

Academic and administrative staff of Izmir University of Economics can benefit from FileServer service. There are 3 types of sharing in the FileServer: **personal**, **public** and **group**. Academic staff can access personal and public posts. In addition to personal and public posts, academic staff with administrative duties (Rector, Dean, Vice Dean, Head of Department) can also see the posts of the Directorate / Deanship they are assigned to.

1. How to access FileServer

1.1. Click the Start button and type [\\filesver](#) in the text box below in the opened field and click the enter button (Figure 1). In addition, it is possible to access the FileServer system by using one of the following values:

- \\filesver.ieu.edu.tr
- \\filesver.iue.edu.tr
- \\filesver.izmirekonomi.edu.tr

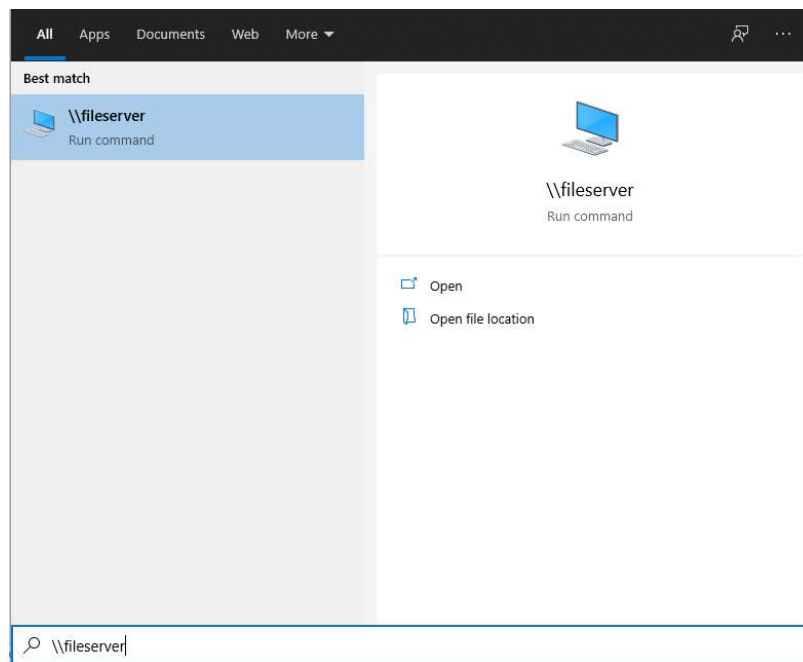


Figure 1

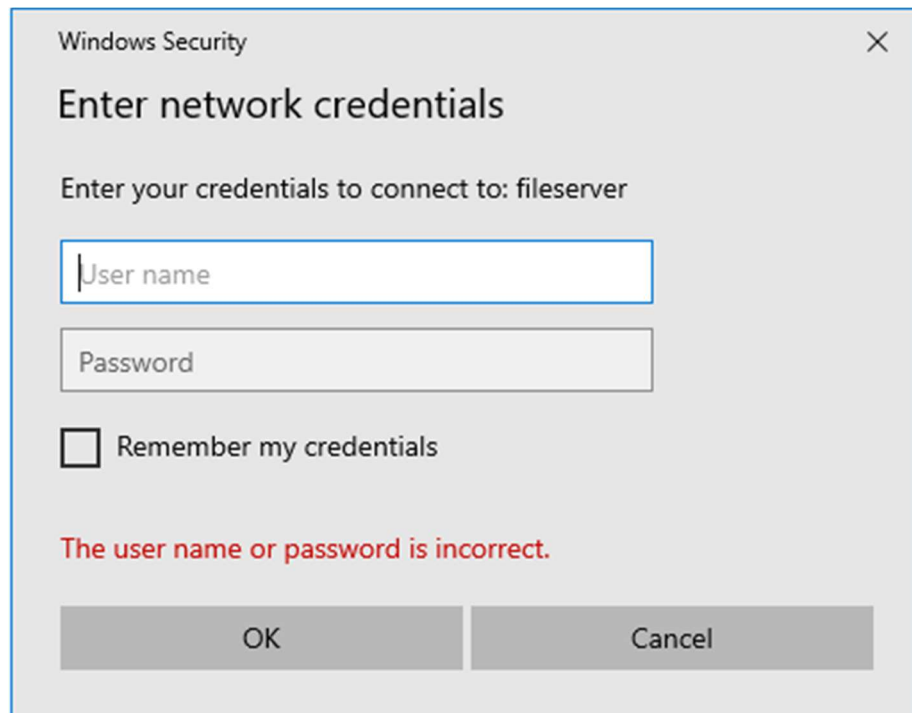


Figure 2

1.2. After entering your EkolD and password in the pop-up window, click on the Ok button.

1.3. In case "Remember my credentials" option is activated; unless you remove your EkolD and password that you use for FileServer access, it will not ask for user information again. To remove your password and EkolD from Credential Manager, follow the steps under the heading, "How can I remove my EkolD and password from Credential Manager?". Use the password and EkolD remember option only on your computer, which is available for use at the University. When you use this option, do not forget to activate the password in your windows account. Otherwise, anyone who can access your computer will have the right to access your shared folders or your mapped shares.

