

Jamf Pro - Installing and upgrading Crashplan (Formerly Code42)

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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/>

The latest supported version of CrashPlan is available for installation in Jamf Pro, and included by default on most DEP-enrolled machines. In this article we'll explain how to identify machines with outdated versions, how to upgrade them, how to install the latest version on clean machines using Jamf Pro.

Installing CrashPlan with Jamf Pro

The End User Computing (EUC) team maintains a policy to install the latest supported version of CrashPlan with a simple custom trigger. To use this in your site, follow these steps:

- Create a new policy,
- Set the scope and triggers as appropriate for your site,
- Scroll down to the Files and Processes payload and click Configure.
- In the Execute Command field, enter `sudo jamf policy -event crashplan`
- In the Maintenance payload, click Configure and make sure that the Update Inventory box is checked.

Identifying outdated installations

Using Jamf Pro, you can identify machines running outdated versions of CrashPlan using a Smart Group, or view all your machines' versions at a glance in your inventory display by using our Extension Attributes.

To add CrashPlan info to your primary inventory list, follow these steps:

- In Jamf Pro, click the gear icon in the top-right of the page.
- Scroll down to the "Computer Management - Management Framework" section.
- Click on Inventory Display, then click the Edit button in the lower-right corner.
- Under the Extension Attributes tab, check the box for "Crashplan Version". Additionally, you may want to check the boxes for CrashPlan's Last Backup, Status, and Username.
- Click Save.
- Now when you view your computer inventory, you will see a column with the CrashPlan version. You can sort and filter by this column as well.

To create a Smart Group to dynamically show all versions older than 6.8.8 (the latest as of September 2019), follow these steps:

- In Jamf Pro, click on Smart Groups in the side bar, and create a new smart group.
- Click on the Criteria section.
- Click the "Add" button on the right.
- Click "Show Advanced Criteria", then scroll down to choose "Crashplan Version".
- Set the Operator to "matches regex"
- In the Value field, paste this in:

```
(^[3-4])|(^6\.[0-7])|(^6\.8\.[0-7])
```

The result should look like this:



- Save your smart group.

You can now see the list of all outdated machines by clicking the View button, and use this group to target machines to be upgraded.

Contact

If you have any questions or need assistance, contact the End User Computing team at euc-help@mit.edu

Related articles

<https://kb.mit.edu/confluence/display/istcontrib/Jamf+Pro+Suite+Landing+Page>

<https://kb.mit.edu/confluence/display/istcontrib/Jamf+Pro+-+Extension+Attributes>

<https://kb.mit.edu/confluence/display/istcontrib/CrashPlan+Landing+Page>

<https://kb.mit.edu/confluence/display/istdraft/CrashPlan+Automatic+Update+and+Policy+Changes>

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