

# Documentation utilisateur

## Data retention

**NB**, part of the following instructions come from <sup>1)</sup>.

### Snapshots

**NB**, this originates from <sup>2)</sup>.

First of all, which snapshots do we keep?



Please check the Plone documentation if you are looking for informations about the old **NAS bureautique** (nowadays *nasac-faculty*):

<https://plone.unige.ch/distic/pub/nas-bureautique/nas-bureautique-accueil#spec-quota>

- **4hourly** : 1 snapshot chaque 4 heures, avec une queue de **42**. Nous conservons donc un historique d'une semaine.



In the middle of the current week, the **4hourly** snapshots will span two weeks (the previous one and the current one)!

- **weekly** : 1 snapshot par semaine (le dimanche) avec une queue de **6**. Nous conservons donc un historique d'un mois et demi (6 semaines).



This is not a **consolidation** of the **4hourly** snapshots, but a completely independent process!

Then, how to access them?

- *Windows*: in the File Explorer:  
⇒ right-click on the folder (either at the share root or at any sub-folder), then **Properties** → **Previous Versions**
- *Mac or Linux*:  
⇒ enter the `.snapshot` **hidden** folder

## Backups

**NB**, this originates from <sup>3)</sup>.

For anti-ransomware reasons, we also have a backup on tape of each NAS share, thus completely

independent from the NAS infrastructure.

Some notes:

1. while our goal is to have **3day** backups, we assure only at least a **weekly** backup.
2. data that has been deleted from the NAS share is kept up to **2 years** after the deletion date.

Then, how to access them?



These backups are not (and will never be) directly accessible to the end-user, but you need to contact [storage@unige.ch](mailto:storage@unige.ch) to have more information about the date availability and to recover data!

## Data transfer

### Access from outside the UNIGE network

**NB**, this originates from <sup>4)</sup>.

The UNIGE central NAS is available only from within the UNIGE internal network (including the VPN access).

Depending on the access type you need from the outside world, you should:

1. ask to activate the share in your **EduCloud** account (cf. <https://plone.unige.ch/distic/pub/logiciels/filr-switchdrive>) if access is restricted on specific files
2. ask for an **external UNIGE ISIs account** (cf. <https://catalogue-si.unige.ch/en/isis>) if access to a large amount of data is needed or analysis must be directly made on such data (e.g. for a *independent contractor*)
3. duplicate the data stored on the UNIGE central NAS to the UNIGE central S3 service and then create pre-signed S3 URLs (cf. <https://docs.aws.amazon.com/AmazonS3/latest/userguide/using-presigned-url.html>)  
**ATTENTION**, this means you must pay both the NAS and the S3 spaces!



If you need to **regularly** transfer data from/to the UNIGE central NAS, the **external UNIGE ISIs account** is currently the best option, please contact us to set up the [restricted rsync-over-SSH access](#).

## rsync

**NB**, the following instructions come from <sup>5)</sup>

If you need to synchronize data to another folder, you can let `rsync` **3.1.0+** saves in the log file the MD5 checksum of any transferred file (cf.

<https://stackoverflow.com/questions/29624524/how-can-i-print-log-the-checksum-calculated-by-rsync>

#45053057):

```
$ rsync \
  --log-file=/path/to/file.log \
  --log-file-format="%C %f" \
  [...] \
  "${SOURCE_FOLDER}" \
  "${TARGET_FOLDER}"
$ grep -e "${SOURCE_FOLDER}" /path/to/file.log | \
  cut -c 29- | \
  awk '{if ($2 != "") {print $0}}' | \
  sed -e "s, ${SOURCE_FOLDER}/, ,g" \
  >/path/to/${SOURCE_FOLDER}.md5"
$ cd "${TARGET_FOLDER}"
$ md5sum -c "/path/to/${SOURCE_FOLDER}.md5"
```

## Statistiques utilisation

TreeSize est lancé sur certains share de manière périodique.

<https://plone.unige.ch/distic/acteurs-du-si/distic/prods/pole-environnement-de-travail-et-integration/seveurs/serveur-de-statistique/liste-des-partages-scanner>

## Utilisation d'un partage SMB

**NB**, this partly originates from <sup>6) 7) 8)</sup>.

There are 3 different actors involved in the life of an SMB share:

1. the **DiSTIC RISE storage team**  
⇒ the infrastructure administrators and share configurators (allocated space, ACL administrative access and pass-through access)
2. the share **owner** (AKA contact\_owner)  
⇒ the one who decides who has access to the share, also providing the billing information
3. the share **administrators** (AKA contact\_admin)  
⇒ the share content managers

Please follow the links on the [catalogue des services informatiques, section "Obtenir une prestation"](#) to ask for a new share or a modification to an existing one, as well as to report a problem.