1.4. When you enter your EkolD and password incorrectly, "The username or password is incorrect" message will appear at the bottom of the screen.

1.5. The file browser window, which have your authorized shares, will be opened. (Figure 3)

- 1.7.** In the opened file browser, **Home Folder** shows your personal sharing. Although the **Public** share folder is a folder where all university staff are authorized to read, write, and delete, all its content is deleted every week at 23:59 on Sunday. In the **Toolbox** share, you can access your shares with special tools. In addition, based on your authorization, the shares of the Directorate / Deanship are also displayed in the browser window opened.
- 1.8.** Keeping the index and file structure in the index.xlsx file included in your Directorate / Deanship share regularly updated as a table will contribute to the effective use of the FileServer system. To update the index.xlsx file, first copy the index.xlsx file in your Directorate / Deanship share to your computer. After making the relevant updates, you can update the index.xlsx file by copying it to your Directorate / Deanship share again. The index.xlsx file cannot be deleted and cannot be changed directly by using the save via excel software option.

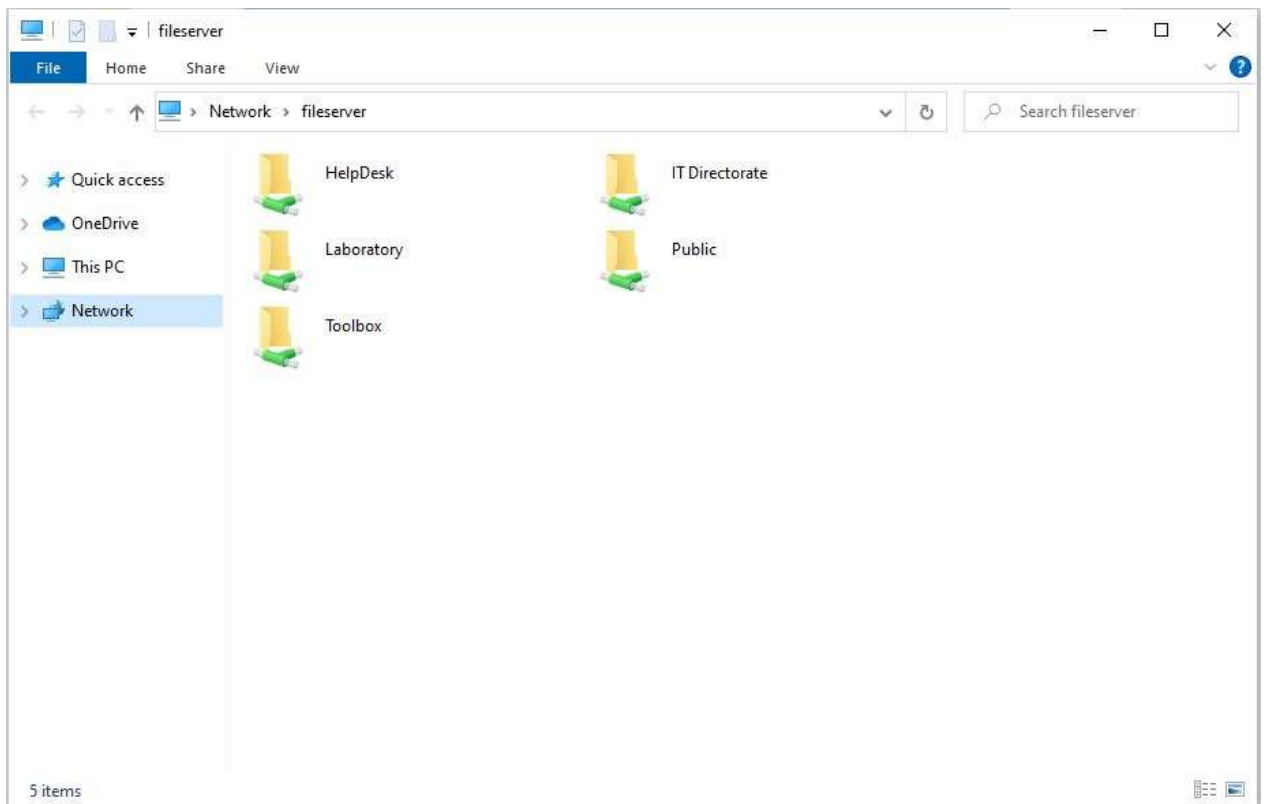


Figure 3

2. How can I view my share folder in the My Computer?

To make the relevant shares appear in the My Computer window under the "How to access FileServer" heading, the relevant share must be **mapped**. In order to map the relevant share automatically every time you start your computer, you must first log in to the system by activating the Remember my credentials option on the FileServer login screen. Mapping can be done in two different ways:

2.1. Via Windows

- 2.1.1.** After viewing the shares by following the steps under the heading, "How to access FileServer?", click the right mouse button on the share you want to map and click **Map Network Drive** from the menu that opens (Figure 4).

