

# CrashPlan User Guide



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# Welcome to CrashPlan

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Congratulations. You no longer have to worry about losing the important documents of your life. You have a backup plan that is simple, smart, and secure. No more CDs to burn, no more anxious moments when one of life's little surprises happens. Now if someone steals your laptop, or your computer crashes, or natural disasters come calling, you know you can restore your files. The photographs and legal documents, that novel you are secretly writing, your projects from work—everything that you backed up using CrashPlan will come back to you.

## How CrashPlan Works

Unlike any other backup solution, with CrashPlan you can back up to any computer, your own or a friend's. After a few simple steps, you just press “Start backup” and then forget about it. Your data is stored in a secure place, you avoid monthly storage fees, and there are no limits on how much data you back up. Best of all, in case of disaster you can get all your files back within hours instead of weeks, when you restore locally.

## Key Features

Install CrashPlan on two computers and you can start backing up immediately. (You can also back up to the CrashPlan Central server for a fee.) No techie configuring is required. All your files are compressed and encrypted, ensuring your privacy. Bandwidth throttling keeps CrashPlan running quietly in the background, never slowing you down. If there's a problem with one of your backup destinations, you're alerted by e-mail. If a file is deleted accidentally, becomes corrupted, or worse—your hard drive fails—you can go back in time to the file version you want and restore it.

## Advantages of CrashPlan

- There are no recurring fees.
- CrashPlan is inexpensive—the basic version costs \$20; the Pro version costs \$60.
- With Guaranteed Restore™ we verify that all your data is still valid and can be restored.
- Backup and Restore are fast and efficient.
- CrashPlan won't slow your computer down.
- Real-time backup keeps your files protected as you work.
- If a backup is interrupted, it simply resumes again without starting over.
- File encryption protects your privacy.
- Cross platform allows you to back up to a Mac or a PC.
- Unlike other services, the cost doesn't increase if you have more to back up (unlimited backup).

## Differences between CrashPlan and CrashPlan Pro

CrashPlan is a lightweight version of CrashPlan Pro and is only available online. It's a low-cost (\$20), simple option that lacks many of the key features of CrashPlan Pro, including:

- **Versioning:** Using CrashPlan Pro, you can back up many versions of each file, if you choose to. You can go back to a specific day and time and restore that version of your file, even if it has changed many times since then. CrashPlan automatically saves the latest version once a day. So if you have more than one version on a given day, only the latest version will be backed up.
- **Real-time Backup:** CrashPlan Pro notes changes to files and backs up these files immediately (depending on your settings), often as soon as you make them. CrashPlan automatically notes the changes and backs up the changes once a day.
- **Updates:** CrashPlan Pro has unlimited updates for one year.

## Backup Primer

**If you are new to the backup world, read on for backup basics:**

- Descriptions of backup strategies with their advantages
- Definitions of backup terms

# Backup Strategies

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You never know when something will happen that you don't plan on. The best strategy is to have an on-site backup destination for fast Backup and Restore and an off-site backup destination for protection from local disasters. That way you are protected against the inevitable: after all, hardware eventually fails and things get lost or stolen, no matter how careful we are. It's good to have a backup plan that has all the bases covered.

You have two basic destination options, on-site and off-site.

**On-site** (local)—Backing up one computer to another computer in the same house or office. The computers are connected by a cable or wireless connection.

## **Advantages of on-site destinations:**

- Fast backup—much quicker than sending your files over the Internet, which can take weeks.
- Fast restore—much faster (in minutes instead of hours or days). Local backup is very handy when you need to recover from a computer crash.
- An on-site destination is always available.

**Off-site** (remote)—Backing up to a place or destination outside of your home—for example, to a friend's computer or a computer at your office.

## **Advantages of off-site destinations:**

- Protects files from local disasters, such as
  - Theft—thieves are likely to take all your computers and drives.
  - Natural disasters—lightning, fire, tornadoes, hurricanes, and floods.
  - Personal disasters—protects your files from the unexpected and freaky things that can happen at home or at the office, like your children throwing water balloons around in your computer room.
- Allows you to drive over for a quick restore if you back up to a close friend or a neighbor.
- Files are secure in a place you know and trust.

**NOTE:** If you live in a natural disaster zone (you know who you are!), **back up to a third destination that is off-site and physically far away.** Then if you are hit with a hurricane, flood, fire, or other disaster, you can retrieve your data from your friend who lives in another area of the country or the world.

## Another Reason to Back Up to Two or More Destinations

A backup destination has to be ON in order for you to restore your data. Few people leave their computers on 24 hours a day. If you are backing up to more than one destination, you are more likely to be able to restore when you need to.

## Terminology

For a quick review of some of the key terms used in this user's guide, read on.

<b>Backup (noun)</b>	Files that you have saved to another location as a safeguard against loss.
<b>Back up (verb)</b>	The process of saving your files to a different location so you can retrieve them if they are lost or corrupted on your computer.
<b>Backup destinations</b>	Pre-arranged locations where your files are sent to be saved and stored. Destinations could be other computers you own or use, friends' computers, or an external drive connected to a friend's computer.
<b>Backup sources (incoming backup)</b>	Those locations that send files to your computer to be saved and stored.
<b>Bandwidth</b>	The speed of your Internet connection. The more bandwidth you have available, the faster you can back up and restore your files.
<b>Compression</b>	The process of coding information into fewer bits so that it takes less space and speeds up transmission. CrashPlan compresses information before it is sent for backup, which increases speed and adds to security.
<b>Encryption</b>	<p>The process of changing your files (data) so that no one can read them or recognize what is in them.</p> <p>This process keeps your files private, guards against identify theft and, destroys viruses so they don't get shared between backup destinations.</p>
<b>Gigabyte (GB)</b>	<p>A gigabyte equals 1,073,741,824 bytes. A byte is a unit of storage capable of holding a single character on a computer.</p> <p>Kilobyte = 1,024 bytes</p> <p>Megabyte = 1,048,576 bytes</p> <p>The complete works of Shakespeare would take up about 5 megabytes of space on a computer.</p>
<b>Incremental backup</b>	The process of saving only the changes in files since the last backup.
<b>Real-time</b>	"As it happens; right now." The process of saving your files immediately after you create or change them, protecting you from loss that might occur if backups were delayed or scheduled at specific times.
<b>Restore</b>	Give back, return, rebuild, renew. This is the whole point of CrashPlan and is the process that you use to get back files you may have lost through human error, local or national disasters, or computer failure. Restore makes it possible for you to keep working on that important project, financial statement, or paper without having to start over or settle for a previously saved version that is incomplete.
<b>Guaranteed Restore™</b>	The process of verifying your backed-up files frequently to make sure they have not been corrupted. It ensures that the quality of your files remains intact and that what you restore is what you backed up. If CrashPlan finds an error, it recovers automatically or notifies you if there is a problem.