Please check the [how to manage the ACLs \(AKA permissions\)](#) section to understand how the ACLs are configured and to be managed!

Lorsqu'un partage a été créé et que votre CI vous a donné les droits d'accès (cf. [how to manage the ACLs \(AKA permissions\)](#)), suivez la procédure ci-dessous pour vous connecter à votre partage. A noter que pour vous connecter à un partage depuis l'extérieur de l'université, vous devez configurer et

lancer votre VPN. Veuillez vous référer à la documentation du VPN de l'unige pour ce faire.



If you experience problems connecting from a Mac, you can test **SMB browsing** via the [ug-nas-test-smb-browsing.sh](#) script!

## Problèmes connus avec produits Adobe

**NB**, this originates from <sup>9)</sup> <sup>10)</sup>

Les produits Adobe sont de plus en plus “strictes” par rapport aux disques réseaux :

1. Photoshop ne support pas le disques réseaux :  
<https://support-si.unige.ch/openentry.html?tid=INC000000281029>  
<https://helpx.adobe.com/photoshop/kb/networks-removable-media-photoshop.html>
2. Acrobat “Protected Mode” ne permet pas de sauvegarder des PDFs sur des disques réseaux :  
<https://community.adobe.com/t5/acrobat-reader-discussions/save-as-in-network-drive-not-possible/td-p/9000860?profile.language=fr>  
<https://community.adobe.com/t5/acrobat-discussions/error-while-saving-a-pdf-file-to-a-mapped-drive/td-p/5270686>

## Allocated space for an SMB share

First of all, you need to mount the **share root** (thus, not a super/sub-folder).

Then

- *Windows*: in the File Explorer:  
⇒ right-click on the folder (either at the share root or at any sub-folder), then General → Capacity
- *Mac or Linux*:  
⇒ in a terminal

```
df -h /path/to/the/mounted/share
```

## List all the shares you have access

**NB**, part of the following instructions come from <sup>11)</sup>.

Here the commands to get the list of all the shares you have access on a specific server:

1. Windows <sup>12)</sup>:

```
PS C:\WINDOWS\system32> net view \\nasac-faculty.unige.ch /all |  
Select-String Disk  
[...]  
PS C:\WINDOWS\system32> (net view \\nasac-faculty.unige.ch /all |
```

```
Select-String Disk).length
107
PS C:\WINDOWS\system32>
```

## 2. GNU/Linux:

**ATTENTION**, unfortunately 'smbclient -L' does not allow "grep-piping" if interactive!

```
capello@harlock:~$ smbclient -L nasac-faculty.unige.ch -W ISIS -U
capello
Enter ISIS\capello's password:

      Sharename      Type      Comment
      -
[...]
SMB1 disabled -- no workgroup available
capello@harlock:~$ cat <<EOF >~/smbclient
username = capello
password = ${ISIS}
domain   = ISIS
EOF
capello@harlock:~$ smbclient -L nasac-faculty.unige.ch -W ISIS -A
~/smbclient | grep -c Disk
107
capello@harlock:~$
```

## Connection depuis linux

La procédure est sensiblement la même pour d'autres variantes de Linux.



The official DiSTIC documentation for the personal space provided by the UNIGE is available at <https://plone.unige.ch/distic/pub/nas-bureautique/comment-configurer-les-repertoires-personnels-et-partages-sous-ubuntu> !

## Command line

1. via plain old mount command, which however requires **superuser** privileges:

```
root@harlock:~# findmnt /mnt
root@harlock:~# mount \
-t cifs \
-o vers=3,sec=ntlmsspi,domainauto,username=capello \
//nasac-faculty.isis.unige.ch/ADM_HOME/DISTIC/capello \
/mnt/
Password for capello@//nasac-
faculty.isis.unige.ch/ADM_HOME/DISTIC/capello:
root@harlock:~# findmnt /mnt
```

