

Revision of Group Drive and Backup Requests

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Lösung (öffentlich)

Revision of Group Drive and Backup Requests

With the Revision of Group Drive and Backup Requests, there are a number of changes, which are explained in the following document. The changes affect the Group Drive and Backup apps in the Self-Service Portal (SSP).

The Object Storage and Home Drive apps are also indirectly affected, but there should be no changes for users.

If you have any questions or problems after the change, please contact the Service Desk.

Important Changes - Please Read

These changes can jeopardize the retention of existing objects as well as their management in the SSP. We ask you to check the status of your Group Drives and backup nodes after the change. Pay particular attention to the contacts, the expiration date, and the status of the object. Also look out for any warnings (yellow warning triangle on the object in the SSP).

Direct access to Group Drives and backup nodes remains completely unchanged. The change to existing drives only affects the underlying data in the Self-Service Portal.

New Expiration Processes (Reaching the Expiration Date)

The process before and during the expiration of a Group Drive or backup node has changed. The most important change is that backup nodes and Group Drives are now, as a rule, locked and deleted fully automatically.

More information under [1]Group Drive - Management - Lifetime and Deletion.

Automatic deletion of Group Drives and backup nodes remains disabled for now while the feature is being tested.

Impact on Group Drives or Backup Nodes That Have Already Expired or Are About to Expire

For drives and backup nodes with inconsistencies in our database or that are about to expire, the expiration date has been extended by 2 months. These objects therefore have to go through the entire expiration process again.

As a result, drives and backup nodes that expired long ago may be shown as active again. If you no longer need them, the administrator can simply delete them again immediately in the SSP.

Contacts and Assignments

Users are now stored by their login, no longer by their email address. Email addresses can change and thus become invalid. Contacts of backups and Group Drives with invalid email addresses have been removed. As a result, permissions may have shifted (e.g., if there was an invalid administrator, the deputy was made administrator).

If you no longer see certain Group Drives or backups in the SSP, this was already the case before. Please contact us if anything is missing or needs to be corrected.

Objects that were left completely orphaned as a result have been transferred to the head of the assigned organizational unit.

Backup nodes and Group Drives now have the following permission levels in the SSP:

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Administrator: Primary administrator (usually the applicant)

-

Deputy: Optional additional administrators (with a few exceptions, they have the same rights as the Administrator)

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Head: No direct rights, serves as an emergency contact

The permissions are explained in more detail in the articles on the request process (e.g., [2]Group Drive - Management - Request Form).

Organizational Units

Some of the Group Drives and backup nodes had long-expired organizational units assigned. These organizational units have been removed.

If these organizational units were assigned to an object, they were either replaced by identical organizational units, manually assigned to a suitable organizational unit, or the object now has no organizational unit. In the latter case, you will see a warning in the SSP; please contact the Service Desk in this case and let us know a suitable organizational unit.

Database Synchronization

Our entire database has been freshly synchronized with the actual state of the respective backend systems. You now see correct data in the SSP. This may affect, for example, the size of your Group Drives or the status of backup nodes.

Deleted backups or Group Drives are no longer displayed in the SSP. Due to the database synchronization, non-existent entries may also have been marked as deleted. You will therefore no longer see these entries.

General Changes Bug Fixes

Practically everything has been rebuilt. The functions in the SSP should now be more robust and faster than before. We can now track problems much better and fix them more quickly. Since we cannot cover every case during development, new problems may occur at first. Please feel free to let us know about them.

Notifications and Centreon Checks

The Centreon checks for Group Drive usage have been disabled. You can now query the usage of your Group Drives in the SSP. You will no longer receive email notifications regarding Group Drive usage. In the distant future, notifications via CheckMK are to be introduced. If demand for such notifications is already high now, we will come up with an interim solution.

If you own a VM in the Enterprise Cloud, Group Drive usage can also be monitored via the checks configured there by default.

Group Drive Backups

All Group Drives of the usage category "Institute, Project, and Publication Data" now automatically receive [3]backups (every two weeks). This backup is intended only for emergencies, for the ZIH administrators. For users, there are [4]snapshots.

Group Drive Quotas

The quota (maximum size) for CephNFS Group Drives is now enforced (previously, the maximum size could be exceeded at will). In a few cases, it was slightly exceeded. In those cases, the Group Drive was enlarged to fit within the quota.

Ceph Group Drives also use quotas that limit the maximum number of files on the drive. You can now also track this usage in the SSP.

New Features New Request Forms and Request Process

The request forms for Group Drives and backups have been completely revised. They should now be much simpler and easier to understand.

The entire request process now takes place within the Self-Service Portal.

New FAQ Articles for Group Drives and Backup

Almost all FAQ articles have been revised. As usual, the FAQ articles are available in the OTRS FAQ portal.

Alternatively, we also offer the articles in our user documentation. The content is identical, but the formatting there is often better than in the OTRS FAQ portal (especially for commands and step-by-step instructions):

[5]spor2.zih.tu-dresden.de/docs/user/

New Permissions for Group Drives

The default permissions for Group Drives have been revised, see also: [6]Permission Management. This change applies to newly created Group Drives.

[1] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1532;>

[2] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1533;>

[3] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1538;>

[4] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1539;>

[5] <https://spor2.zih.tu-dresden.de/docs/user/>

[6] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=1596;>