SOP – Common service HNAS

1 Preamble

HNAS (Hitachi Network Area Storage) is a service available to Uppsala University through ITC. It helps the users to store their data in a safe environment. The service is placed in Uppsala University's own server rooms in Uppsala.

2 Cost

The service costs 7000 SEK / TB / year.

3 Technical description

The data is accessible through Windows SMB/DFS protocols and can be used from Macintosh and Linux computers using SMB. User authentication is handled through USER-AD using ordinary AKKA-accounts and password A. The maintenance of directory access is handled via a Terminal Server connection. To be able to use DFS from Windows the client needs to be joined to the USER-AD. Otherwise SMB can be used.

4 Backup

All files can be restored to a previous version using the built-in function in Windows 7 up to a certain time span (1-2 months). Currently the snapshots are taken in 5-minutes intervals the last hour, and a snapshot is also made each hour the same day. There is one snapshot the first day of the current month and one snapshot the first day of the previous month. This is the oldest data that can be retrieved.

If older data needs to be retrievable the customer has to order a separate TSM backup before starting to use the HNAS service (this is not included in the service).

The HNAS is backed up once each week to TSM. The purpose of the TSM backup is disaster recovery in a worst case scenario and the rebuild time can be several months depending on delivery time for new HNAS hardware and the amount of data to read back from TSM.

5 FAQ

Q: Can the storage be extended for a share node?
A: Yes. Send an order to extend the storage.

Q: Is the HNAS redundant?
A: Yes. The system has doubled hardware for the most part.

Q: How long will it take to setup a new share node?
A: About a week.

Q: How is the performance?
A: Good. The network is connected to double 10Gbit/s fibers.

Q: Can quota be setup for individual folder in the share node?
A: No.

Q: Can invoices be sent to different receivers for the same share node?
A: No

Q: How many share nodes can one institution have?
A: We recommend three nodes. "Common", "Profiles" and "Users".

Q: Can we take ownership of folders by ourselves?
A: No.

6 Ordering

To order the service, send an email to uppdrag@its.uu.se containing information about the amount of storage needed, the name for the storage node and invoice references.