# Installing CrashPlan

Download CrashPlan for Mac or Windows at [www.crashplan.com/download.vtl](http://www.crashplan.com/download.vtl)

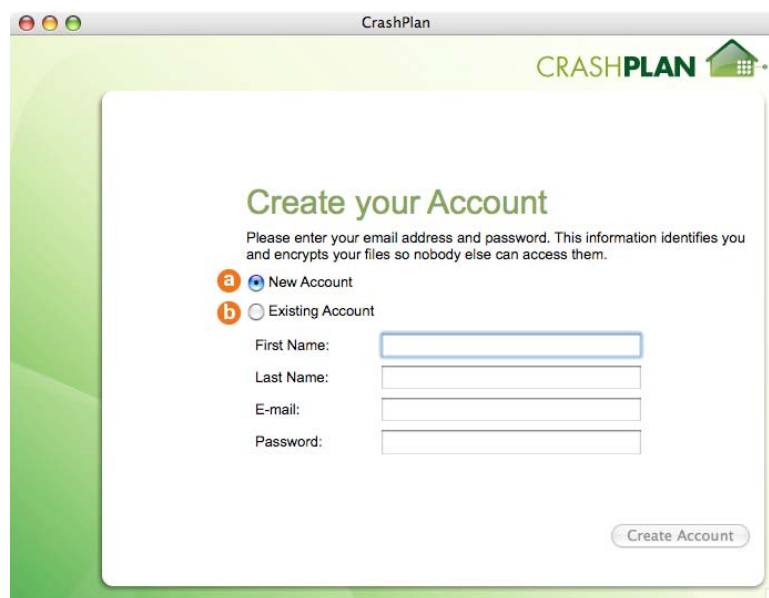
Before you download the CrashPlan application, make sure your computer meets the system requirements.

1. Choose the format of CrashPlan to download. (Mac, Windows or Linux)
2. To launch CrashPlan, double-click on the *crashplan.pkg* file on your desktop.
3. Click logo image in the window called *crashplan.dmg*.
4. The set-up assistant will guide you through the rest of the installation.

System Requirements		
<b>For a Mac:</b> Mac OS X 10.4 or higher 1 GB RAM 800 x 600 display 250 MB available disk space Internet Connection: DSL, Broadband, or better	<b>For Windows:</b> Windows Vista, XP, or 2000 Windows Server 2003, 2000 1 GB RAM 800 x 600 display 250 MB available disk space Internet Connection: DSL, Broadband, or better	<b>For Linux Beta:</b> 1 GB RAM 800 x 600 display 250 MB available disk space Internet Connection: DSL, Broadband, or better

## Setting Up Your Account

Fill in the boxes (see Fig. 1) to set up your account.



**Figure 1. Set Up Your Account**

Figure 1. Set Up Your Account	
<b>a – New Account</b>	Choose New Account because you are registering with CrashPlan for the first time.
<b>b – Existing Account</b>	Any time you return to this screen you are then considered an <i>existing account</i> , even if you install CrashPlan on a different computer, use the <i>existing account</i> option.

**Creating a Secure Password**

Your password should be at least six characters long and contain at least two numbers or symbols.

Examples:

sleepyDog23

iluv42

!ntegrity2007

Don't use names, words, dates, or your PIN for your cash card.

# Your First Backup in Less Than 5 Minutes

**Step 1. Open CrashPlan by clicking on the CrashPlan icon on your desktop.**

**Step 2. Select Files for Backup.**

CrashPlan automatically selects everything in your user account to be backed up. So unless you want only certain files to be backed up (see Fig. 3), you can move on to the next step. If you want to change the file selection, click *Change File Selection* (see **b** in Fig. 2).