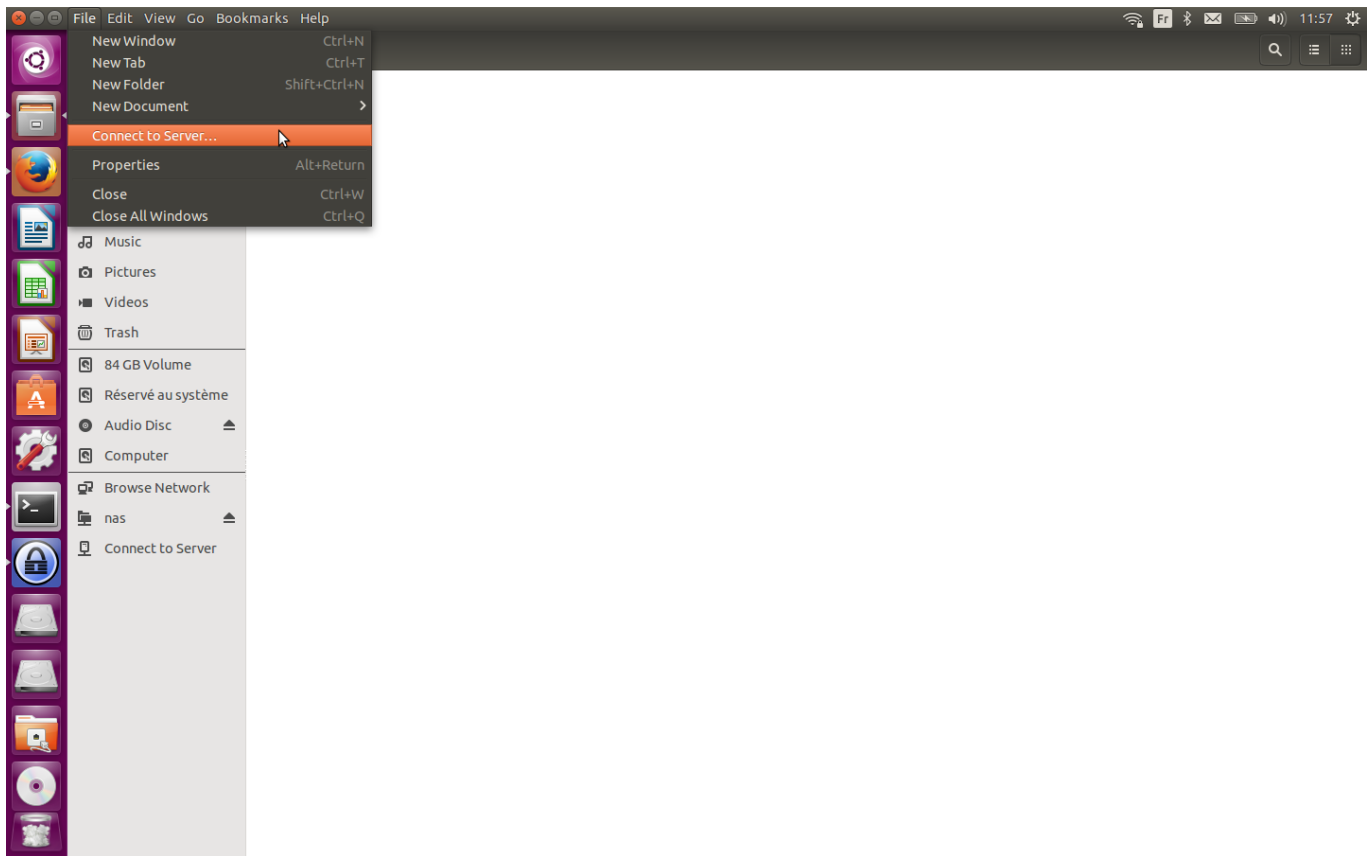
```
TARGET SOURCE                                     FSTYPE
OPTIONS
/mnt //nasac-faculty.isis.unige.ch/ADM_HOME/DISTIC/capello cifs
rw,relatime,vers=3,sec=ntlmssp,cache=strict,username=capello,domain=IS
IS,uid=0,noforceuid,gid=0,noforcegi
root@harlock:~#
```

- 2. via GVfs/Gio (i.e. the same “helper” framework used by most of the graphical tools including the default Ubuntu desktop), which is an unprivileged action:

