WERTHEIM GLOBAL SOLUTIONS, LLC

WINCTOOLS RESTORE FROM SHADOW FEATURE™
Installation and Operations Manual

Introduction

Welcome to WincTools' Restore from Shadow Feature!

The WincTools Restore from Shadow Feature ("RFS") is an optional component of WincTools that will allow you to restore missing and zero-byte files from the shadow directory of the user that last edited the document.

How it works

RSF works as follows:

1. When a user logs into eDOCS, the user's login information is recorded to a table in the eDOCS library called USER_COMPUTERS. This information includes the computer name, the user's network alias, the user's USERPROFILE environment variable, and the user's SHADOW directory as recorded in the registry.

2. When the WincTools user runs the Missing and Zero-Byte File Report, a new menu option is available from the results: Restore from Shadow. When this menu option is selected, WincTools will identify the LAST_EDITED_BY and TYPIST for the missing file, identify those users' information as contained in the USER_COMPUTERS table, and search the shadow path of the users (LAST_EDITED_BY first, then TYPIST if different) for the missing or zero-byte file. If it is found, and it is not zero-bytes, it is restored to the file location in the eDOCS document server.

Notes and pre-requisites:

1. In order for this feature to work, the WincTools user must have network access to read the shadow drives of all eDOCS users on the network.

2. If the primary group of the documents' LAST_EDITED_BY or TYPIST has shadowing disabled, then WincTools will skip searching for the missing file(s) on any drives for that user.
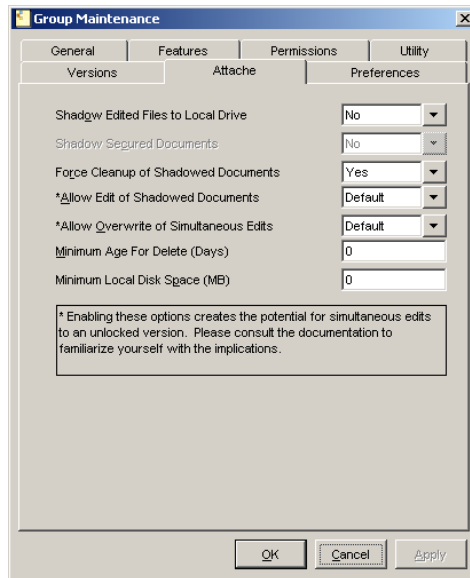
3. Obviously, the file has to exist on the users' shadow drive in order for it to be able to be restored. Therefore, you may wish to adjust the amount of time to retain shadow files before cleaning up the shadow drive. This is set by Group in eDOCS library maintenance, as in the following example:

4. The USERPROFILE environment variable as recorded in the USER_COMPUTERS table will contain entries that typically look like one of the following:

    a. <u>C:\Users\userid</u>   (Windows 7 and Windows 2008)

    b. <u>C:\Documents and Settings\userid</u>   (earlier Windows versions)

5. If the user's SHADOW directory is not found in the registry (and therefore not recorded to the USER_COMPUTERS table), WincTools will search for the file in three different locations under USERPROFILE:

