

# Clear CrashPlan (Formerly Code42) Cache

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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/>

If Code42 seems to not be backing up files or repeatedly reporting *zero files to back up* you might try to manually clear the cache:

1. Stop the Code42 service.
2. Navigate to the cache directory for your operating system:
  - Windows 10, 8.1, 7, Vista, Server 2008, And Server 2012: C:\ProgramData\Code42\cache
  - Windows 10, per user install: C:\Users\Username\AppData\Local\Code42\cache
  - Windows XP And Server 2003: C:\Documents and Settings\All Users\Application Data\Code42\cache
  - OS X: /Library/Caches/Code42
  - Linux: /usr/local/Code42/cache
  - Solaris: /opt/sfw/Code42/cache
3. Delete all files and folders found within this folder.
4. Empty your computer's trash.
5. Start the Code42 service.



### OSX & Linux users

If you have to **kill** the service, you can just reboot after clearing the cache to restart the service, or you can search for the **init** file in `init.d` to issue a start.

## See Also

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