

# Crashplan (Formerly Code42) Frequently Asked Questions (FAQ)

## Crashplan (Formerly Code42) Frequently Asked Questions (FAQ)



**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/>

Code42 is the recommended backup solution for desktops and laptops. Code42 is cloud-based and is offered at no cost to members of the MIT community. This page details some of the most commonly asked questions about Code42. Additional information can be found in the [vendor knowledge base](#).

- Where can I get it?
- Who can use Code42?
- How much does it cost?
- Where can I find installation instructions for my operating system?
- Can I use Code42 to back up my server? Can I use it on a multi-user workstation?
- Does Code42 Encrypt the data to back up?
- How much data may I back up to Code42?
- Do I need to log in via Kerberos username and password?
- How do I initiate a backup?
- What if the backup is incomplete and I need to shut down or sleep my computer?
- My Code42 backups seem stuck. I only see a 99% backup, how can I fix this?
- What directories/files are backed up with Code42?
- Why are some options greyed out?
- What's the frequency of backups?
- How long does Code42 keep versions of my backups?
- How long are deleted files kept?
- What does it mean when Code42 says "CP will continue to run after I quit"?
- Should I adopt a machine?
- How can I cancel a Code42 account?
- How do I pause a Code42 backup or configure it to run them at a specific time?
- Code42 tells me some files could not be backed up. How can I find additional details?
- How do I backup multiple users sharing one machine? Example: I've got a number of machines that are shared with multiple users. Even though no one user "owns" the machine, I need to make sure they're being backed up with Code42.
- What happens when I leave MIT?
- Is Code42 available now?
- Can I restore my data without installing the Code42 client?
- Search the vendor knowledge base
- Contact Code42 Support
- How do I get my Code42 Application logs to send to Code42?
- How do you transfer a machine (backups) from one Code42 user to a new Code42 user?
- What are the three Code42 Reports and what do they each mean? Why am I not getting any?
- Code42 keeps sending me all these reports, but I don't understand them. What does "Selected" "Files" "Backup %" "Last Completed" and "Last Activity" mean?
- Why is my backup percentage so low in my reports? Am I not backed up? Why isn't my backup finishing?
- See Also

### Where can I get it?

- Code42 is available via the [IS&T Software download grid](#).

### Who can use Code42?

- Everyone in the MIT community can register for Code42 for their desktop and laptop computers.

## How much does it cost?

- Code42 is available free of charge to all MIT community members.

## Where can I find installation instructions for my operating system?

- 
- Code42 can be installed on Windows, Mac OS X and Linux
  - [Code42 for Windows 10 & Apple OS X Installation/Update Instructions](#)
  - [Code42 for Linux - Installation](#)

## Can I use Code42 to back up my server? Can I use it on a multi-user workstation?

- Code42 is not designed to be run on a servers or multi-user machines.
- With Code42 installed, any user on the system can download any other user's data. If privacy between users is a concern, do not use Code42.
- Tivoli Storage Manager ([TSM](#)) will continue to be available for backups on servers.

## Does Code42 Encrypt the data to back up?

- Yes, Code42 encrypts the data to be backed up. Code42 regards data security as the most important component of their backup services, that's why Code42 encrypts your backup files before any data is sent to your backup destination.

## How much data may I back up to Code42?

- You can backup up an unlimited amount of data for up to 5 devices / computers.

## Do I need to log in via Kerberos username and password?

- Yes. This is how our Code42 installation knows you are a member of the MIT Community. Your Kerberos Username and password are not stored within the Code42 software, on the server or the client and are not stored with your data in the cloud. The Code42 application passes authentication over to MIT's authentication servers to verify that your Kerberos Username and password combination are correct.

## How do I initiate a backup?

- Your first and subsequent backups are automatically started once you have installed Code42 on your computer.

## What if the backup is incomplete and I need to shut down or sleep my computer?

- Code42 will pause and resume as needed when you shut down your computer or when it goes off of the network.
- The backup will resume when you boot up or resume your computer.

## My Code42 backups seem stuck. I only see a 99% backup, how can I fix this?

We sometimes see problems with the "cache" that Code42 uses. See:

[Clear CrashPlan \(Formerly Code42\) Cache](#)

## What directories/files are backed up with Code42?

- By default, all "user" directories will be included in the backup. This includes /Users/yourUsername or \Users\yourUsername.
- Information on backing up other directories is available here: [Include and exclude files for backup from CrashPlan](#)
- Questions? Contact the [IS&T Help Desk](#).

## Why are some options greyed out?

- IS&T has done extensive testing of Code42 and has chosen the best options for our community, based on our experience and findings.
- For additional information or specific questions, contact the [IS&T Help Desk](#).


