CrashPlan Automatic Update and Policy Changes

Historically, IS&T has taken a conservative approach to CrashPlan updates, accepting and pushing out new versions only when required. For improved reliability, security, and performance, we are shifting to accepting and pushing out automatic updates more frequently starting in the Fall of 2019. These regular releases will be preceded by IS&T internal testing and community notifications.

Data retention policies were also reviewed, and the time data is kept for inactive or deactivated accounts has been extended.

Changes

Starting in the fall of 2019:

- Automatic updates will be pushed out to users as they are made available by the vendor, Code42.
- When a computer stops backing up to CrashPlan, the owner will now have one year (rather than 30 days) to restore the data before it is expired. After one year, both the data and the CrashPlan node record for that device will be deleted.
- For users that have left MIT, backup data will be removed 60 days after their Kerberos account deactivation.

Timeline

- Devices that stopped backing up more than a year ago and are running version 4.X will have their accounts and backup files deleted from the system on Monday January 6th.
- Devices on version 4.x that are connecting to the CrashPlan server will be pushed the automatic upgrade on November 19th.

Transition to More Frequent Automatic Updates

MIT community users are currently running many different versions of CrashPlan's client software, and some will require significant upgrades during the fall of 2019 to reach the most current version. The process of updating to the most current version will vary depending which version you're currently running.

1. If you're not sure what devices are associated with your MIT CrashPlan account, login to the management web portal to find out: https://cpmgmt.mit.edu:4285/.
2. Make sure CrashPlan is connecting to the server and backing up your device. If it is not connecting, you must upgrade manually.
3. If you don't already know, Find out what version of CrashPlan you have installed
4. What happens next depends on the version of CrashPlan you have installed:

<table>
<thead>
<tr>
<th>Version</th>
<th>What do I need to do?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.8.8</td>
<td>Nothing</td>
<td>You are already running the most current release.</td>
</tr>
<tr>
<td>5.x or higher</td>
<td>Nothing</td>
<td>If you do not manually update, your version of CrashPlan will automatically update to the most current release (6.8.8) when the update is pushed out to the MIT community.</td>
</tr>
<tr>
<td>Below 5.x, but above 4.3.x</td>
<td>IS&amp;T recommends manually updating to the most current version of Crashplan (see below) for the most reliable upgrade experience.</td>
<td></td>
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<tr>
<td></td>
<td>Your version of CrashPlan will automatically update to the most current version (6.8.8). You will be prompted to login to the CrashPlan console the next time it is started after the upgrade to 6.8.8 is complete. Do not be alarmed. This is due to the magnitude of the changes, and your backups will continue in the background even without login.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.3.x or below</th>
<th>IS&amp;T recommends manually updating to the most current version of Crashplan (see below) for the most reliable upgrade experience.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>If you do not manually update: Your version of CrashPlan will automatically update twice. Two updates are necessary as your version is far enough out of date it can't jump directly to the most current version (6.8.8), so an update to an interim release of 4.8 is required first.</td>
</tr>
<tr>
<td></td>
<td>You will be prompted to login to the CrashPlan console the next time it is started after the second upgrade to 6.8.8 is complete. Do not be alarmed. This is due to the magnitude of the changes, and your backups will continue in the background even without login.</td>
</tr>
</tbody>
</table>

## Upgrading Manually

Users can manually upgrade CrashPlan to the most current version now.

1. For devices with existing versions of the CrashPlan Code42 4.3 and below app, you **must** uninstall the old version of Crashplan first. All others continue to step 2.
   - Crashplan's Uninstall The Code42 App
2. Download the latest version from the IS&T Software Grid.
   - Result: The file containing the CrashPlan installer downloads as "Code42CrashPlan_6.8.8_platform-MIT.dmg".
3. Install Crashplan:
   - Mac: CrashPlan 6.8.x for macOS - Installation
   - Windows: CrashPlan 6.x for Windows - Installation
   - Linux: CrashPlan 6.8.8 for Linux - Installation

## See Also

- How do I tell what version of CrashPlan I have installed?
- Remove a Device from Your CrashPlan Account
- CrashPlan Landing Page
- CrashPlan Frequently Asked Questions (FAQ)