

# NETSTORAGE HELP

## \*\*\* IMPORTANT NOTES WHEN USING INTERNET EXPLORER 7 (IE7) \*\*\*

1. If IE7 complains “This is a problem with this website’s security certificate”, just click on “Continue to this website”.

2. The first time you try to download a file from the server, IE7 may flash up a yellow bar security warning near the top of the screen saying, “To help protect your security, Internet Explorer has blocked this site from downloading files to your computer”. Here is how to fix the problem:

- Go to Tools/Internet Options
- Click on the Security tab
- Click on the Custom Level button
- Look for the “Downloads” section. Under “Automatic prompting for file downloads”, check off “Enable”
- Click OK
- When the warning box asks you if you want to change settings for security zone, click “Yes”
- Click OK
- Try to download the file again

3. The first time you try to upload a file to the server, you may get a warning box which says “This feature requires that you disable the popup blocker for the site main2.law.ubc.ca”. Here is how to fix the problem:

- Click the “Close” button
- Click on the yellow bar security warning near the top of IE7 that says: “Popup blocked ... etc”
- On the menu that pops up, select “Popup Blocked” and then select “Always allow popups from this site”
- Click “Yes”
- Try to upload the file again

## How to Log In to NetStorage

1. Go to our UBC Law web site [www.law.ubc.ca](http://www.law.ubc.ca), click on Faculty & Staff and then click on the NetStorage link under the Quickfind section on the right side.

2. Enter your Law network username and password as though you were at your office computer.

3. You should now see two folders on the left under the title “NetStorage”. They will be the G: drive (if you have access) called “DriveG@COMMON” and your H: drive called “DriveH@username” where username is your network login name. If you are using iFolder, you will see an “iFolder” folder instead of an H drive (depending on how you are set up on the network).

4. If you click on the plus sign or yellow folder next to either drive, it will expand all the folders under it and you will see the folders and files in the right-side window.

#### **IMPORTANT NOTE ABOUT POPUP WINDOWS:**

Sometimes when a selection is made, for example “File/Upload”, the popup window will actually pop up \*behind\* your main NetStorage window! So you may have to minimize the main NetStorage window temporarily or find the popped up window on the bar at the bottom of your computer screen (this works for Windows at least).

#### **IMPORTANT NOTE ABOUT SEEING FOLDERS ON THE G DRIVE:**

If you go to the G drive in Netstorage, you will not be able to see all of the G drive folders in the left window (for example, the “Wilson” folder is way down the list and cannot be seen). Here is how to see it. At the bottom of the right window is a horizontal arrow which allows you to click it and see more G drive folders. Keep clicking it until you see the “Wilson” folder.

#### **How to Get Help**

1. Once you log into NetStorage, you will see some menus above the right window: File, Edit, View, Help.
2. Clicking on the Help link will give you a window that give a simple explanation of the choices on each menu.

**NOTE:** if a menu item is grayed out, it means that it is not valid in the particular window or situation. Example: if you see your files in the right window but have not selected one, then the File/Download menu item will be grayed out because you have not selected a file or files to download.

#### **HOW TO DOWNLOAD/UPLOAD USING NETSTORAGE:**

##### **How to Download a File to Your Remote Computer**

1. Navigate using the left window to the folder where the file resides.
2. Once you see the file in the right window, place a check mark in the box next to it.
3. Click on File/Download.
4. Save the file to the place you want to store it on your computer.

##### **How to Download Multiple Files to Your Remote Computer**

1. Navigate using the left window to the folder where the files reside.

2. Once you see the files in the right window, place a check mark in the box next to each file that you want to download.
3. Click on File/Download.
4. Please note that for a multiple file download, the server will zip up the files into one ZIP file. The dialog box that pops up asking you about saving the file will show the name of the file as “filename.zip”, where “filename” will probably be the name of the folder from which the files are being downloaded.
5. Once you have saved the ZIP file to your computer, you will have to unzip it to get access to the files.
6. On a PC, if you are using Windows XP or higher, you should be able to right-click the file and select “Extract All” to do the unzipping. Otherwise you will have to use a third party unzipping program like WinZip.

### **How to Download a Folder to Your Remote Computer**

1. Navigate using the left window to the folder where the files reside. You will have to select the folder \*above\* the folder you want so that the folder you want will appear in the right window.
2. Once you see the folder in the right window, place a check mark in the box next to it.
3. Click on File/Download.
4. Please note that for a folder download, the server will zip up the files in the folder into one ZIP file. The dialog box that pops up asking you about saving the file will show the name as “filename.zip”, where “filename” will probably be the name of the folder being downloaded.
5. Once you have saved the ZIP file to your computer, you will have to unzip it to get access to the files.
6. On a PC, if you are using Windows XP or higher, you should be able to right-click the file and select “Extract All” to do the unzipping. Otherwise you will have to use a third party unzipping program like WinZip.

### **How to Upload a File to the Server**

1. Navigate using the left window to the folder on the server where you want the uploaded file to reside.
2. Click on File/Upload.
3. Use the “Browse” to go to the location on your computer where the file is located and select the file.
4. Click on the “Upload” button.

### **How to Upload Multiple Files to the Server**

1. Navigate using the left window to the folder on the server where you want the uploaded files to reside.

2. Click on File/Upload.
3. Use the “Browse” to go to the location on your computer where the file is located and select the file.
4. To add another file, click the plus sign next to the “Browse” button and repeat the procedure again for the next file.
4. When you are finished selecting all the files you want to upload, click on the “Upload” button.

### **How to Upload a Folder to the Server (not working)**

Even though the Help link says that you can upload a folder (and its files) from your remote computer to the server, this function does not seem to work at the moment.

### **Recommendations**

I don't think you will need to use the “Download and Lock” function, especially since you are the only one using your H: drive files and chances are the only one using a G: drive file at a particular time. Just use “Download” to save the file to your computer and then “Upload” the file back to the same folder on the server when you are finished.