# Code42 CrashPlan UT Backup

Please note that you should check whether you have Code42 (UTBackup) installed before you proceed. Navigate to the Section Below to check the status.

Download/Installation:

1. Check to see if you already have "Code42" installed (if your computer was set up by CNS IT, you should!) If you do – skip to *Code42 Agent Sign In*

   - Open a Finder window (the blue and white face icon on the far left of the dock). Select 'Go' from the menu bar (very top of the screen) and select "Applications"
   - Select 'View' from the menu bar (very top of the screen) and choose "as List" to scroll through an easy to read list of installed apps
   - Verify 'Code42' (or `CrashPlan` if you have an older version installed) is listed
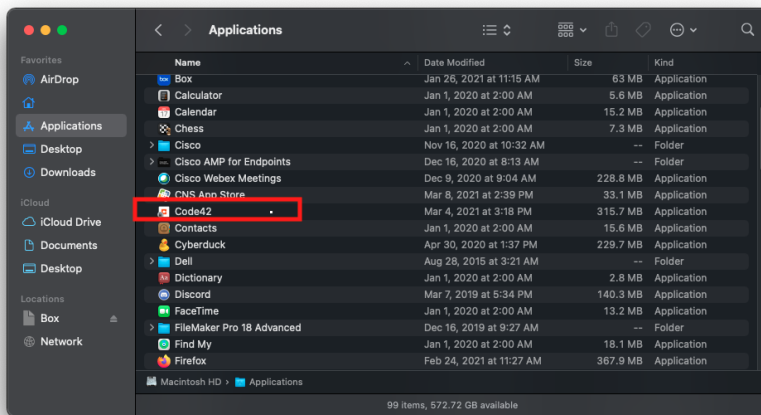

   - Open the Start Menu
   - Type `Code42` (or `CrashPlan` in case you have an older version installed)
   - If you see the application listed, it is already installed.
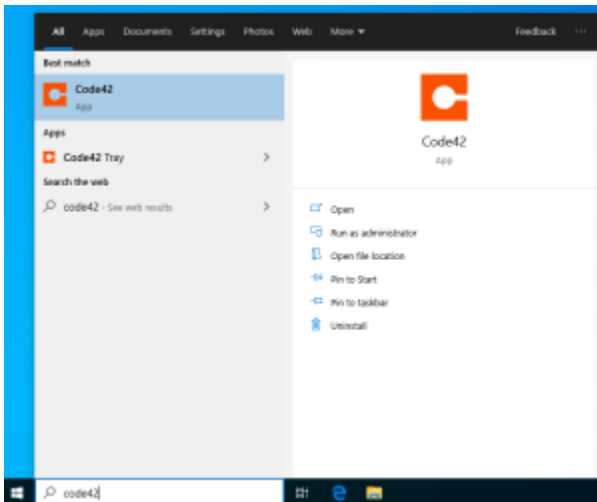
2. In a web browser, go to https://console.us2.crashplan.com and enter (EID)@eid.utexas.edu for the username where (EID) is your EID. Upon submission, you'll be redirected to a UT SSO login.

   a. If you receive this error, please email help@cns.utexas.edu your EID to request access
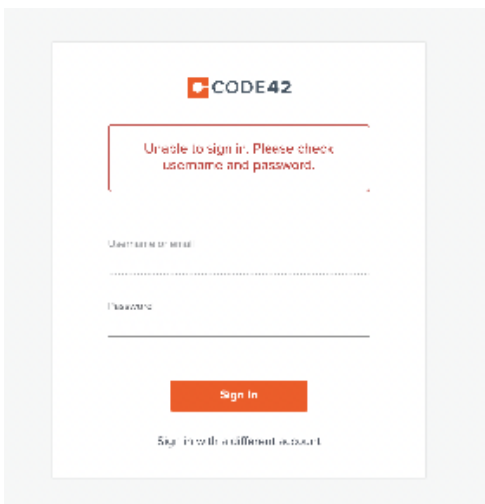
3. Click "App Downloads" in the left menu
4. Choose the appropriate installer for your OS.

