

# CrashPlan (Formerly Code42) Landing Page

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On Monday, May 15, computers at MIT that meet the vendor's system requirements and are running version 10.4.1 of the Code42 software will be automatically updated to CrashPlan version 11.

**This update requires macOS users** whose machines are not managed by IS&T to grant full-disk access to the CrashPlan application in order to continue backing up successfully. This is a one-time change. Instructions are provided in the Knowledge Base. See: [Enable Full Disk Access for MacOS Applications \(Including CrashPlan\)](#)

On this page:

[Overview](#)  
[How to Obtain, Install, Uninstall and Setup Code42 Account](#)  
[How to Use](#)  
[Troubleshooting](#)  
[See Also](#)  
[Have Questions or Still Need Help?](#)

## Overview

CrashPlan is a Cloud Backup Solution available to all MIT community members for laptop and desktop computers.

- [Crashplan \(Formerly Code42\) Frequently Asked Questions \(FAQ\)](#)

## How to Obtain, Install, Uninstall and Setup Code42 Account

- [Crashplan \(Formerly Code42\) for OS X and Windows 10](#)
- [Windows: Code42 8.6.x or later for Windows - Installation](#)
- [MacOS: Code42 8.6.x for macOS - Installation](#)
- [Linux: Code42 \(Formerly CrashPlan\) for Linux - Installation](#)
- [Crashplan's Uninstall the Code42 App](#)

## How to Use

- [How do I restore files backed up with CrashPlan via the web?](#)
- [How Often Should I Back Up My Computer?](#)

## Troubleshooting

- [Clear Code42 \(Formerly CrashPlan\) Cache](#)
- [Code42 hangs during registration.](#)
- [CrashPlan \(formerly Code42\) is asking me for a server address and registration key](#)
- [How do I tell if CrashPlan \(Formerly Code42\) is backing up my device?](#)
- [How do I tell what version of CrashPlan \(formerly Code42\) I have installed?](#)
- [How do you transfer a machine \(backups\) from one CrashPlan \(formerly Code42\) Code42 user to another user?](#)
- [How Can I Change How Often Crashplan \(formerly Code42\) Will Backup My Computer?](#)

## See Also

- [CrashPlan Support](#)

## Have Questions or Still Need Help?

- [Contact the IS&T Service Desk](#)



Additional escalation information for Help Staff can be found here: [\[CrashPlan \(Formerly Code42\) Recon\]](#).