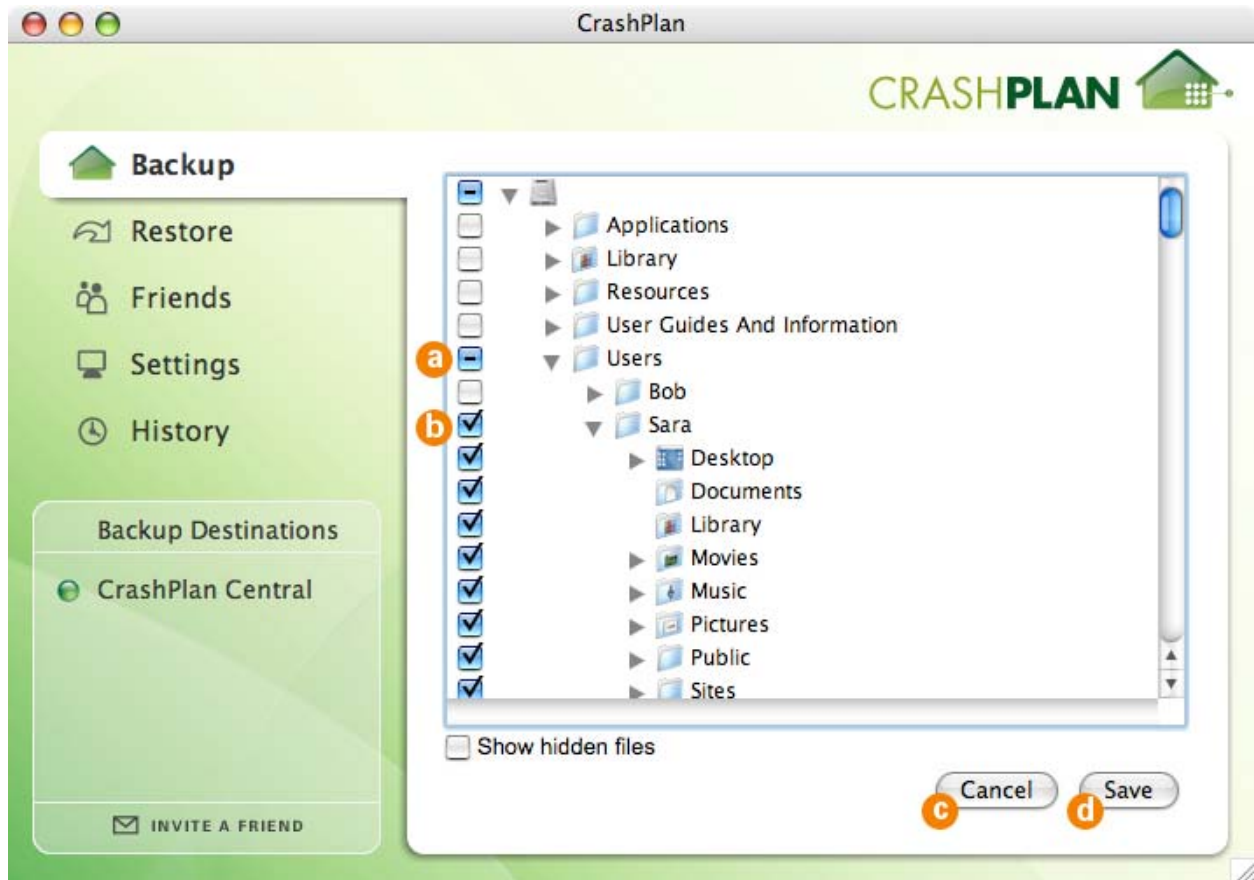


**Figure 2. Getting Started**

**Note:** Our advice is to back up almost everything. In case of disaster you will be glad you did.

Figure 2. Getting Started	
<b>a – Start Backup</b>	If you do not wish to change the default file selection, simply click <i>Start Backup</i> . This will start your 30-day free trial to CrashPlan Central.
<b>b – Change File Selection</b>	This will allow you to choose which files you wish to backup. Click on <i>Change File Selection</i> if you want to pick and choose which files to back up.

A list of your folders appears (see Fig. 3).



**Figure 3. List of Folders to Back Up**

Figure 3. List of Folders to Back Up	
<b>a – Minus Signs</b>	The <i>Minus</i> sign means that the folder is not backed up, however a subfolder within it IS. Because of that, it is being watched for changes to its subfolders.
<b>b – Boxes with Checks</b>	Click on the box to the left of any folder you want to back up. A check means this folder has been selected for backup.
<b>c – Cancel</b>	If you don't want to save your changes, click <i>Cancel</i> .
<b>d – Save</b>	Click <i>Save</i> when you are finished selecting folders you want backed up.

### Step 3. Back up to CrashPlan Central.

You can back up to CrashPlan Central for FREE for 30 days. This will give you time to see how CrashPlan works.

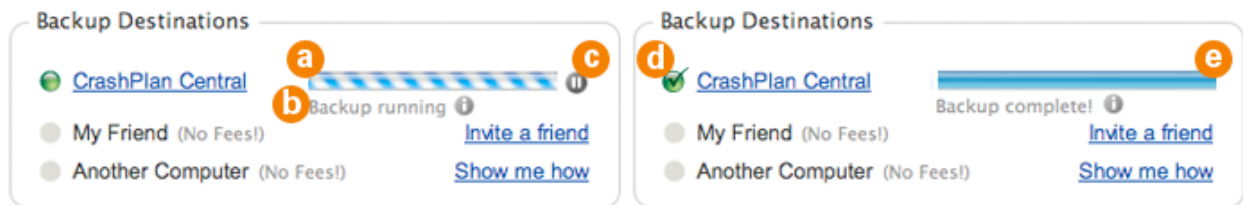
Go to the Backup Tab on the main menu. Under *Backup Destinations* (see Fig. 4 on the next page), click on *CrashPlan Central*.

Congratulations! You're done.

CrashPlan will immediately start backing up your files to CrashPlan Central.

You can use the 30-day trial period to set up other backup destinations. At the end of the trial, you will be notified by e-mail. At that time you have the option to sign up for a subscription to CrashPlan Central.

You can close the window, and your backup will keep running in the background. If you want to check on the status of your backup to CrashPlan Central, it will appear in the backup tab as shown below.



**Figure 4. Backup Status and Controls**

Figure 4. Backup Status and Controls	
<b>a – Progress Bar (Incomplete)</b>	This is what the progress bar will look like when a backup is in progress.
<b>b – Status of Backup</b>	This is the current status of your backup. There are various Responses that you might see such as Backup running, Waiting for connection, Next backup, Backup complete, etc.
<b>c – Pause/Play Button</b>	This small gray button at the end of the progress bar allows you to stop and resume backing up to CrashPlan Central.
<b>d – Green Circle with ✓</b>	This is the symbol to indicate a backup is complete.
<b>e – Progress Bar (Complete)</b>	This is what the progress bar will look like once a backup is complete or stopped for some reason.

### Resources:

[More information about CrashPlan Central](#)

[How long can I expect my first big backup to take?](#)

[How can I stop the service from running?](#)

# Backup Scenarios

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These are the common backup scenarios:

- Backing up to another computer you own or have access to
- Backing up to a computer of a friend, a family member, or a neighbor
- Being a data hero for others
- Backing up to CrashPlan Central, our online destination

Find the scenario that fits your situation and follow the directions.