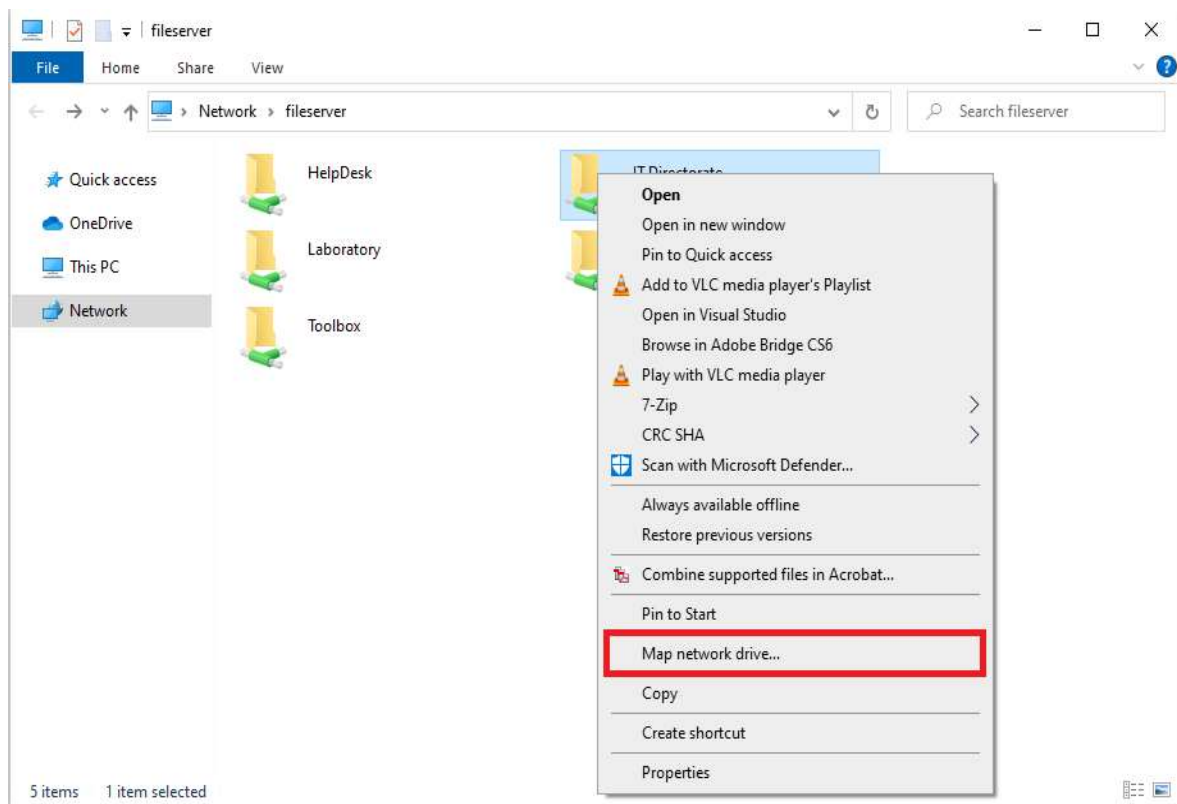


Figure 4

- 2.1.2.** On the **Map Network Drive** window in **Drive** field, select the drive letter where you want the corresponding share to be displayed under My Computer. To ensure synchronization across the university, the IT Directorate suggest use of **Y** drive letter for **Home Folder** share, and **Z** drive letter for **Public** share. In addition, you can use the drive letters **K, L, M, N, P, R, S** respectively in the **Directorate / Deanship** shares (Figure 5).

