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Help Document Series: Using Previous Versions to recover files on the file server

This document will take you through recovering files from the file server using a Clark Windows based computer. Your network share will need to be mapped in order to recover these documents. For information on how to map a network drive please visit
https://www.clarku.edu/offices/its/fileserver/dept.cfm.

Step 1
Double click the Computer icon and open the mapped network share and browse to the location of the missing or corrupted file.

Step 2
Right click the file/folder and select **Properties**.

Step 3
In the Properties window click the **Previous Versions** tab to see a list of dates and times you can select from.

Step 4
Select a date and time prior to the file/folder having been deleted or becoming corrupt. Click **View** to verify the document.
If what you are looking for is not here, then try another date and time.
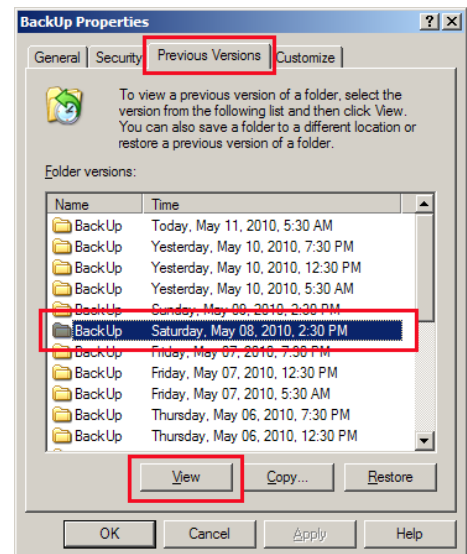
Step 5
Once you locate a viable copy of the file/folder you can drag it to your desktop or back onto the network share or select "Save As" and select another location.

Step 6
Do not use the **Restore** option, unless you have the specific folder/file selected and it needs to be restored in its entirety to an earlier point in time. All changes since that restore point will be lost, so you should be certain that the **Restore** feature will work for you instead of **Copy**.

Note: This can also be done through the Internet Explorer browser by entering the full path of the share in the address bar.

If you have any questions, or require further assistance, please contact
the ITS Help Desk at **508-793-7745** or **helpdesk@clarku.edu**.