How do I find out what files Crashplan (Formerly Code42) could not back up?

Q: How do I find out what files Crashplan (Formerly Code42) could not back up?

> **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/

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Context

- Code42 tells me that it is unable to backup some files. How can I find out what these file are?
- History tab does not tell me what specific files, just tells me the number of failed files

- The log to look for is called backup_files_log.
  Scroll to bottom (most recent) and Look for lines starting with a W - that means files did not backup.

Answer

From Code42 support page: https://support.code42.com/Administrator/6/Monitoring_and_managing/File_and_folder_hierarchy

Mac

Go to `/Library/Logs/CrashPlan`

Note: If you have not already done so, see: How to make your Library folder visible in the Finder in OS X 10.9 (Mavericks) or later

Windows Vista/7/8

Go to `C:\ProgramData\CrashPlan\log`

Linux

Go to `/usr/local/CrashPlan/log`

Solaris

Go to `/opt/sfw/Crashplan/log`

You can also check out: http://support.code42.com/CrashPlan/Latest/Troubleshooting/Unable_To_Back_Up_Files_Windows

CrashPlan Org Admin

If you are a CrashPlan Org Admin you can view these files through the Admin console, as long as the users machine is online. To do this, follow the instructions below.

1. Click on the **device name**.
2. On upper right, click the **gear** and select **Retrieve Logs**.
3. On upper left, change the drop down box to "Read backup_files_log".
4. Look for lines starting with a W - that means files did not backup.