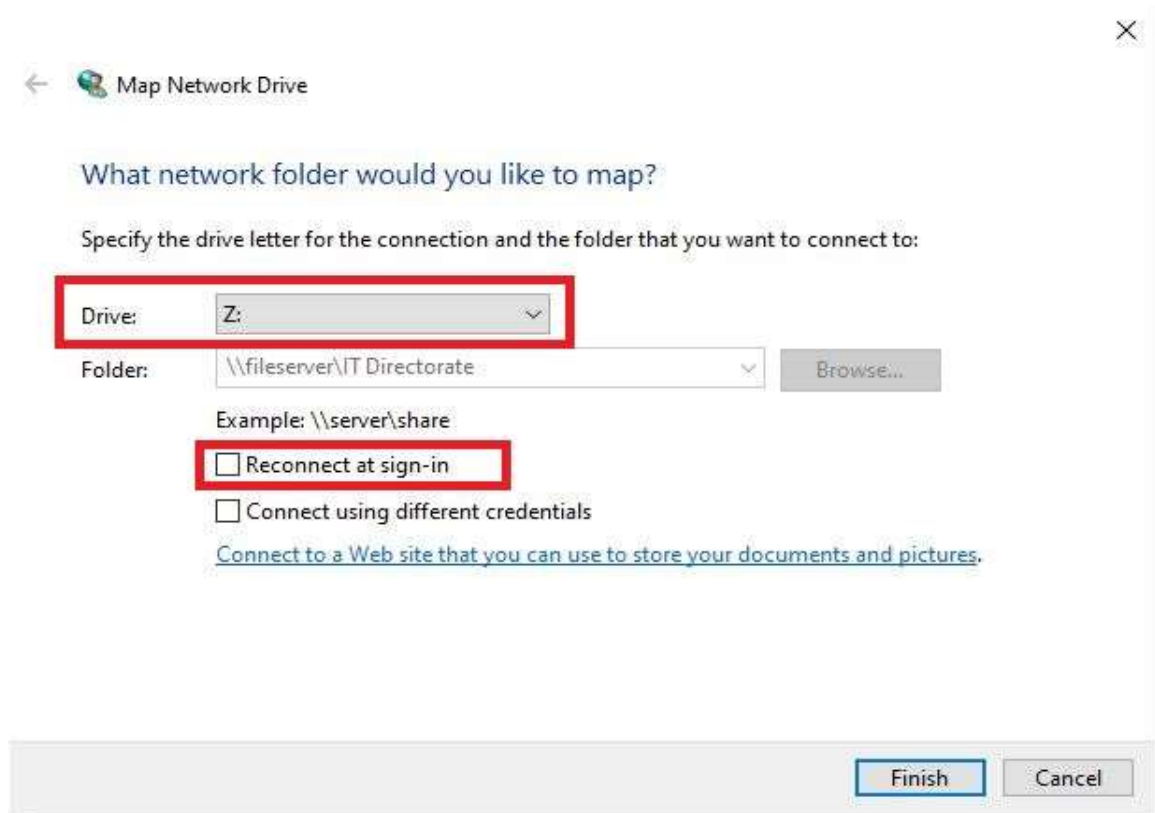


Figure 5

- 2.1.3.** When you click the **Reconnect at sign-in** option, the relevant share will appear in the My Computer window each time you start your computer. For this, Article 1.4 must be applied in the FileServer login process. However, in this case, anyone who opens your computer will be able to see the relevant share and do action without knowing your Eko ID and password. If you want to use share by mapping for security reasons, do not forget to activate the password on the login screen of your computer.

- 2.1.4.** When you click the **Finish** button, the relevant share will be mapped to your computer. After the mapping process is completed without any problems, the sharing window will open. You can see the relevant share in the My Computer window and do actions (Figure 6).

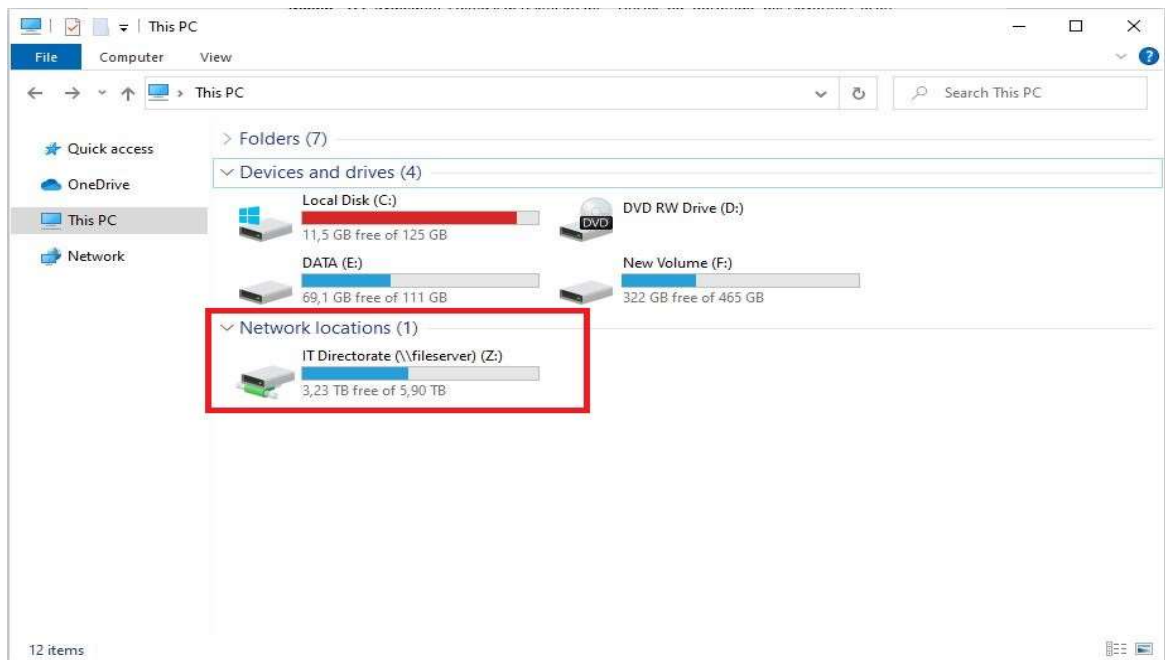


Figure 6

2.2.Via FileServer

2.2.1. After viewing the shares by following the steps under the heading, “How to access FileServer?”, double click Toolbox index to open (Figure 7).

