Why isn't Crashplan (Formerly Code42) backing up Apple Mail?

Why isn't CrashPlan backing up Apple Mail, Photos, and Contacts after upgrading to macOS 10.14 Mojave?

> ℹ️ **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/

Due to Apple's new privacy restrictions in macOS Mojave 10.14 for files and folders containing personal data, Code42 cannot back up some files from apps like Contacts, Photos, and Mail until you grant access to the Code42 app. Here's how:

1. Open Apple System Preferences.
2. Open Security & Privacy.
3. Select the Privacy tab.

   ℹ️ If privacy settings are locked:
   a. Click the lock icon in the lower-left corner.
   b. Enter your device password.
   c. Click Unlock.

4. In the left pane, select Full Disk Access.
5. In the right pane, click the + icon.
6. Navigate to Applications > Code42.
7. Click Open.
   The following message appears: "Code42" will not have full disk access until it is quit.
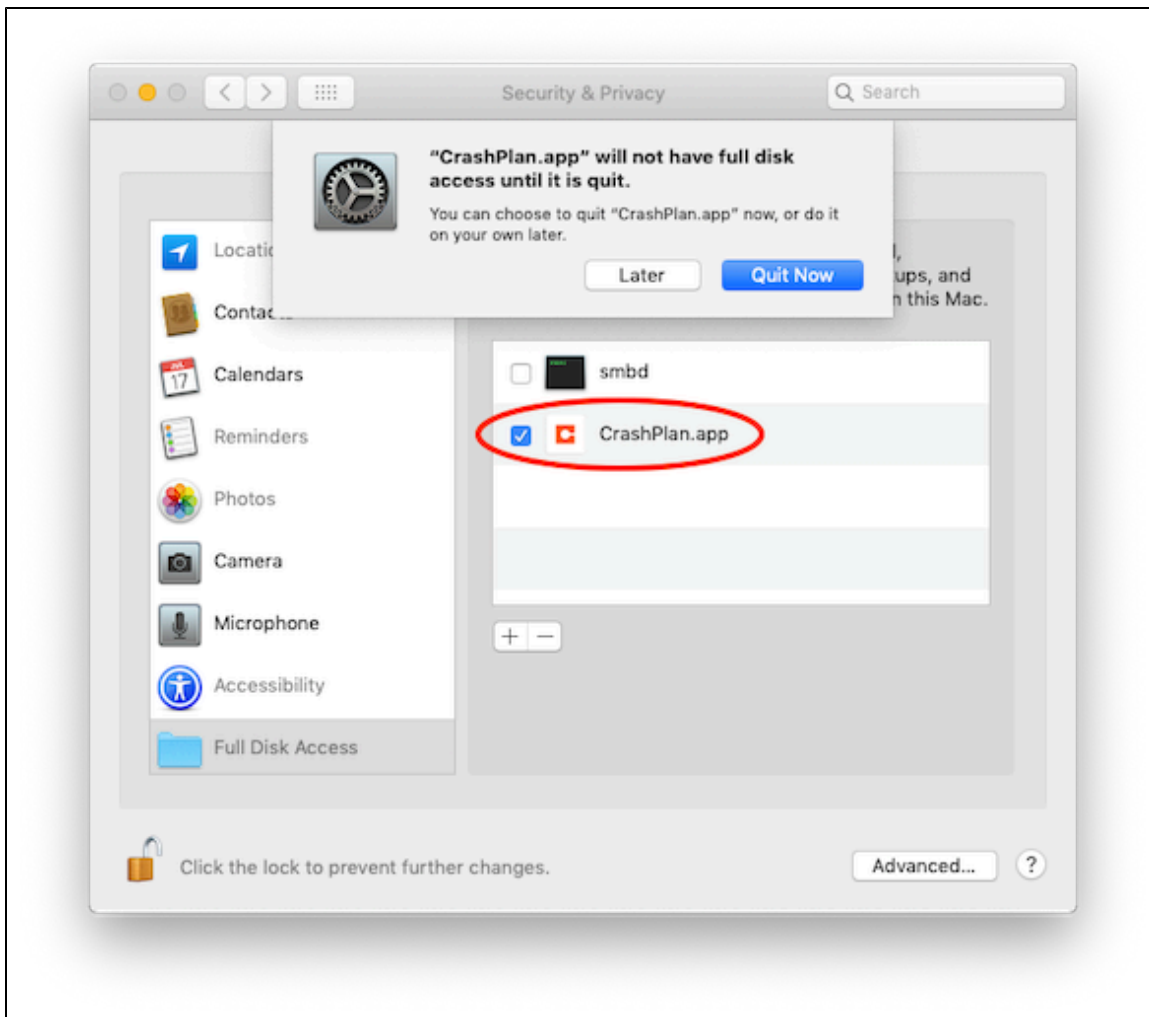
8. Click Quit Now.
9. Restart computer.

If you manage computers with Jamf Pro:

A configuration profile with this fix will be applied to managed systems starting on May 1st, 2019. If you would like to opt out please email epm-help@mit.edu.