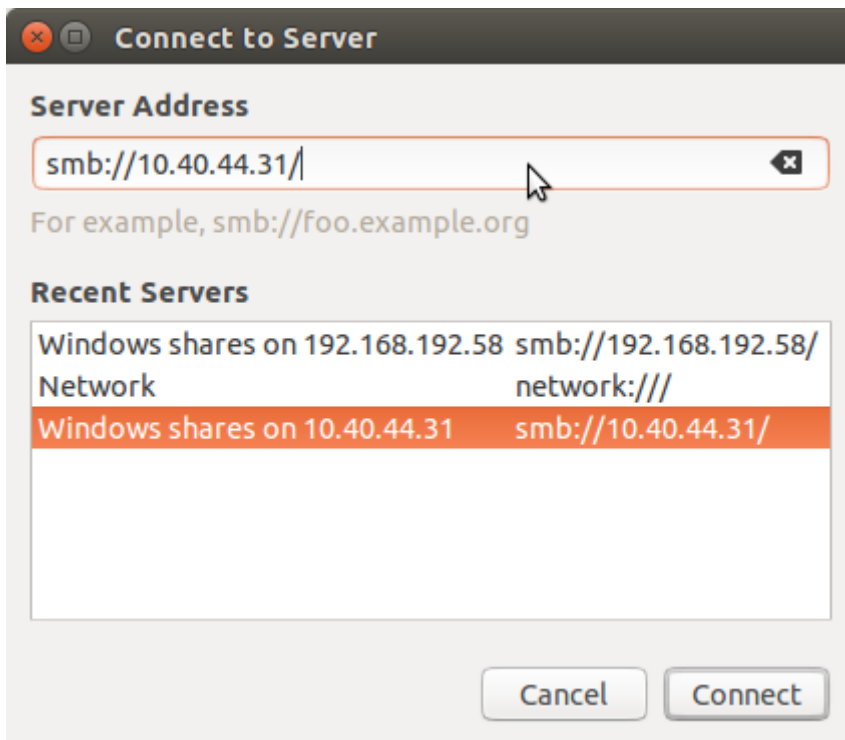
```
capello@harlock:~$ gio mount smb://nasac-
faculty.isis.unige.ch/ADM_HOME/DISTIC/capello
Password required for share adm_home on nasac-faculty.isis.unige.ch
User [capello]:
Domain [WORKGROUP]: ISIs
Password:
capello@harlock:~$ ls -l /run/user/$(id -u)/gvfs/
total 2
drwx----- 1 capello capello 2048 Nov 30 11:50 smb-share:server=nasac-
faculty.isis.unige.ch,share=adm_home
capello@harlock:~$
```

## Graphical interface

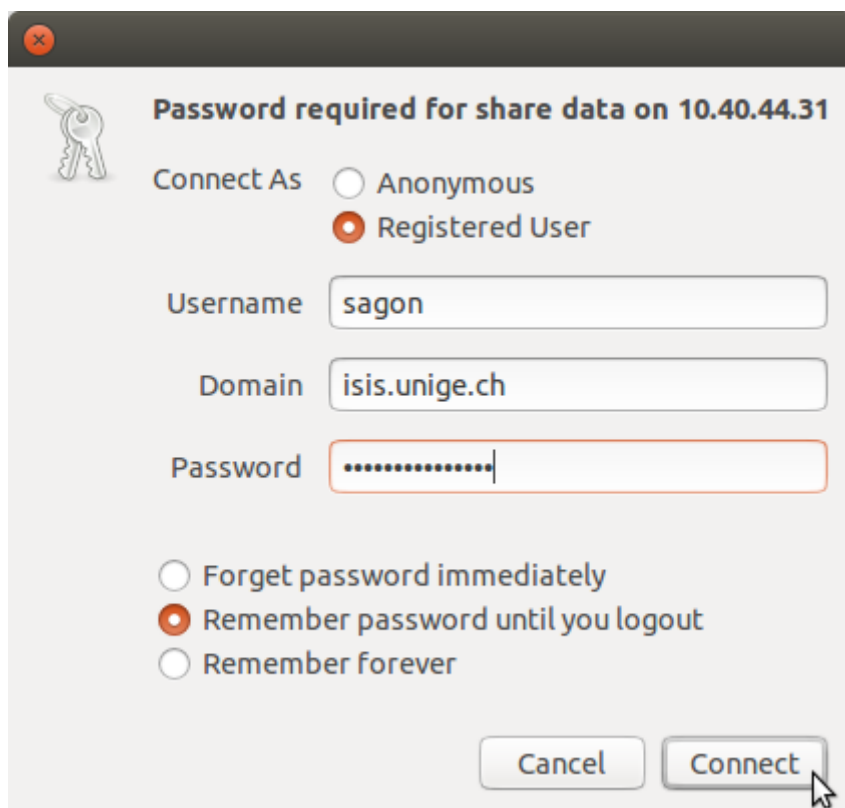
Se connecter à un serveur:



Choisir l'ip ou le nom de votre EVS (transmis par votre CI):



Entrer vos identifiants ISIS:



### Linux and SMB3+

**NB** , the following instructions come from  
<<https://gitlab.unige.ch/prods/ies/recherche/hpc/issues/925>>

SMB3+ requires packet signing, thus if you encounter the following error...

```
CIFS VFS: validate protocol negotiate failed: -13
CIFS VFS: failed to connect to IPC (rc=-5)
CIFS VFS: validate protocol negotiate failed: -13
CIFS VFS: session ffff962f7cd42400 has no tcon available for a dfs referral
request
CIFS VFS: cifs_mount failed w/return code = -5
```

...you have to specify that you want packet signing via a mount option, either `sec=ntlmssp` (preferred) or `sec=ntlmv2`.