    a. <u>APPLICATION DATA\HUMMINGBIRD\DM</u>

    b. <u>APPLICATION DATA\OPENTEXT\DM</u>
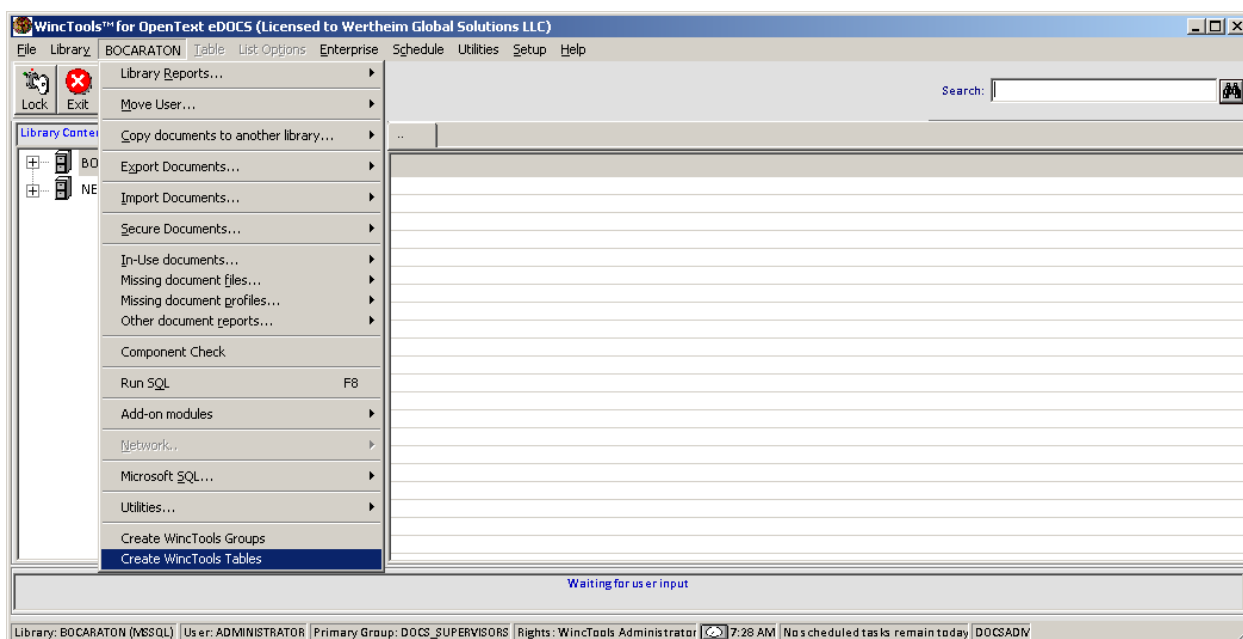
    c. <u>\SHADOW</u>

Setup

In order to use the Restore from Shadow feature, you will need to update your databases on each eDOCS library, and install the desktop component on each end-users' computer.
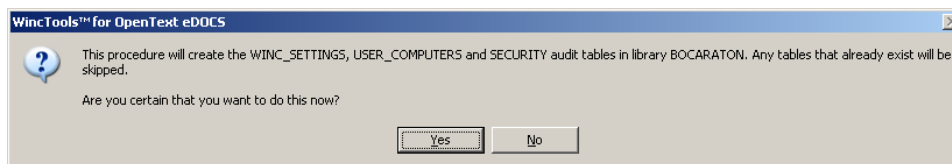
Update the databases

With versions of WincTools earlier than that dated August 2012, there were multiple menu options that created the requisite tables in each eDOCS database. This has been streamlined with the August 2012 version into a single Library menu option and, for installations with multiple libraries, a single Enterprise menu option called Create WincTools Tables. This option will create any tables that do not exist in the database (library), or all database(s), respectively.
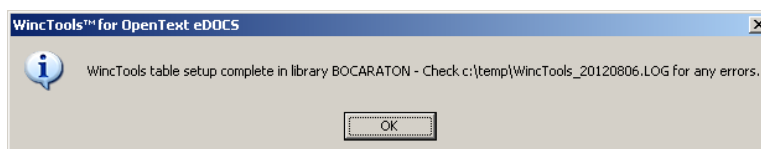
In order to create any tables, WincTools MUST connect to the database as the owner. This is determined by settings in the PCDOCS.INI file on the DM Server to which DM Extensions connects.