## Something to Consider

If you are backing up to a computer that is off-site (for example, at work) and you have many files to back up, you can speed up your first backup by bringing your home computer to your work so both computers are on-site. This results in faster upload speeds.

## Back up to Another Computer You Own or Have Access to

For example, you want to back up a computer in your home to another computer at home, or your computer at home to your office computer.

**Step 1.** Download and install CrashPlan on the second computer.

- Download CrashPlan for Mac, Windows, or Linux at [www.crashplan.com/download.vtl](http://www.crashplan.com/download.vtl)  
Before you download the CrashPlan application, make sure your second computer meets the [system requirements](#).
- To launch CrashPlan, double-click on the *crashplan.pkg* file on your desktop.
- Click logo image in the window called *crashplan.dmg*.

The set-up assistant will guide you through the rest of the installation.

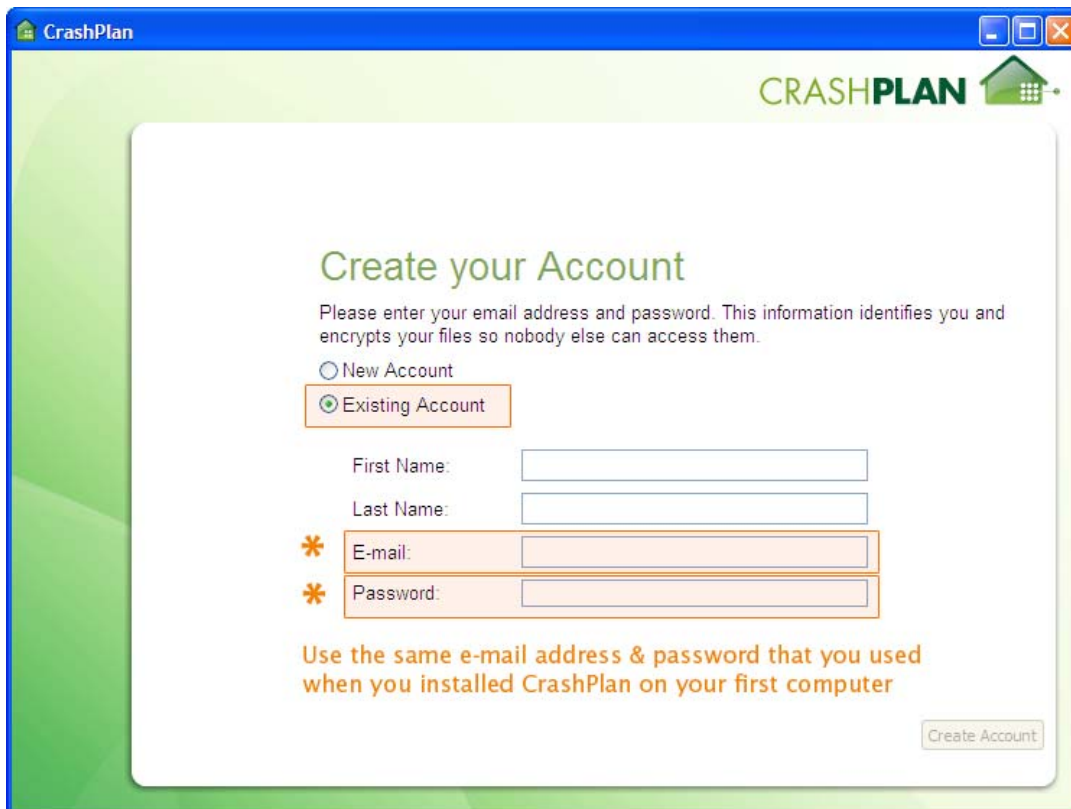
### Do I need to buy a license for my other computer or computers?

You need to purchase a license for **each computer you are backing up**. You can have as many backup destinations (places you are backing up TO) as you want at no charge.

**Step 2.** Set up your account.

### IMPORTANT!!!

Fill in the text input boxes (see Fig. 5) with the **same** e-mail address and password that you used when you installed CrashPlan on your first computer.



*Figure 5. Set Up Your Account for a Second Computer*

Figure 5. Set Up Your Account for a Second Computer	
<b>Existing Account</b>	Choose <i>Existing Account</i> this time, as you already set up an account for your first computer. This must be the same e-mail that you used when you installed CrashPlan on your first computer. This is the method the computers use to find each other.
<b>Names</b>	The names are variable. This can be used to differentiate between people. For example, a husband and wife can each use their own names.
<b>E-mail</b>	You must enter the <b>SAME</b> e-mail address used to create the original account.
<b>Password</b>	You must enter the <b>SAME</b> password used to log into the original account.

Now both of your computers will be available as backup destinations and will appear on your backup tab. In the example below (Fig. 6), this has enabled the “Home Mac” to locate and backup to the “Office PC” and vice versa.