## Linux and symlinks on SMB shares

**NB** , the following instructions come from

<<https://gitlab.unige.ch/prods/ies/recherche/hpc/issues/873>>

Starting from Windows 10, symlinks (AKA symbolic links) are fully supported (cf. <https://blogs.windows.com/windowsdeveloper/2016/12/02/symlinks-windows-10/> ). However, while Linux can make use of symlinks on a SMB share created on Windows 10, there is no way to create them on Linux.

On the other hand, Linux-only symlinks on SMB shares are still possible, no more via the SMB1-only CIFS Unix Extensions (cf. [https://www.samba.org/samba/CIFS\\_POSIX\\_extensions.html](https://www.samba.org/samba/CIFS_POSIX_extensions.html) ), but via the new SMB3 POSIX Extensions (cf. [https://wiki.samba.org/index.php/SMB3-Linux#Symbolic\\_links](https://wiki.samba.org/index.php/SMB3-Linux#Symbolic_links) ).

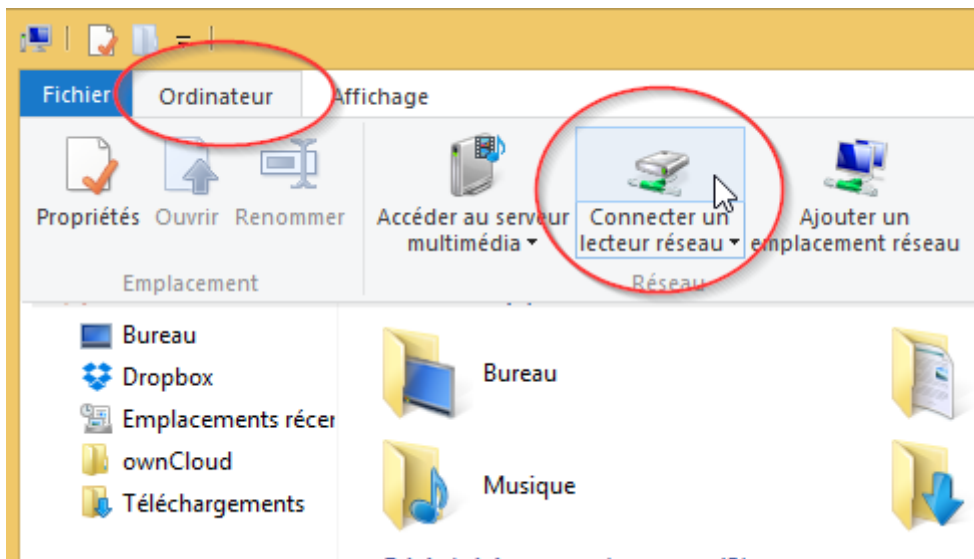
Specyfing the mount option `mfsymlinks` will allow symlink creation on Linux using the Minshall+French file format, which means that they will be seen on Windows as a plain text file (cf. [https://wiki.samba.org/index.php/UNIX\\_Extensions#Storing\\_symlinks\\_on\\_Windows\\_servers](https://wiki.samba.org/index.php/UNIX_Extensions#Storing_symlinks_on_Windows_servers) ).

**ATTENTION** , while the mount option `mfsymlinks` is available from SMB2+, it is preferable to use it together with SMB3+ (see [Linux and SMB3+](#)).

