royal username and password available.

Note: The H drive will list all departmental drives yc

Firewall

Fortinet protects EMU's internal network from threats on the global internet.

| Service Attributes |
|--|
| Service Category Data & Servers |
| Service Name Firewall |
| Audience Faculty, Staff, Students, Affiliates |
| Service Cost There is no charge for this service |
| Managing Team Network Systems |
| Applications |

Fortinet

Remote Access

Most applications including J1 and network drives (select the File Explorer app) are available in [EMU Appstream](#). We encourage all users to use this service first. Most users will be able to work remotely using only AppStream.

You must be off-campus to use VPN.

If you need EMU network access from off-campus this can be accomplished via Virtual Private Network (VPN). Below you can find detailed setup instructions for VPN access which include steps to connect to network drives on Windows and Mac.

[Fortinet VPN Instructions for Mac](#)

[Fortinet VPN Instructions for Windows](#)

[Fortinet VPN Instructions for ChromeOS](#)

[Fortinet VPN Instructions for iOS](#)

[Fortinet VPN Instructions for Android](#)

Service Attributes

Service Category

Data & Servers

Network & Telecommunications

Service Name

Remote Access

Audience

Faculty, Staff, Students, Affiliates, Retirees by request

Service Cost

There is no charge for this service

Managing Team

Network Systems

Applications

Fortinet

You can access your EMU Network file storage using EMU Fortinet Client VPN and the Royals mapping script

Servers

EMU has Windows and Linux servers. 70 production servers both physical and virtual.

Service Attributes

Service Category

Data & Servers

Service Name

Servers

Audience

Information Systems

Service Cost

There is no charge for this service

Managing Team

Network Systems

Applications

Windows Server, Linux

Student Information System

EMU uses Jenzabar for its Student Information System.

Service Attributes

Service Category

Data & Servers

Service Name

Student Information System

Audience

Faculty, Staff,

Service Cost

There is no charge for this service

Managing Team

Student Information Systems

Applications

J1 desktop, J1 web, JICS

Technology Facilities

EMU maintains server rooms and network closets. Contained in these facilities are equipment adequate to provide power, ventilation, climate control, monitoring. EMU's main technology facility has a generator and fire suppression system.

Service Attributes

Service Category

Data & Servers

Network & Telecommunications

Service Name

Technology
Facilities

Audience

Information
Systems

Service Cost

There is no charge
for this service

Managing Team

Network Systems

Applications

There are no
supporting
applications
associated with this
service