



**Sam Houston State University**

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*A Member of The Texas State University System*  
**Division of Information Resources**

**Work Order #:** \_\_\_\_\_

**Computer Services Helpdesk Technician:** \_\_\_\_\_

Your machine needs to be upgraded and/or reinstalled. This process will delete all the files on your hard drive. Data that is stored on your local drives will be erased permanently during the reinstall/upgrade and will not be recoverable once the reinstall/upgrade process has begun.

To make certain you save everything that is essential to you, you personally will need to back up any files that you have saved on your workstation before we can complete this work. If you would like, the Helpdesk (x4-1950) will assist you in backing up your data prior to the upgrade/install.

Once you have finished backing up your data, please sign this release form and contact the Helpdesk with reference to your work order number. A Helpdesk Technician will collect this form and perform the install.

By signing below you agree:

- ✓ you have read and understood the above policy,
- ✓ you personally have backed up all your data, and
- ✓ you are ready for Computer Services to upgrade/re-install your operating system which will delete all the data stored on your local workstation drive.

Name: \_\_\_\_\_

Username: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Huntsville, TX 77341-2449 \* 936.294.1950 \* Fax 936.294.1231 \* [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu) \* [www.shsu.edu/~ucs\\_www/](http://www.shsu.edu/~ucs_www/)



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### **PC Users: Backing up your files or personal programs:**

1. You may back up your data on your S: drive. This drive contains your roaming profile and is a network drive that is not actually located on your computer thus it will not get erased. (You may also use alternate storage such as a CD-Rom or memory stick.)
2. To do this, open Windows Explorer by right-clicking on the Start button and selecting "Explore" from the list of options.
3. This will open up your Explorer window. On the left side you should see the A: drive (floppy drive), C: drive (your hard drive), the D: drive (your CD-ROM or Burner), the R: drive (applications drive), your S: drive (your personal network storage drive), and T: drive (the common area).
4. Select your S: drive by clicking on it. In the right window pane you should see a list of folders. These are the folders on your S: drive.
5. Right click on any open space in the right window pane; select "New"; then select "Folder". This will create a new folder on your S: drive (you will be prompted to name your new folder).
6. Locate any files/folders that you need to back up on the C: drive and drag those to the new folder you just created on your S: drive. You can do this by clicking and holding the left mouse button on the file or folder, drag it to your new folder on the S: drive, and releasing the mouse button over the folder you want to drop the data in.

### **Macintosh Users: Backing up your files or personal programs**

1. Mount your S drive on your Macintosh from the "Go" menu. Click "Connect to Server".
2. In the Connect to Server window, there will be a server address box. Type in **smb://fs2/username**.
3. This will prompt you to enter your username and password. This will be your Storm/email password (not your Macintosh password).
4. There is a field to set the workgroup/domain for the smb connection. This should default to SHSU. Click OK. Your s: drive will mount on the desktop with a globe icon and the title will be your username.
5. You can then drag any files you wish to back up to the share. When you have saved everything that you need, drag the globe icon to the trash which will dismount the drive.
6. When you get your new machine/install, you can mount it using the same steps and drag your files to your new machine.

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