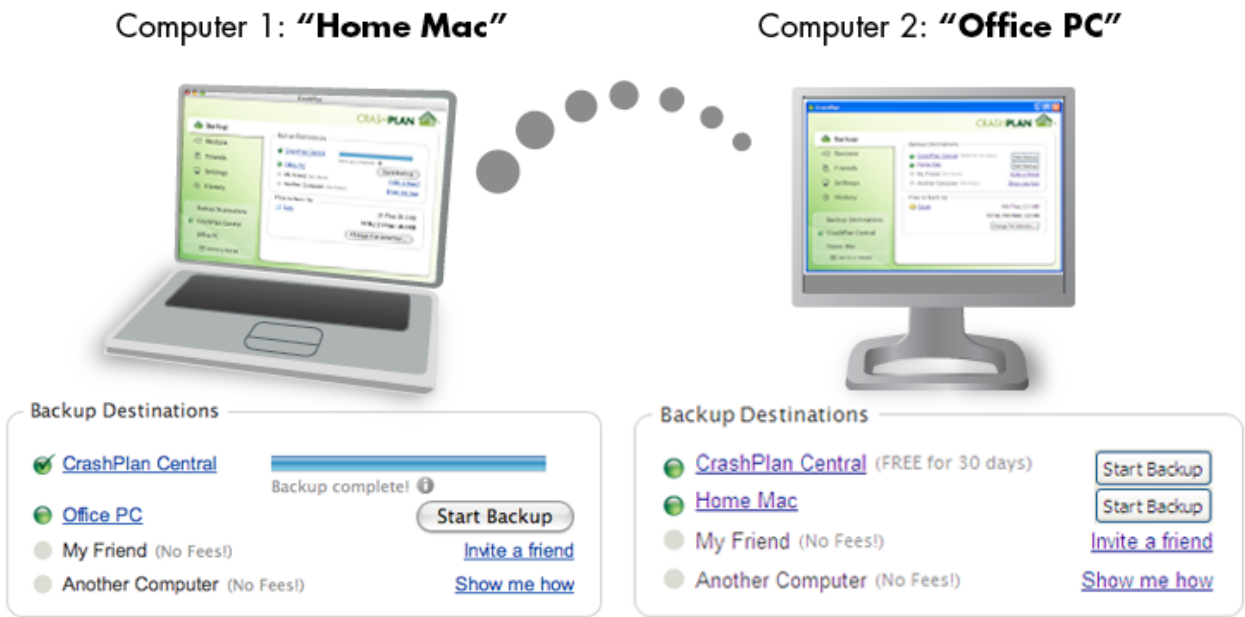


Figure 6. Backup Destinations

**Step 3.** On the backup tab of your first computer ( “Home Mac”), hit the *Start Backup* button next to the name of your second computer (“Office PC”).

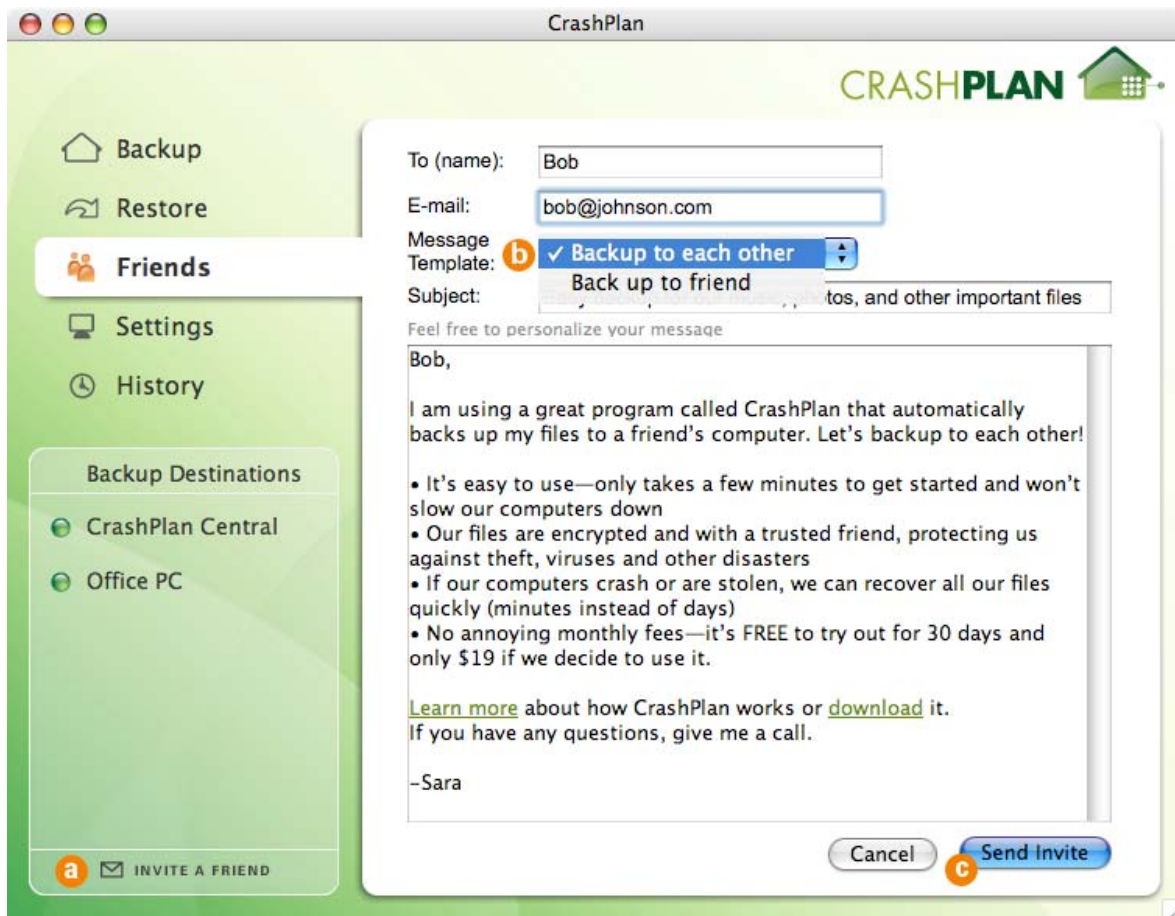
**Done!** Your computers are now backing up to each other.