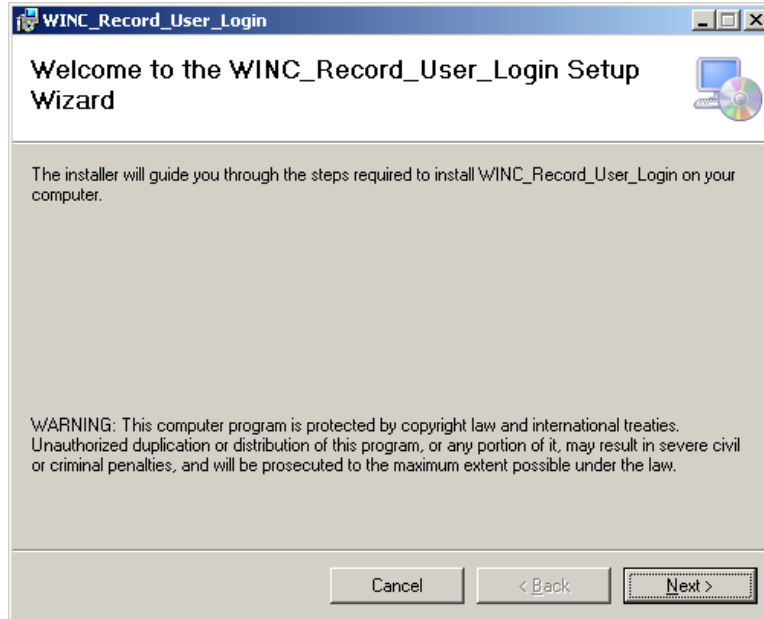When you select the menu option, the following prompt will appear:

Respond Yes to continue. When the process has completed, the following prompt will appear:
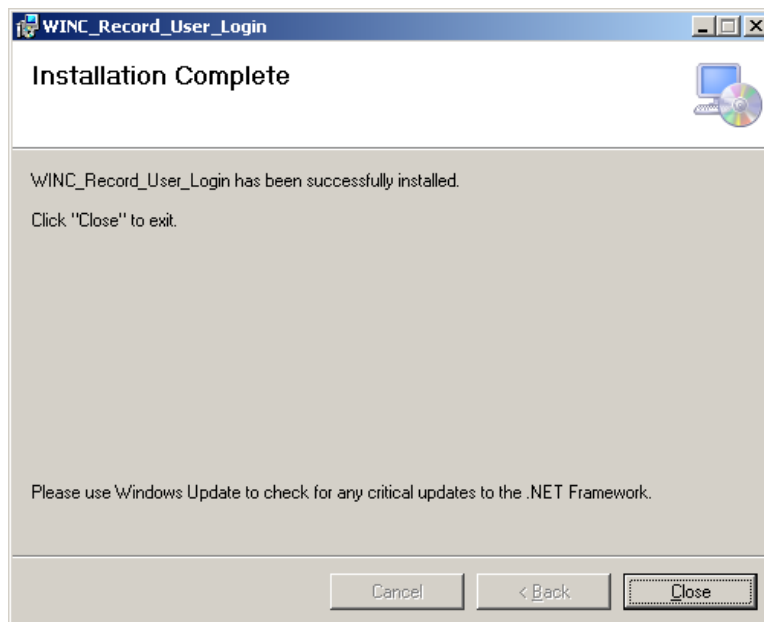
Install the desktop component

The component that needs to be installed on each end-users desktop is called WINC_Record_User_Login.MSI. To install:

1. Click on the MSI to begin the installation. The following prompt will appear:
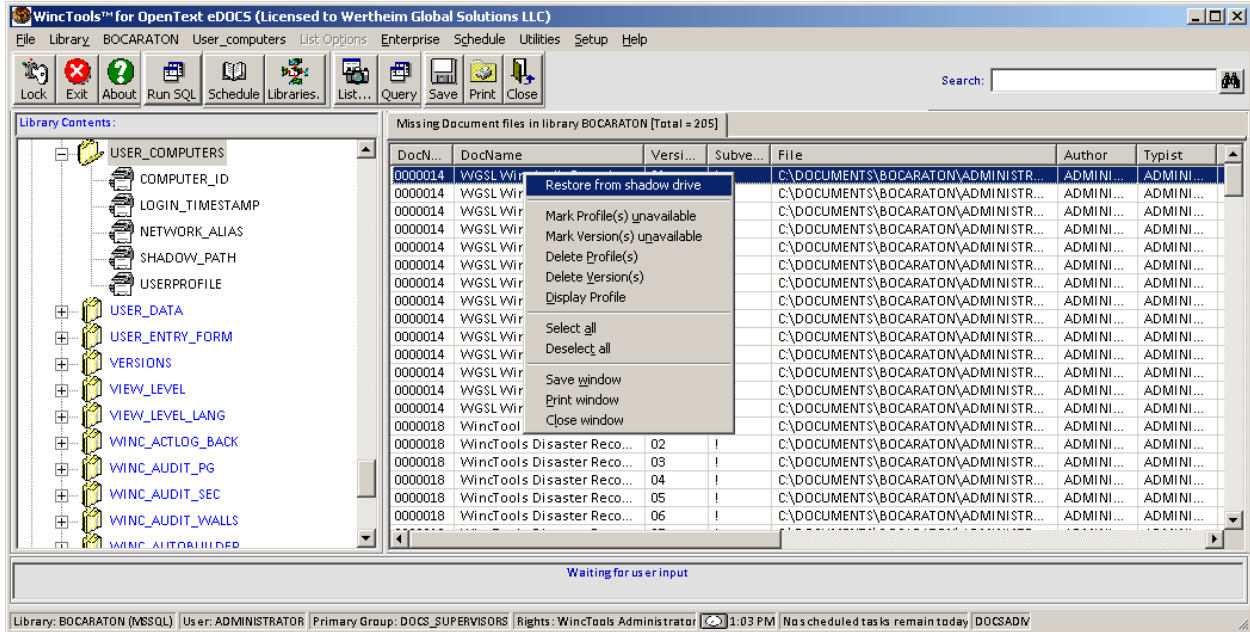

2. Click the Next button. After installation is complete, the following prompt will appear:
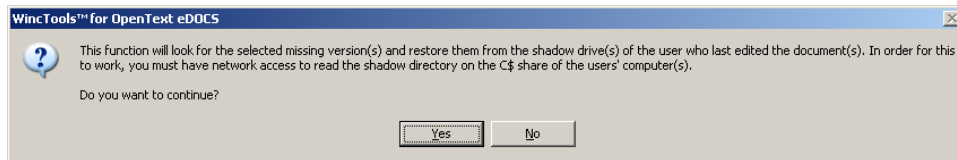

3. From this point forward, every time the user connects to eDOCS on the computer, the requisite information will be recorded into the USER_COMPUTERS table.
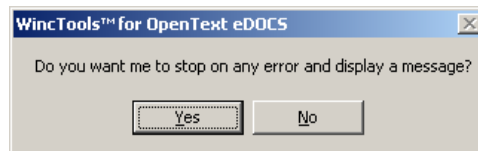
Restoring Files from Shadow

After you run the WincTools Missing Files report, select the files from the results list that you want to try to restore from Shadow, right-mouse click, and you will see a menu similar to the following:
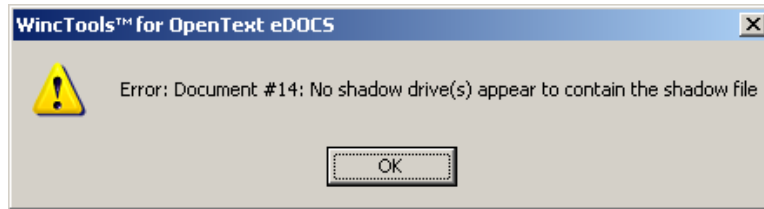

A prompt similar to the following will appear:

Respond Yes to continue. The following prompt will then appear:

If you respond Yes, WincTools will stop on every document file that cannot be located. If you respond no, then you will need to examine the log file to identify which document file(s) were not restored. An example of an error would be a prompt similar to the following:

WincTools will then search the shadow location(s) for the selected document(s) LAST_EDITED_BY and TYPIST, and restore them to their original location if they are located, and are not zero-bytes.

When WincTools is finished, a prompt similar to the following will appear:

Further information about the document file(s) that were restored or failed to restore can be found in the WincTools log.

The USER_COMPUTERS table:

COMPUTER_ID	Varchar 128	The fully-qualified network name of the computer
LOGIN_TIMESTAMP	DateTime	The date and time that the user (last) logged into the computer
NETWORK_ALIAS	Varchar 128	The full network ID of the user
SHADOW_PATH	Varchar 128	The shadow path registry value
USERPROFILE	Varchar 128	The user's USERPROFILE environment variable