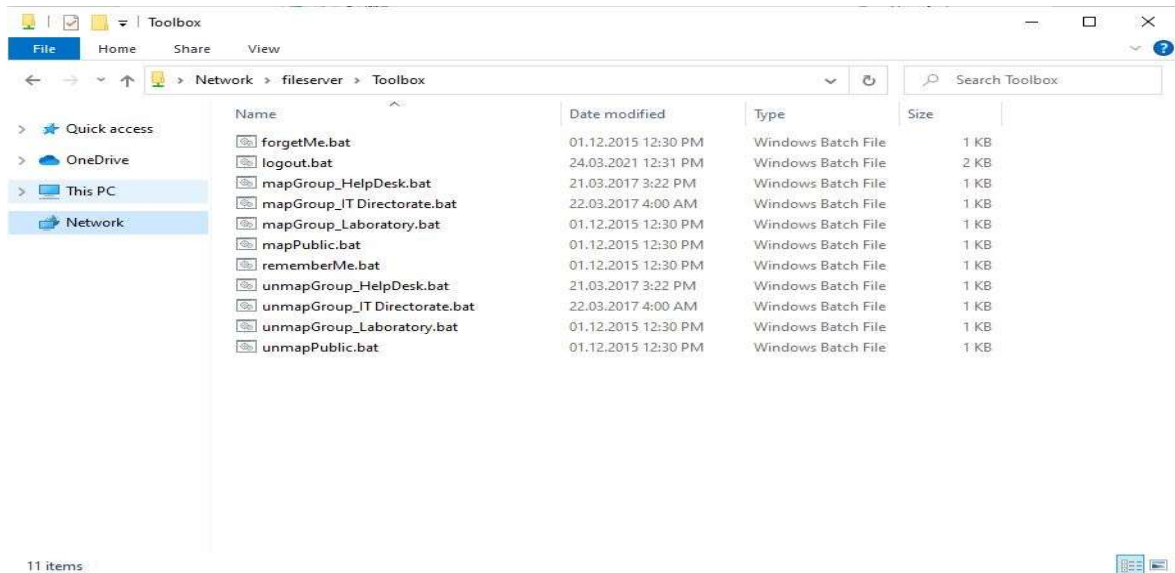


Figure 7

- 2.2.2.** You can map your Home Folder share with **mapHome.bat** folders under the **Toolbox** share, and your Public share with **mapPublic.bat** folders under the **Toolbox** share. In Directorate/Deanship shares, you can map with bat file starting with **mapGroup_** prefix and continuing with the name of Directorate / Deanship under the **Toolbox** share.
- 2.2.3.** After selecting the appropriate file for your situation in **Article 2.2.2**, run it by double clicking on it.
- 2.2.4.** After the process is completed, "Press any key to continue. . ." message will appear in the window that opens. Close the relevant window by pressing any key. After the map operation is completed without any problems, the sharing window will open. You can see the relevant share in the My Computer window and do actions (Figure 6).

3. How can I remove my share folder from the My Computer window?

To remove related shares from My Computer window under the heading, "How to access FileServer?", **mapped** shares need to be unmapped. *Do not forget to close the documents and programs that are open in the relevant share drive before the unmap operation, and to terminate any ongoing processes. Otherwise, you may lose data and damage documents and programs.* If you have activated the Remember my credentials option on the FileServer login screen before mapping, first follow the steps under, "How can I remove my EkolD and password from Credential Manager?" heading. Unmap can be done in two different ways:

3.1.Via Windows

- 3.1.1.** Click the My Computer icon on the desktop to open the My Computer window (Figure 6).
- 3.1.2.** Select the share drive you want to unmap and click the **Disconnect** option from the menu that opens when you click the right mouse button (Figure 9).