Resources:  
[How do I change the name of my computers?](#)  
[What do I do if my computers don't connect?](#)

## Back up to a Computer of a Family Member, a Friend, or a Neighbor

**Step 1.** Click *INVITE A FRIEND* at bottom of the Backup Destination Panel (see *a* in Fig. 7).

**Step 2.** Fill in the information on the Friends tab for your friend or family member (see Fig. 7).



**Figure 7. Invite a Friend**

<b>Figure 4. Back Up to CrashPlan Central</b>	
<b>E-Mail</b>	Use the primary e-mail address of your friend. This is the method the computers use to find each other. If a Friend chooses to use a different e-mail than the one you invited, they will need to send you a new invitation using the e-mail they create their account with.
<b>a – Invite a Friend</b>	Use this to <i>Invite a Friend</i> to use the program.
<b>b – Message Template</b>	<p>You have two message template options to choose from: <i>Backup to each other</i> and <i>Back up to a friend</i>.</p> <p>When sending <i>Back up to each other</i>, you are inviting a friend to back up your files, and you will back up your friend's files</p> <p>When sending <i>Back up to a friend</i>, you are not offering to back up your friend's files (to be a backup destination). You are asking to store your files on your friend's computer.</p>
<b>c – Send/Cancel</b>	<p>Click <i>Send Invite</i> when your message is ready.</p> <p>Click <i>Cancel</i> if you want to redo your invitation or go back to the template.</p>

**Step 3.** Use the template as is or change the message of either template to make it more personal or add more explanation about CrashPlan. To change the text, just type in what you want the message to say (see **b** in Fig. 7).

**Step 4.** Click *Send Invite* when your message is ready (see Fig. 8) or click Cancel if you want to redo your invitation or go back to the template.

#### Free Version

**Question:** I was invited to be a backup destination, but I don't need to back up to anyone. I don't have to pay a fee to be a backup for my friend, do I?

**Answer:** No, there is no charge for someone to back up to you.

Here's what happens after you send the invitation:

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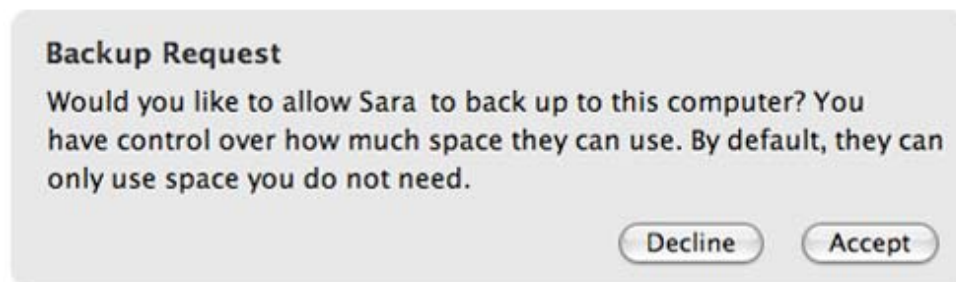
## Scenario One—Your friend or family member does not have CrashPlan yet.

Once your friend receives the e-mailed invitation to join CrashPlan, they will need to head to the website, download, and install the program.

**E-Mail Address:** Have your friend use the *same* e-mail address that you sent the invitation to when he or she sets up an account with CrashPlan. This will automatically connect you to each other.

*If your friend uses a different e-mail address to set up an account, you will need to re-send the invitation to the correct e-mail address.*

A message will appear in your friend's CrashPlan application, asking for permission for you to back up to his or her computer (see Fig. 8).



*Figure 8. Permission to Back Up*

If your friend accepts, you can start backing up to his computer.

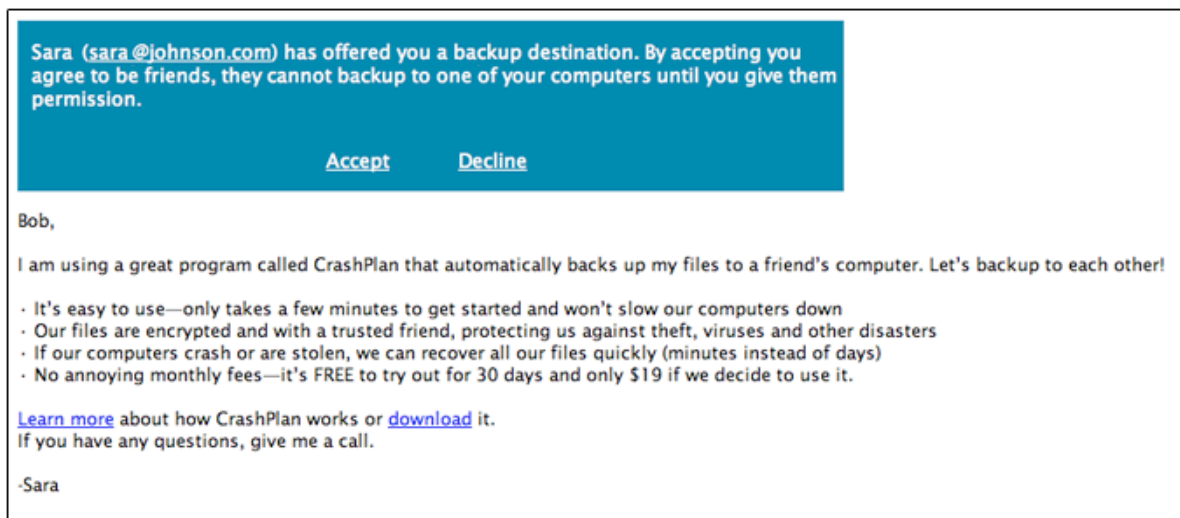
From your CrashPlan application, click the *Start backup* button next to your friend's computer name.