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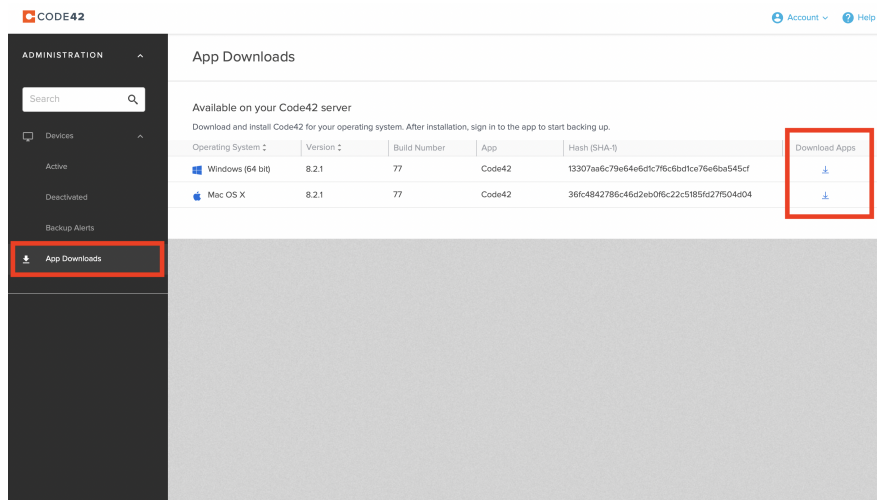
5. Run the installer from the downloads directory, or wherever the installer was saved.

> ⓘ **Important**
>
> You will need admin to install Code42, please reach out to help@cns.utexas.edu if you don't have admin access to your machine.

- - On Mac systems, open the .dmg file.
  - It appears as a drive on the desktop.
  - Open it.
6. Run the installer.
7. Follow the install prompts, providing administrator account credentials as necessary.

Code42 Agent Sign in:

1. Open Code42 either by searching in the start menu (for Windows) or in your Applications folder (for Mac).
2. In the username field, enter (EID)@eid.utexas.edu where (EID) is your EID. In the password field, enter your EID password.
3. The Server Address is: **clients.us2.crashplan.com**
4. If you receive an error at any point, please send a screenshot or the error text and your EID help@cns.utexas.edu

Configuration

1. Click the "**Manage Files**" button.
2. Select the user profile for backup by placing a check in the box next to it.
3. We recommend selecting the whole user folder then unchecking folders you don't want to backup
4. Click "Save".

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Restore

> ⓘ **Known Issues and Bugs**
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> Restores over 2 GB are cumbersome, unpredictable, and often fail via the web interface. Using the client to perform large restores is recommended.
>
> For Mac web restores (or if you did not select 'current permissions' on a client restore) --- you MUST apply the correct permissions after the restore completes to the files via chown/chmod or using the finder GUI (as always - contact help@cns.utexas.edu if you need assistance.

Small restores can be done via the Code42 website at https://console.us2.crashplan.com

Large restores (greater than 2 GB) should be done via the application

It is highly recommended that large restores be done while the system is connected via ethernet.
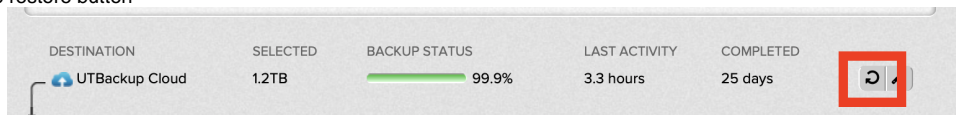
Application

1. Open Code 42, and provide EID credentials.
2. Click 'Restore Files'
3. Select the date you'd like to restore from using the 'As Of Today' date picker.
4. Place checks in the boxes next to the desired folders and files.
5. Click the 'Restore Files' button at the bottom right corner of the window.
6. Use the default options.
7. Click the 'Go' button.

The restore can take a while depending on a number of factors: the size of the files to be restored, the network connection type and quality, if the system sleeps/hibernates while the restore is running, etc.,.

If it is interrupted for any reason, the restore can be resumed, and it will continue where it left off.

Web

1. On Chrome, Safari, or Edge, go to https://console.us2.crashplan.com and sign in with the username (EID)@eid.utexas.edu where (EID) is your EID.
2. Find the **device** by click on the devices on the left.
3. Click the restore button

4. Place checks in the boxes next to the desired folders.
5. Click the "Restore" button.
6. A progress bar will appear in the bottom left corner of the screen, this is Code42 compressing the selected files (it will be a single .ZIP file).
7. IMPORTANT: Don't close the browser window
8. Click on the "Click here to download" button.

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ⓘ **View Backup Status**

View Backup Status/Force Backup

1. Sign in to Code42 (see *Code42 Agent Sign in* above)
2. Locate the backup status, if you wish to force a backup then select "Run backup now"