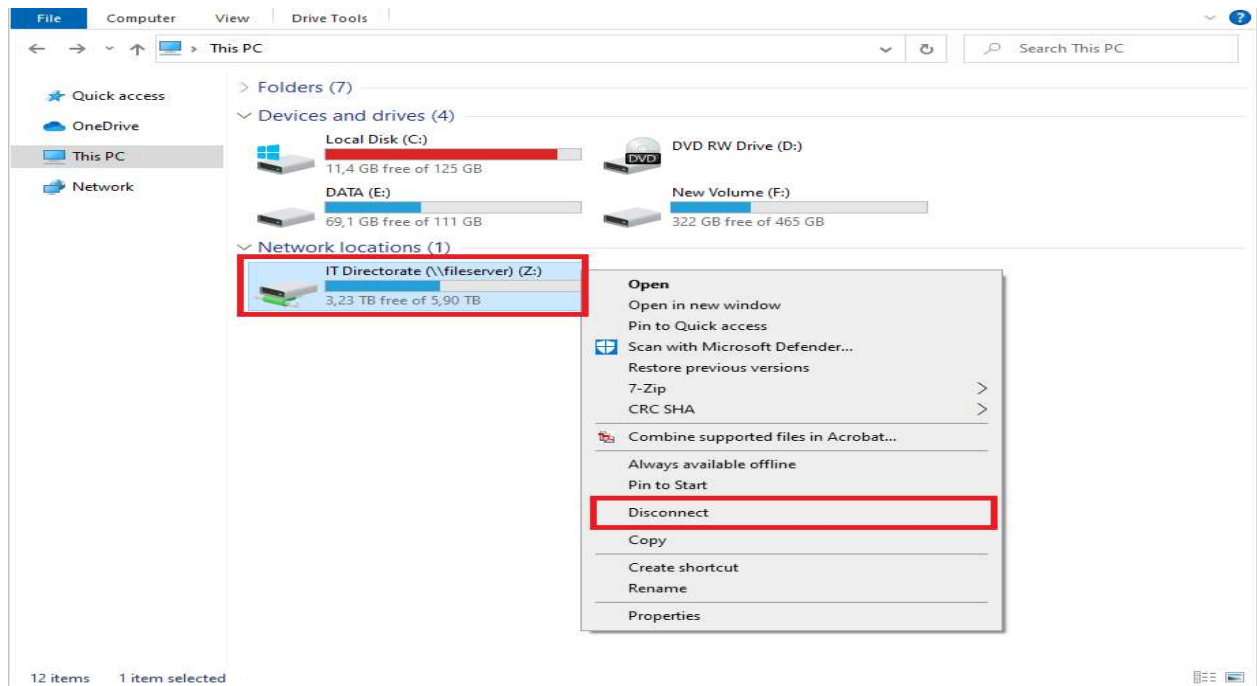


Figure 9

3.1.3. If there is an open document or a process in progress on the sharing drive you want to unmap, the screen shown in Figure 10 will appear. When you click the Yes button on this screen, you may encounter problems in the open document or in ongoing actions, and you may experience data loss. Click on the No button to close the relevant documents and complete the unmap process after finalizing the process.

3.1.4. If you have selected **Remember my credentials** in FileServer login screen before or during map process, please review **Item 1.4**.

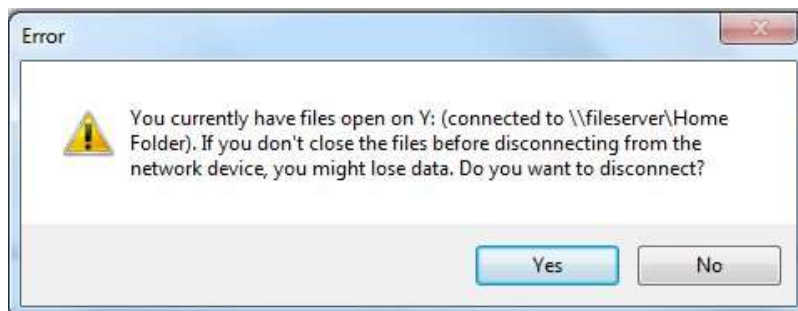


Figure 10

3.2.Via FileServer

3.2.1. Open your FileServer share window by following the steps under the “How to access FileServer?” heading.

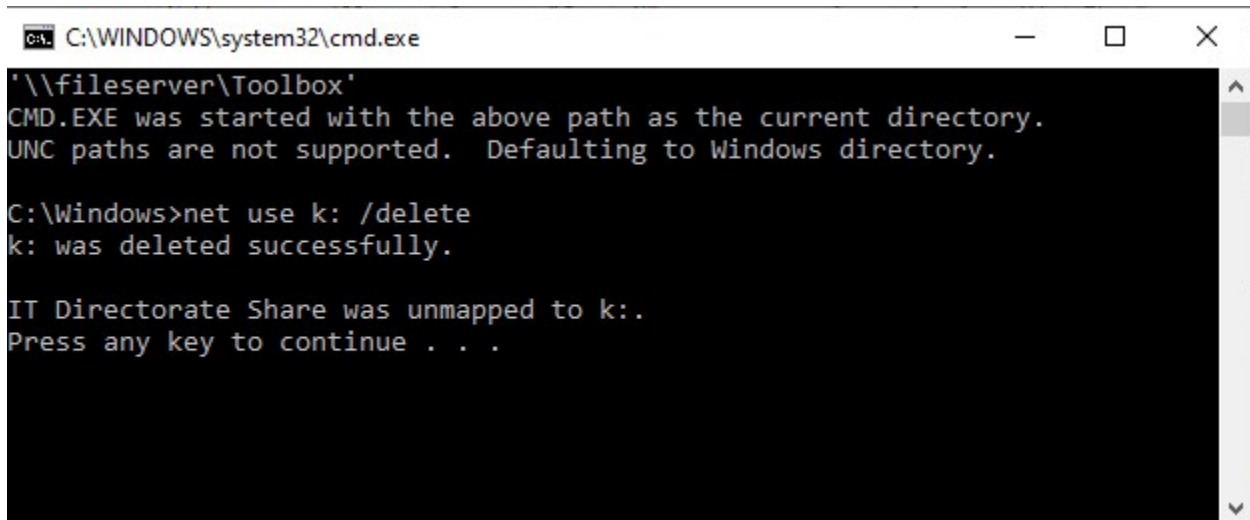
3.2.2. You can unmap your Home Folder share with **unmapHome.bat** folders under the **Toolbox** share, and your Public share with **unmapPublic.bat** folders under the **Toolbox** share. In Directorate/Deanship shares, you can unmap with bat file starting with **unmapGroup_** prefix and continuing with the name of Directorate / Deanship under the **Toolbox** share (Figure 7).

3.2.3. After selecting the appropriate file for your situation in Article 3.1.4., run it by double clicking on it.

Click the **Run** button in the warning window that appears, continue the process (Figure 8).

3.2.4. Since the unmapping process is run from within the relevant share driver, the screen shown in Figure 11 will appear. Press any button on this screen to continue the unmapping process. Before unmapping, make sure there are no documents or processes in progress on the share drive.

3.2.5. If you have selected **Remember my credentials** in FileServer login screen before or during mapping process, please review **Item 1.4.**

A screenshot of a Windows Command Prompt window titled "C:\WINDOWS\system32\cmd.exe". The window shows the following text:
'\\filesaver\Toolbox'
CMD.EXE was started with the above path as the current directory.
UNC paths are not supported. Defaulting to Windows directory.

