

How do you transfer a machine (backups) from one CrashPlan (formerly Code42) Code42 user to another user?

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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/>

Context

I have a user that left MIT who was backing up using Code42. A new user is now using that machine, and we need their files to get backed up on Code42. How do I do this?

Answer

1. Do a COMPLETE UNINSTALL of Code42. Follow Code42's instructions on a [COMPLETE uninstall](#)
2. Reinstall using the MIT packaged version from the [software download grid](#).
3. Once it's reinstalled, the new user would sign into Code42 under their MIT email address and Kerberos password.

See Also

- [CrashPlan \(Formerly Code42\) Landing Page](#)