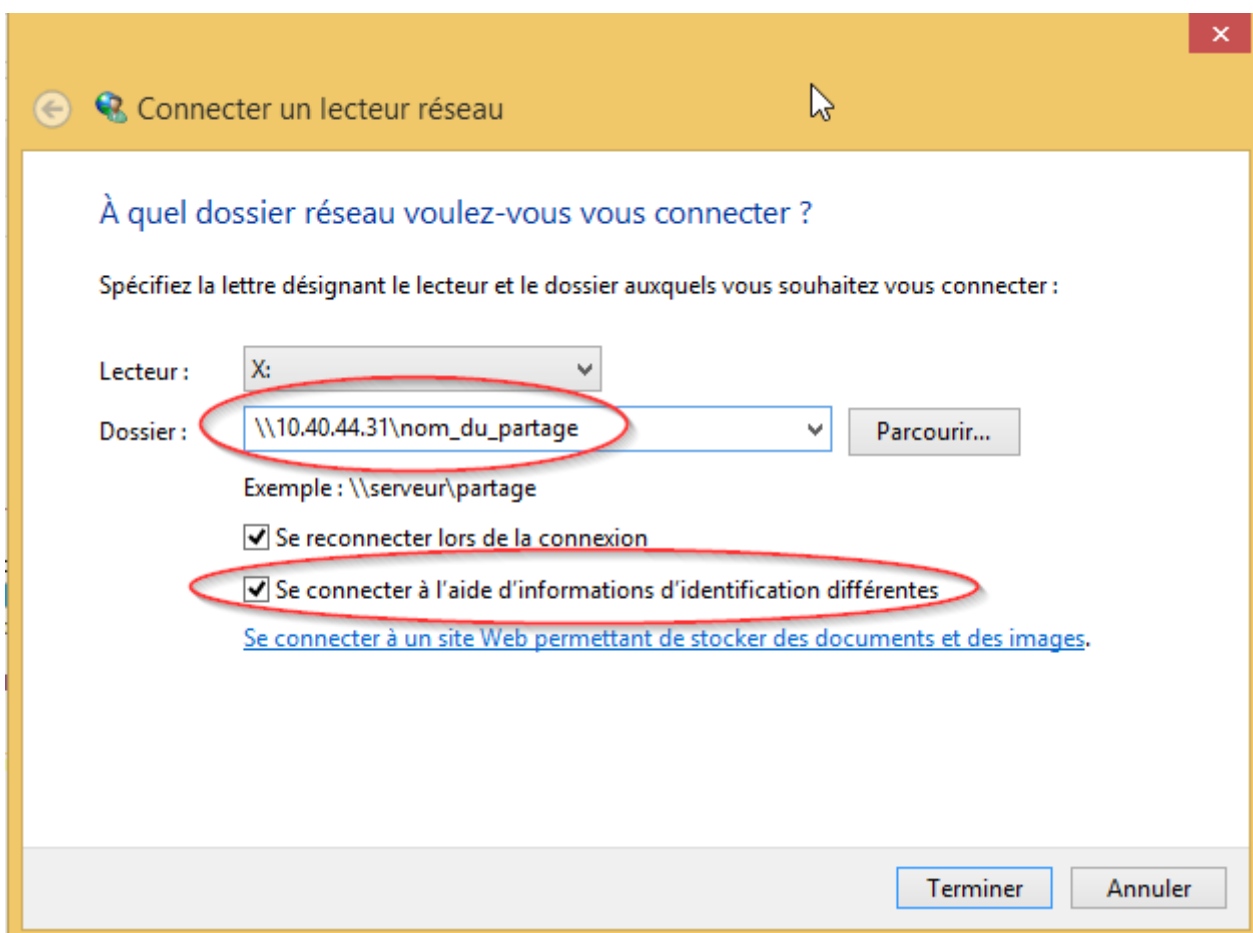
## Connection depuis un poste windows ne faisant pas partie du domaine

Connectez un lecteur réseau pour y accéder à partir de l'Explorateur de fichiers dans Windows sans avoir à le rechercher ou à saisir son adresse réseau à chaque fois.

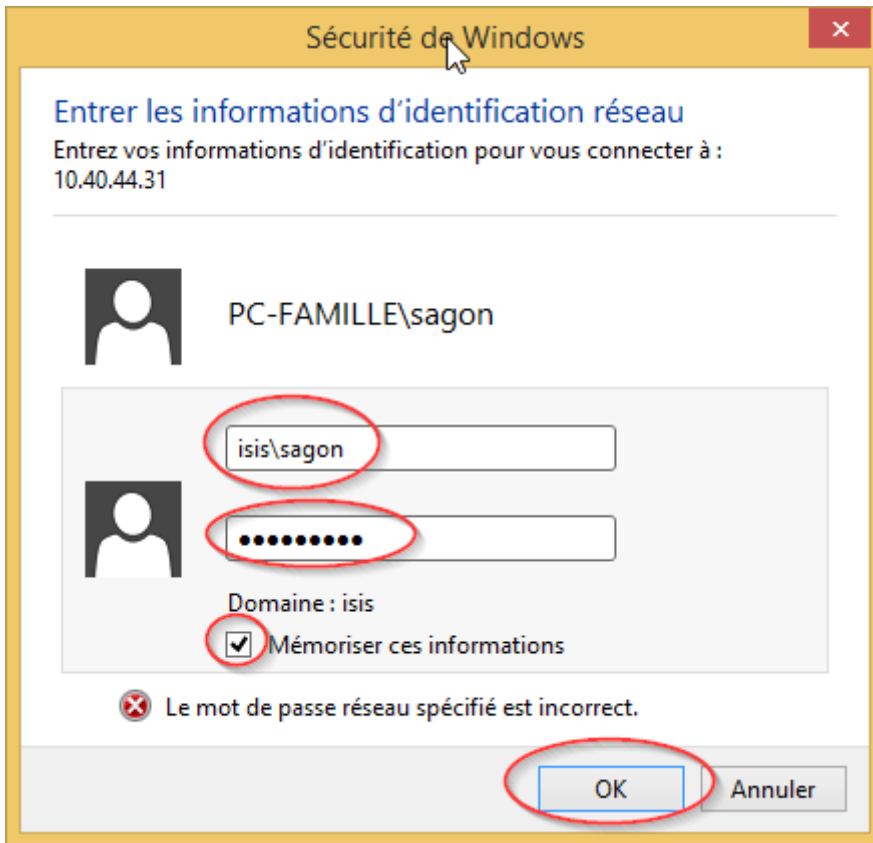
1. Ouvrez l'Explorateur de fichiers à partir de la barre des tâches ou du menu Démarrer, ou appuyez sur la Touche de logo Windows + e.
2. Sélectionnez Ce PC dans le volet de gauche. Puis, dans l'onglet Ordinateur, sélectionnez Connecter un lecteur réseau