C:\Windows>net use k: /delete
k: was deleted successfully.

IT Directorate Share was unmapped to k:.
Press any key to continue . . .
The window has a standard Windows title bar with minimize, maximize, and close buttons.

Figure 11

4. How to log Out from FileServer

After you reach the shares you are authorized by following the steps under the “How to access FileServer?” heading, Windows remembers your username and password until you log off or reset your computer by default. *It is important for data security to be logged out after accessing FileServer from a computer other than your personal computer.*

4.1. Double click to enter the relevant share.

4.2. Double click the **logout.bat** file in **Toolbox** from your shares to run it (Figure 7).

4.3. Click the **Run** button in the warning window that appears, continue the process (Figure 8).

4.4. Close all windows related to the shared folder. Wait until the countdown in the pop-up window is over. When the countdown is over, the relevant window will be closed. (Figure 12).

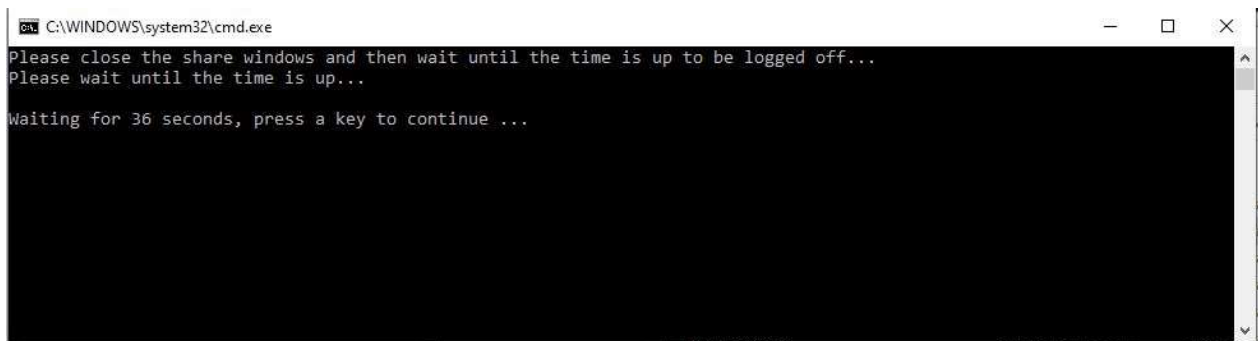


Figure 12

5. How can I activate remember my EkoID and password option?

After you enter your EkoID and password once in the FileServer system, you can have your password remembered during the same session (as long as the user session is not changed on the computer, the computer is turned off or reset). By default, Windows 7 remembers your EkoID and password during the same session.

5.1. Double-click the **rememberMe.bat** file in **Toolbox** from your shares and run it (Figure 7).

5.2. Click the **Run** button in the warning window that appears, continue the process (Figure 8).

5.3. Close the opened window by clicking on a button.

5.4. After this process, it will not ask for EkoID and password for Windows FileServer access until logout process.

6. How can I activate forget my EkolD and password option?

Once you have entered your EkolD and password in the FileServer system, after a certain period, your FileServer session can be finished.

6.1. Double-click the *forgetMe.bat* file in **Toolbox** from your shares and run it (Figure 7).

6.2. Click the **Run** button in the warning window that appears, continue the process (Figure 8).

6.3. Close the opened window by clicking on a button.

6.4. After this process, it will ask for EkolD and password for Windows FileServer access every time the computer or session is turned on.

7. How can I remove my EkolD and password from Credential Manager?

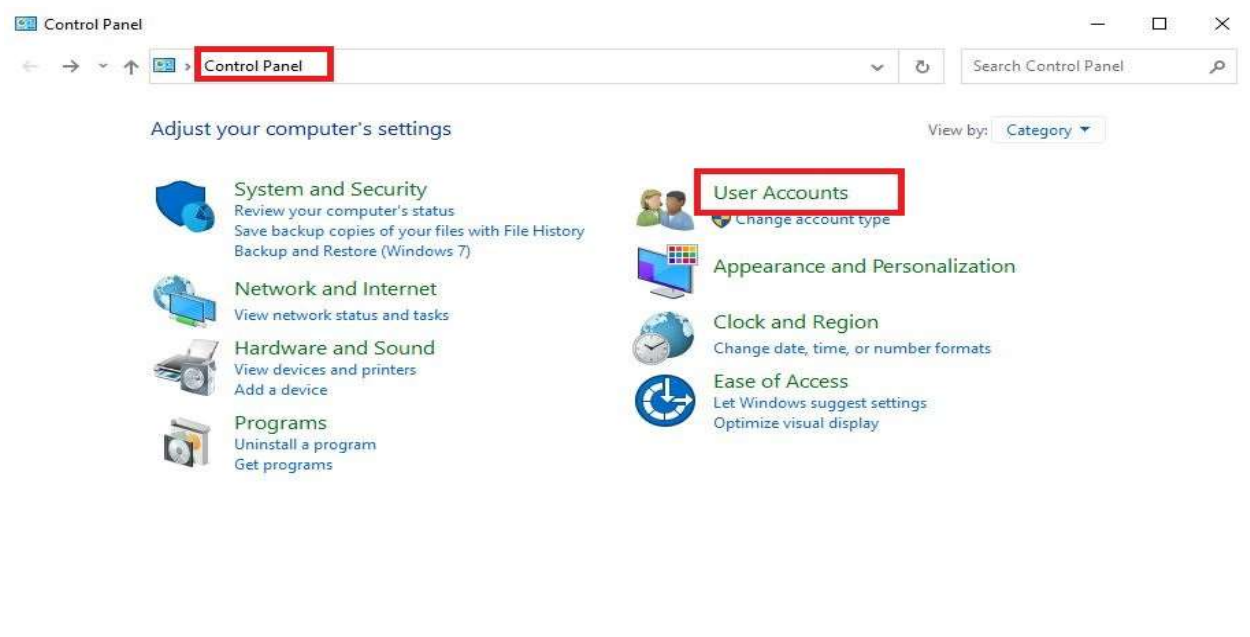


Figure 13

7.1. Click **Control Panel** by typing Control Panel in the **Start** menu.

7.2. Click **User Accounts and Family Safety** heading from Control Panel window (Figure 13).

7.3. Click on the **Credential Manager** heading from the window that opens (Figure 14).

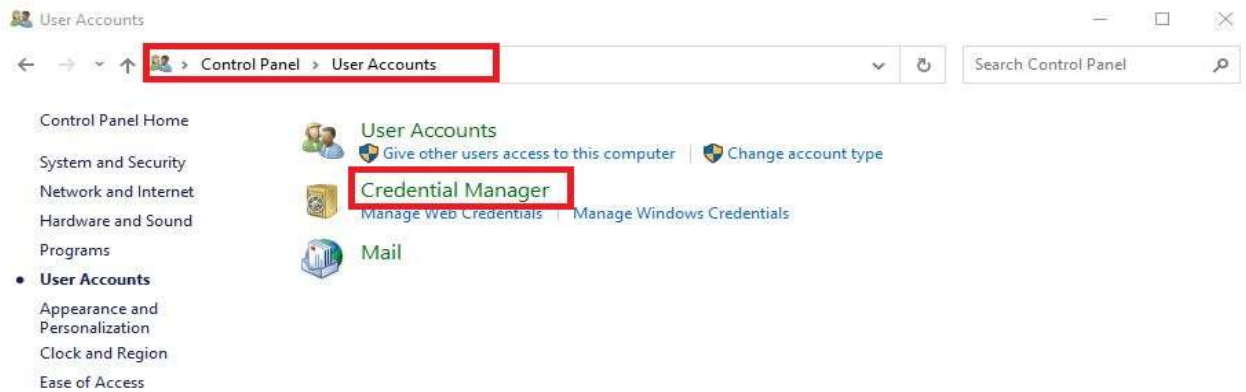


Figure 14

7.4. In the Credential Manager window, under the **Windows Credential** heading, one of the FileServer values specified in **item 1.1**, the value used in the login process will be displayed. Click on the relevant value and click on the **Remove from vault** option from the field that opens. (Figure 15).

8. Troubleshooting

If you encounter problems in accessing and using the Izmir University of Economics FileServer, please follow the steps under the relevant heading.

• ***If you have a problem accessing the FileServer:***

- Make sure that you have internet connection.
- Make sure you type the correct hostname for FileServer access (Article 1.1.).
- Make sure you enter your EkolD and password correctly (Article 1.5.).
- If your problem persists, send an e-mail describing your problem with the subject of ***FileServer Login Issue*** to:

- itsupport@ieu.edu.tr

• ***If you think you access incorrect shares on the FileServer:***

- If the shares you think you can access with your authorization are different from the shares you can access on the FileServer system, send an e-mail, with the subject of ***FileServer Share Display Problem***, describing the shares that you can reach and think you need to reach, to:

- itsupport@ieu.edu.tr

• ***If the directory, file, or share is displayed on the FileServer but you have access problems:***

- Send an e-mail, with the subject of ***FileServer Share Authorization Problem*** to:

- itsupport@ieu.edu.tr

clearly stating the full path of the directory you are trying to process (such as IT Directorate / Common / In-Service Trainings / 2021) and the action you are trying to perform (opening the directory, writing a file to the directory, deleting the directory, deleting the file from the directory, changing the file in the directory, etc.).

• ***If you are having logging out from the FileServer:***

- Make sure that there is no open file or an ongoing action in the respective share.
- Try logging out again following the steps under **How to Log Out from FileServer** heading.

- Check the Credential Manager to make sure that there is no user information and password for FileServer access. (Article 7.4.).
- Log off your current Windows session and log in again.
- If your problem persists, send an e-mail, with the subject of **FileServer Log Out Problem**, describing your problem regarding the share you are trying to log out (such as IT Directorate, Home Folder, Public, etc.) to:

- itsupport@ieu.edu.tr

If you want to increase your quota in the FileServer:

- Organize files that have more than one copy or have the same content but have different names.
- If you still think your quota is insufficient after the above actions, send an e-mail, with the subject of **FileServer Quota Increase Request**, stating the share you request a quota increase for, and the reason for your request, to:

- itsupport@ieu.edu.tr

- Requests for quota increase will be evaluated by the IT Directorate within the scope of the existing capacity, expansion possibilities in the Izmir University of Economics FileServer Quota Policy.