**Done! You are now backing up to your friend or family member.**

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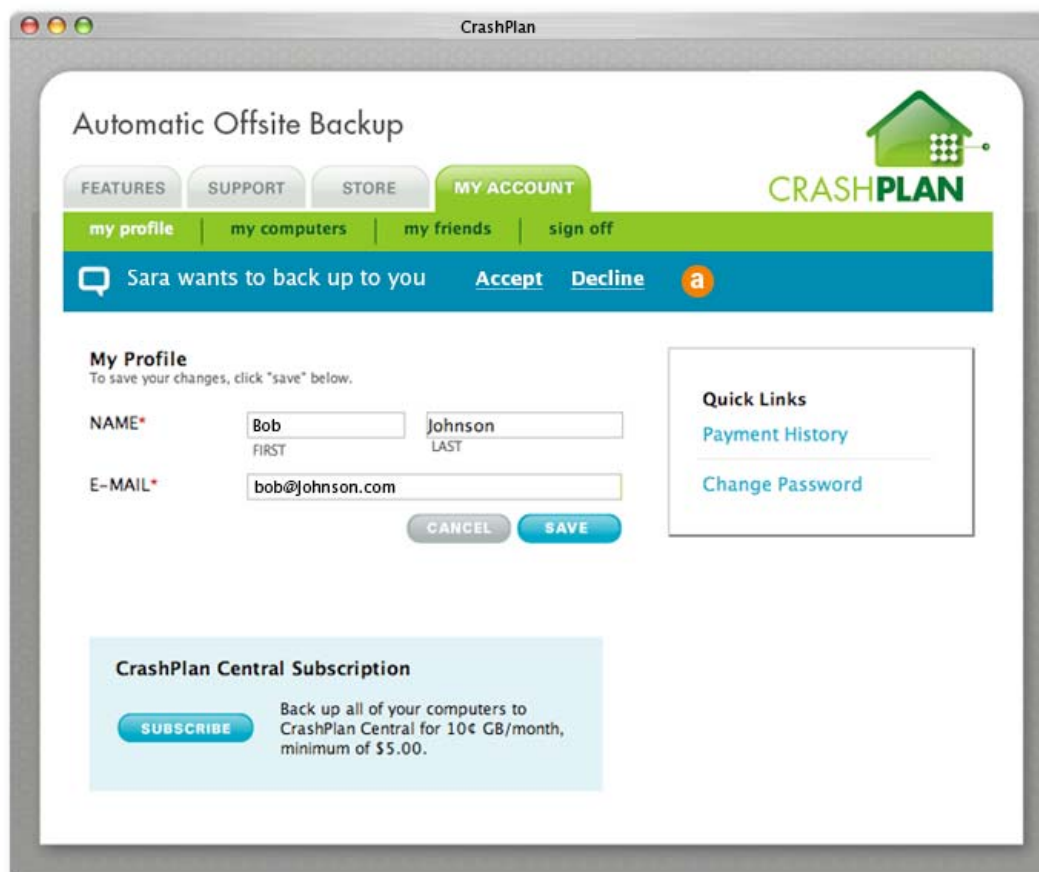
## Scenario two—Your friend or family member already has CrashPlan.

Your friend will receive this e-mail message (see Fig. 9).



*Figure 9. E-mail for Person who has CrashPlan*

Your friend can also go directly to the application or be invited through **My Account** on crashplan.com (see Fig. 10).



*Figure 10. Invitation on Crashplan.com*

When your friend accepts your invitation, you can click the *Start backup* button next to your friend's name.

Done!

**Note on storage space:** Your files take priority over friends' backup files. If space on a friend's computer is an issue (your friend does not have enough space to back up all your files), give your friend an external hard drive to attach to his computer, and have your friend designate the external drive as the location for your backup.

To limit your friends backup space or change where their backup is stored on your computer, go to the [Friends](#) tab.

## Resources:

[Can my friend see my files or file names?](#)

[Can I back up different folder sets to different destinations?](#)

[Can I change where incoming backups are stored?](#)

[What do my backup folder contents look like on my friend's computer?](#)

[If a friend is no longer backing up to me, do I need to delete his or her backup folder from my computer, or does CP do that automatically?](#)

### Be a Data Hero for Others

Are you the person friends and family members call when something goes wrong with their computers? If you have enough space on your computer, volunteer to be the backup destination for your family and friends, saving yourself some headaches and helping them avoid the calamities that can happen when they do not back up their files. By helping the less technically adept among your family and friends back up their important documents, you become a data hero, helping them do what they don't know how to do or wouldn't do for themselves.

Send your friends and family members an invitation to download and install CrashPlan. Be sure to give them a call and explain what CrashPlan will do for them.

## Back Up to CrashPlan Central

To back up to CrashPlan Central, click *Start backup* next to the CrashPlan Central destination on the *Backup* tab.

## About CrashPlan Central

Unlike CrashPlan Pro, CrashPlan Central is a **subscription service**. You pay a monthly fee to store your files in this secure location. You can back up your files to CrashPlan Central for a **30-day free trial period**. After the 30 days, you pay \$0.10 per gigabyte per month, with a minimum of \$5.00 per month.

CrashPlan Central takes the least effort to set up as a backup destination.

### ***Reasons you might want to choose CrashPlan Central as your backup destination:***

1. You don't have much to back up.
2. You don't have another computer to back up to off-site.
3. You don't want to ask anyone to be a backup destination for you.
4. You have no available space on your computer, so you feel uncomfortable asking a friend for backup space.
5. You want to be able to restore your backup without having to ask your friend to turn on his computer. CrashPlan Central is always available (24/7). When you need to restore a file, you know it will be ON.
6. You don't want to worry about having your files on someone else's computer, even though your files are encrypted.
7. You don't mind paying a monthly fee for using this secure location. You like the idea of your files being kept in an underground bank vault in the Midwest.

### ***Reasons you may not want to choose CrashPlan Central:***

1. Initial backup can take weeks to complete (depending on the size of your files), leaving your files vulnerable during that time. With CrashPlan, you have the option of backing up initially using a local connection, which is much faster.
2. If you lose all your files, it could take a while to restore them. A local backup destination offers you the option of driving over to the location to restore your data. However, CrashPlan Central will offer the option to ship your data to you, for an additional fee.
3. Even though your files are encrypted and secure, you may feel uncomfortable having your files "lumped in" with other people's files.

## Purchasing a Subscription to CrashPlan Central

You can sign up for CrashPlan Central from the [CrashPlan Website](#) or in the application.



