CrashPlan (Formerly Code42) Landing Page

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On Monday, May 15, computers at MIT that meet the vendor's system requirements and are running version 10.4.1 of the Code42 software will be automatically updated to CrashPlan version 11.

This update requires macOS users whose machines are not managed by IS&T to grant full-disk access to the CrashPlan application in order to continue backing up successfully. This is a one-time change. Instructions are provided in the Knowledge Base. See: Enable Full Disk Access for MacOS Applications (Including CrashPlan)

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Overview

CrashPlan is a Cloud Backup Solution available to all MIT community members for laptop and desktop computers.

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

How to Obtain, Install, Uninstall and Setup Code42 Account

- Crashplan (Formerly Code42) for OS X and Windows 10
- Windows: Code42 8.6.x or later for Windows - Installation
- MacOS: Code42 8.6.x for macOS - Installation
- Linux: Code42 (Formerly CrashPlan) for Linux - Installation
- Crashplan's Uninstall the Code42 App

How to Use

- How do I restore files backed up with CrashPlan via the web?
- How Often Should I Back Up My Computer?

Troubleshooting

- Clear Code42 (Formerly CrashPlan) Cache
- Code42 hangs during registration.
- CrashPlan (formerly Code42) is asking me for a server address and registration key
- How do I tell if CrashPlan (Formerly Code42) is backing up my device?
- How do I tell what version of CrashPlan (formerly Code42) I have installed?
- How do you transfer a machine (backups) from one CrashPlan (formerly Code42) Code42 user to another user?
- How Can I Change How Often Crashplan (formerly Code42) Will Backup My Computer?

See Also

- CrashPlan Support

Have Questions or Still Need Help?

- Contact the IS&T Service Desk



Additional escalation information for Help Staff can be found here: [CrashPlan (Formerly Code42) Recon].