Sélection du disque et du nom du partage:



Saisie de vos identifiants ISIS:



### Connection refused after successful login

**NB**, this originates from <sup>13) 14) 15)</sup>

If you still get **connection refused** messages and you are sure your ISIs credentials are right, the IP address your computer got could have been blacklisted **in the last 15 minutes** on the NAS side because of too many SMB NTLM authentication failures.

Here how to find out if you are impacted:

1. find out your current IP address:
  1. Windows: Start → PowerShell → ipconfig → IPv4 Address
  2. Mac: Applications → Terminal → ifconfig | grep -e "inet "
  3. Linux: Applications → Terminal → ip addr show | grep -e "inet "
2. check if your IP is listed in the last-unblocked-IP on <https://luninasadm1.unige.ch/nas-smb-barred-clients-list.txt>



IPs are automatically unblocked every 15 minutes, to avoid continuous blocking please check your Windows Credential Manager for old-and-no-more-valid passwords (cf. <https://support.microsoft.com/en-us/windows/accessing-credential-manager-1b5c916a-6a16-889f-8581-fc16e8165ac0>)!

### How to manage SMB ACLs (AKA permissions)

**NB**, part of the following instructions come from <sup>16) 17) 18)</sup>.

You need at least **2 AD groups** for an SMB share to be created:

1. an **admin** one to manage the ACLs (AKA permissions)  
⇒ full control at the first level (thus `\\${SERVER}\${SHARE}\`), with inheritance enabled
2. a **pass-through** one to be able to mount/connect the share  
⇒ list the first level content only (thus no inheritance)

These 2 groups will then be used to set the ACLs of the share itself (thus the mount point), ACLs that must be modified via the administrative interface only.

Once the share has been created, you must set the ACLs at least for the 1st-level content, directly from Windows:

- if you are a **Correspondant Informatique**, please check the internal documentation “Affectation des droits” paragraph in the “Gestion des postes de travail avec l'Active Directory (AD)” guide available on [Plone](#).
- if you are a **end-user**, please check the external documentation at [https://wiki.samba.org/index.php/Setting\\_up\\_a\\_Share\\_Using\\_Windows\\_ACLs#Setting\\_ACLs\\_on\\_a\\_Folder](https://wiki.samba.org/index.php/Setting_up_a_Share_Using_Windows_ACLs#Setting_ACLs_on_a_Folder) or <https://docs.netapp.com/us-en/ontap/smb-admin/configure-ntfs-windows-security-tab-task.html>.



If you simply want to **check** the existing ACLs from a Linux machine, you can do it via `smbcacls` (usually shipped by the `smbclient` package)!

## How to manage an NFS share

**NB**, the following instructions come from

<<https://gitlab.unige.ch/prods/ies/recherche/hpc/issues/716>>

Nowadays most of the GNU/Linux distribution defaults to NFSv4, which is a big step forward and differs quite a lot from NFSv3 (cf. <http://www.citi.umich.edu/projects/nfsv4/>). One of the main advantages of NFSv4 is the ACLs support into the protocol itself (cf. <http://wiki.linux-nfs.org/wiki/index.php/ACLs>), ACLs that resemble very much the Windows ones.

The NASAC, being based on a Unix system, natively supports NFSv4 ACLs. Actually, given that it is connected to the UniGE's Active Directory, the NFSv4 ACLs are the same as the Windows ones.

