

CrashPlan (formerly Code42) is asking me for a server address and registration key

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CrashPlan and Code42 are the same application/service. Crashplan was renamed Code42 after it was sold, then renamed again back to CrashPlan after it was sold again. Which name you see in the product, filenames, or paths depends on what version you are using. For the purposes of this documentation, the names are used interchangeably and refer to the same product.

The new vendor website for Crashplan is: <https://www.crashplan.com/>

MIT distributes a customized installer for Code42 which normally handles the details of connecting to MIT's server. However, there can be situations where the MIT customizations do not work:

- This can happen if you are installing onto a computer that already had a prior installation of Code42
- This can happen if you run the installer straight from the zip file without extracting the files
- This can happen if you use a generic un-customized installer.
 - For example, the installers downloaded from <https://console.us2.crashplan.com/app/#/console/app-downloads> are not customized

Try our custom installers

Try to solve this using our customized installers from the IS&T Download page:

http://ist.mit.edu/software-hardware?type=All&platform=All&users=All&field_a_k_a_value=code42&recommended_only=All

Server address and registration key

If you still need to enter a server address and registration key:

- Radio button: New Account
- User Name: username@mit.edu
- Password: standard Kerberos/email password
- Registration key: [available here](#) (requires MIT certificate)
- CrashPlan Server address: <https://www.crashplan.com/login/#/login>
- If asked for a server address enter ***clients.us2.crashplan.com***