## What's the frequency of backups?

- Code42 backups up by default every 15 minutes.
- This is the recommended setting, however if you would like to make an adjustment, contact the [IS&T Help Desk](#).

## How long does Code42 keep versions of my backups?

The following information is adapted from the desktop application settings.

For one week, keep a version:	Every 15 minutes
After one week, keep a version:	Every day
After 90 days, keep a version:	Every week
After one year, keep a version:	Every month

 **Note:** There are a few exceptions:

- Deleted files are removed from Code42 backups after one month.
- If your machine stops backing up, backups are removed after one year.
- If your Kerberos account is deactivated, backups are deleted after 60 days.

## How long are deleted files kept?

All versions of a deleted file will be removed a month after it's been deleted from your device.

## What does it mean when Code42 says “CP will continue to run after I quit” ?

- What you're actually quitting is the Code42 client software management console.
- The Code42 program that does the backup is a service that will continue to run in the background, even when the software management console is closed.

## Should I adopt a machine?

- Adoption should only be performed in certain circumstances. Please contact the [IS&T Help Desk](#) to discuss whether or not adoption is necessary in your situation.
- You can also read about this via the Code42 Knowledge base  
<https://support.code42.com/hc/en-us/articles/14827668736279-Replace-your-device>

## How can I cancel a Code42 account?

- Send a written request to [IS&T Help Desk](#)

## How do I pause a Code42 backup or configure it to run them at a specific time?

- See [How do I pause a Code42 backup, configure it to run them at a specific time or stop backups all together?](#)

## Code42 tells me some files could not be backed up. How can I find additional details?

- See [How do I find out what files Code42 could not back up?](#)

## How do I backup multiple users sharing one machine? Example: I've got a number of machines that are shared with multiple users. Even though no one user "owns" the machine, I need to make sure they're being backed up with Code42.

- This is something the Help Desk can assist with. We can create a Code42 service account, one per department, for machines that no one owns. A Code42 service account uses a restricted Kerberos username. it can be used to backup as many devices (more than 4) as needed. Please contact the IS&T Help Desk to request a Code42 service account.

## What happens when I leave MIT?

- Unfortunately, functionality is not available for accessing a backup from a non-MIT individual Code42 account. Backups cannot be transferred from one account to another account. Your Code42 account is dependent on your Kerberos username. When your Kerberos username is deactivated, your Code42 account is also deactivated and the backup data is deleted after 60 days.

## Is Code42 available now?

Yes! Code42 became available to the MIT community in 2015.

## Can I restore my data without installing the Code42 client?

- Yes! You can restore up to 250MB through the Code42 [web interface](https://support.code42.com/hc/en-us/articles/14827615952663-Download-files-from-the-web). More info here: <https://support.code42.com/hc/en-us/articles/14827615952663-Download-files-from-the-web>

## Search the vendor knowledge base

- Visit the [vendor knowledge base](#)

## Contact Code42 Support

- [Contact vendor support](#)

## How do I get my Code42 Application logs to send to Code42?


- <http://kb.mit.edu/confluence/x/SZMwCQ>

## How do you transfer a machine (backups) from one Code42 user to a new Code42 user?

\*<http://kb.mit.edu/confluence/x/XJowCQ>

## What are the three Code42 Reports and what do they each mean? Why am I not getting any?

By default users are not set to receive Code42 Reports. To get them, open Code42 and go to **Settings > General** and next to "Email:" click on **Configure**. There you can turn on reports and set the time-frames you'd like them to cover.

 Some department admins may have configured reports for you, and you may or may not be able to edit them. If you have questions about report settings you are unable to change, consult your departmental IT staff.

- **Standard Weekly Report** - A general status report sent to you weekly about your backups and statistics related to them.
- **Code42 Alert Message** - Warning email sent when you have not backed up with a minimum time frame you've selected.
- **Code42 Critical Warning** - Warning email sent to you when you have not backed up your system for a longer period of time you've selected.

## **Code42 keeps sending me all these reports, but I don't understand them. What does "Selected" "Files" "Backup %" "Last Completed" and "Last Activity" mean?**

See: Code42's [What to do after receiving a backup alert](#)

## **Why is my backup percentage so low in my reports? Am I not backed up? Why isn't my backup finishing?**

Don't be fooled by low percentages. If a report runs while Code42 is performing a full file verification scan, your Backed Up % may display a low percentage. Your backup is still okay! The next time the report generates when the scan isn't taking place, the percentage will reflect the actual percentage complete.

## **See Also**

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