

Jamf - CrashPlan (formerly Code42) Backup not backing up all data

Q: Jamf - CrashPlan (formerly Code42) Backup not backing up all data



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/>

Answer

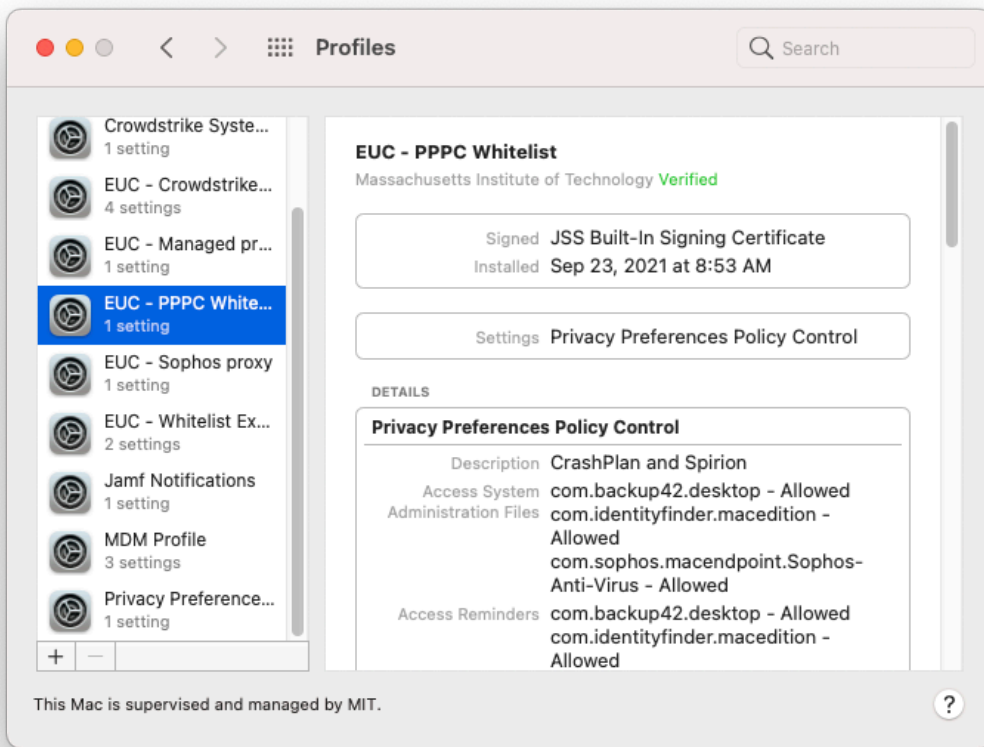
Proper backup of data using Code42 requires Full Disk Access for the app. This can be done in by manually enabling [Full Disk Access](#). Or if the computer is in [Jamf](#), then it will need to be in a [User Approved MDM state](#) in order for the proper permissions for Full Disk Access to be applied automatically.

MDM enrollments are user approved if:

1. The device is enrolled using the [Apple Device Enrollment Program \(DEP\)](#).
2. The enrollment is completed interactively, by the user on the device. Please follow these instructions for [enrolling a Mac via the enrollment URL](#).

Verify PPC

You can verify directly on a client Mac that it has received the proper Configuration Profile by checking under System Preferences->Profiles and looking for the profile named "EUC - PPC Whitelist"



You can also verify that the computer has received the profile by looking directly at the computer record in Jamf Pro.

Inventory Management History	
Encrypted	
Licensed Software 0 Matches	
Applications 140 Applications	
Fonts 356 Fonts	
Plug-ins 4 Plug-ins	
Profiles 10 Profiles	
Certificates 7 Certificates	
Package Receipts 158 Receipts	

Profiles	
NAME	IDENTIFIER
MDM Profile	00000000-0000-0000-A000-4A414D460003
Jamf Notifications	com.jamf.notifications.settings
Privacy Preferences Policy Control	com.jamfsoftware.tcc.management
EUC - Managed preferences	DC1295BC-0875-4741-A819-7DF9C3158087
EUC - PPPC Whitelist	d2597ec7-149f-424e-9c11-e279d1tc20ef
EUC - Whitelist Extensions	BD344A2C-2479-4385-90F9-7A29042E212D
CF - Test	F9AD659C-CAC8-4DE4-B5A6-58131C8D855E
Crowdstrike System Extension	6E77ED92-9DE4-45BD-AA0F-9870F84394F3
EUC - CrowdStrike Falcon	7E4B83A8-B727-49C4-975E-9C7FE59CA8CE
EUC - Sophos proxy	43F47589-04D3-4552-99A6-99B968FDA337

Verify User Approved MDM

You can also verify that the computer is in a User Approved MDM state by looking directly at the computer record in Jamf.

Computers

← Admin's iMac

Inventory

Management

History



General
Admin's iMac



Hardware
iMac Intel (Retina 4K, 21.5-Inch,
2019)



Operating System
Mac OS X 10.14.6



User and Location



Security



Purchasing

MDM Profile Expiration Date: 09/09/2023 at 9:21 AM

MDM Capability: Yes

Enrolled via Automated Device Enrollment: Yes

User Approved MDM: Yes

MDM Capable Users: mvong

Jamf Pro Computer ID: 9959

Asset Tag:

Bar Code 1:

Bar Code 2: