

uStor

Website

[M: or P: Drive / uStor Access](#)

Summary

Storage & Use

uStor is the file storage system for the University. uStor provides both individual and departmental storage areas.

The individual storage areas are available for individual use and are not shared. The departmental storage areas can be configured to provide sharing for the whole department or with a limited set of users, both internal and external to the department; or any combination of the two. All individual and departmental storage areas are given a space quota in gigabytes.

Backup & Recovery

uStor also provides the ability for the end user to be able to recover any files deleted within the last 7 days without requiring assistance from ITS. If the files have been deleted longer than 7 days ago a support ticket can be entered to restore files.

Appalachian's Information Technology Services (ITS) runs daily backups of uStor data which are stored for 6 months.

Maintenance

Scheduled maintenance to uStor will be announced at least 7 days in advance of work being performed via campus listservs. Emergency maintenance will be announced as quickly as possible via campus listservs.

Every effort will be made to provide 24/7 availability of services. However, in the event of multiple system failures, services may be disrupted. In this event, every effort will be made to restore services as quickly as possible.

Who can use this service?

Faculty, Staff, and Departments. Others by approval.

How do I request this service?

All uStor requests need to be requested using [this support ticket](#).

Who do I contact for problems or issues?

Call the Help Desk at 828-262-6266, Monday through Friday, 8 a.m. to 5 p.m., or enter a support request at support.appstate.edu.

Internal Data (Requires Login)

Status: Active

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