

Code42 hangs during registration.

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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/>

Q: Code42 hangs during installation/registration. What should I do?

We have seen a few instances where Code42 hangs during registration when an old version of CrashPlan/Code42 is used during installation/registration.

To resolve this, you'll need to reinstall Code42 using the latest version from the [IS&T Software Grid](#)

Note: If Code42 still hangs during registration, you may need to do a [complete uninstall of Code42](#) (Contact the Service Desk if you need help with the complete uninstall.)

After you have done a complete uninstall of Code42, reinstall it using the latest version.

See Also

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