Here the instructions to manage the NFSv4 ACLs for a share:

1. client mapping does not matter, knowing that when no local mapping is possible everything is `nobody:nobody` (cf. <https://www.thegeekdiary.com/nfsv4-mountpoint-shows-incorrect-ownerships-as-nobody-nobody-in-centos-rhel/>).

### ATTENTION :

- on RHEL 6.3+ NFS ID mapping is disabled by default, `_i.e._` `/sys/module/nfs/parameters/nfs4_disable_idmapping` is set to Y (cf. <https://access.redhat.com/articles/2252881>), thus numeric UIDs/GIDs are sent over the wire.
- NFSv4 ID mapping on clients is now managed by a separate process, `nfsidmap` (which

does not run as a daemon), thus you no more need rpm.idmapd . Nevertheless, they share the same configuration file, \_i.e.\_ /etc/idmapd.conf .

2. server mapping is mandatory, thus ask the NASAC administrator to map the needed users/groups via support-si .
3. please DO NOT USE chmod to set any POSIX permissions, given that this actually interacts with the NFS4 ACLs, setting the latter to reflect the POSIX permissions just set (cf. <http://wiki.linux-nfs.org/wiki/index.php/ACLs#Server> and [http://wiki.linux-nfs.org/wiki/index.php/ACLs#Strict\\_Mapping](http://wiki.linux-nfs.org/wiki/index.php/ACLs#Strict_Mapping) ).
4. it is thus not possible to combine both, POSIX permissions and NFS4 ACLs, but you can combine POSIX ownership and NFSv4 ACLs.
5. the NFSv4 ACLs order matters and try to avoid DENY ACLs, they are evaluated before ALLOW ones (cf. <https://docs.microsoft.com/en-us/windows/win32/secauthz/dacls-and-aces> and <https://docs.microsoft.com/en-us/windows/win32/secauthz/order-of-aces-in-a-dacl> ).
6. special care must be taken if the NFSv4 share is also available via CIFS, given that the NFSv4 ACLs are also the Windows ones and thus errors done on the CIFS share have an impact on the NFSv4 share as well.
7. posixuser:root is now able to access the NFSv4 share in read/write mode without any server modification ( \_i.e.\_ the NFSv3 rootsquash option is no more available).
8. the nfs4-acl-tools package (both .deb and .rpm) provides the nfs4\_[edit|get|set]facel programs to manage the NFSv4 ACLs (cf. their manpages, man 5 nfs4\_acl or <https://www.osc.edu/book/export/html/4523> for an overview).

1)  
[https://doc.eresearch.unige.ch/nasac-admin/nasac\\_administration?rev=1663845916#snapshot](https://doc.eresearch.unige.ch/nasac-admin/nasac_administration?rev=1663845916#snapshot)

2)  
<https://support-si.unige.ch/openentry.html?tid=INC000000304350>

3)  
<https://support-si.unige.ch/openentry.html?tid=WO000000225023>

4)  
<mid:storage/ZR0P278MB0090DB50F074081D2514138DD408A@ZR0P278MB0090.CHEP278.PROD.0  
UTLOOK.COM>

5)  
[https://gitlab.unige.ch/prods/ies/recherche/hpc/issues/900#note\\_32016](https://gitlab.unige.ch/prods/ies/recherche/hpc/issues/900#note_32016)

6)  
<https://gitlab.unige.ch/storage/tickets/-/issues/577>

7)  
<mid:storage/5f3de4ce-51d5-c95f-efe4-fab7aa3c5ef2@unige.ch>

8)  
<mid:storage/GV0P278MB0082B1F0968DAC3684909CE8C91EA@GV0P278MB0082.CHEP278.PROD.0  
UTLOOK.COM>

9)  
<https://support-si.unige.ch/openentry.html?tid=INC000000281029>

10)  
<https://support-si.unige.ch/openentry.html?tid=WO000000235256>

11)  
<mid:storage/de4cfeda-5154-a1dc-cc06-37ad98727cd3@unige.ch>

12)  
<https://superuser.com/questions/274640/list-network-shares-from-command-prompt#274641>

13)  
<https://gitlab.unige.ch/storage/tickets/-/issues/280>

14)  
<https://support-si.unige.ch/openentry.html?tid=WO000000207049>

15)  
<https://gitlab.unige.ch/storage/tickets/-/issues/442>

16)

<https://gitlab.unige.ch/storage/tickets/-/issues/432>

17)

<https://support-si.unige.ch/openentry.html?tid=INC000000312347>

18)

<https://support-si.unige.ch/openentry.html?tid=INC000000317940>

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Last update: **2025/06/11 12:27**