**Figure 11. Signing up for CrashPlan Central**

From the CrashPlan application:

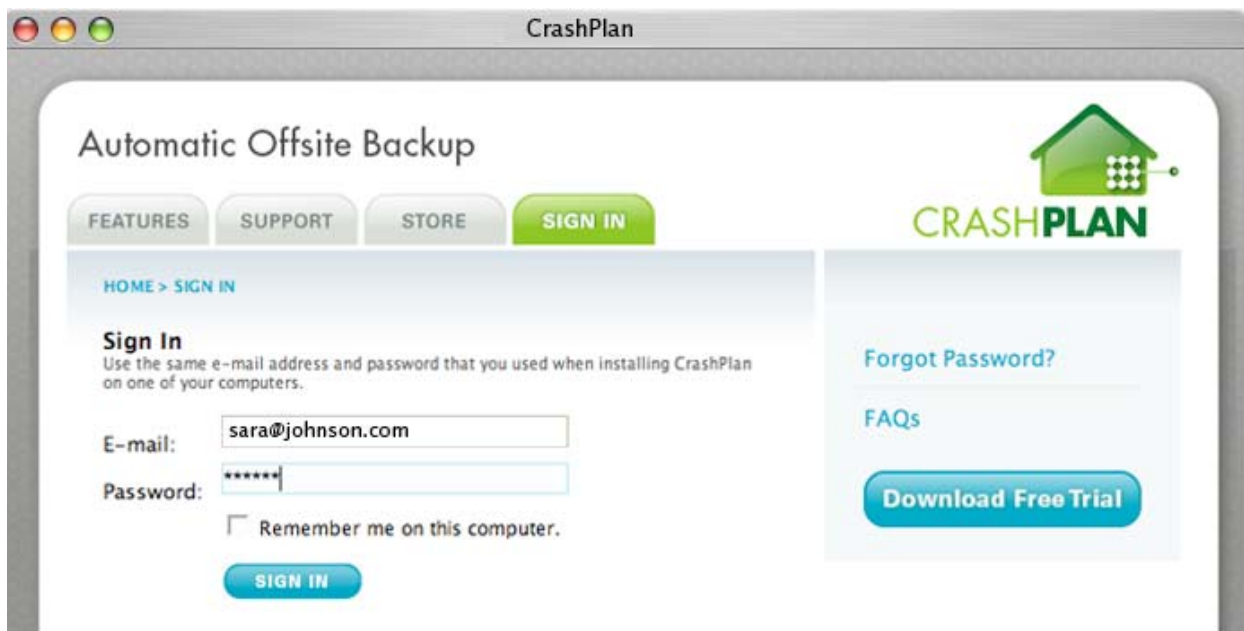
**Step 1.** On the *Backup* tab under *Backup Destinations*, select CrashPlan Central (see **a** above)

**Step 2.** Click on the *Manage Subscription...* link next to Crash Plan Central (see **b** above).

Or from the CrashPlan Website.

**Step 1.** Go to the [CrashPlan Website](#).

**Step 2.** Choose the *Sign in* tab across the top (Fig. 12 below).

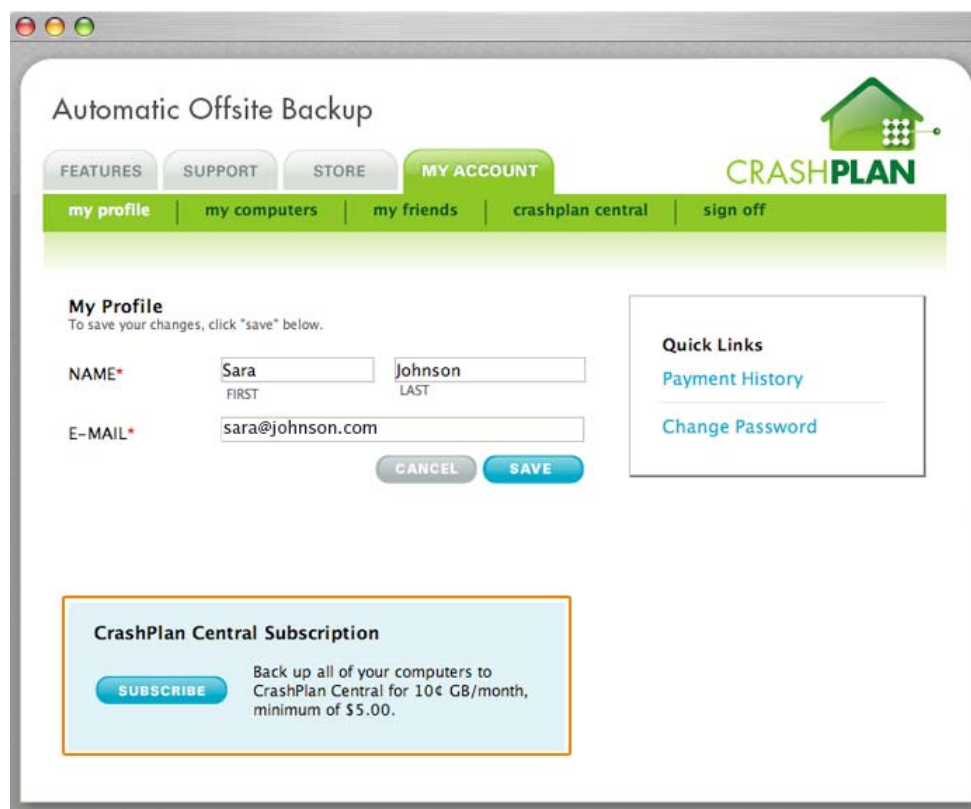


**Figure 12. Sign In for CrashPlan Central**

**Step 3.** Enter your e-mail address and password. E-mail and password should be the same ones you used when you set up your account for CrashPlan.

**Step 4:** Click *Sign In*.

**Step 5.** Click the *Subscribe* button under your profile information (see indicated box in Fig. 13).



**Figure 13. Subscribe to CrashPlan Central**

**Step 6.** Confirm that you want to purchase a CrashPlan Central subscription.

**Step 7.** Choose the *Yes* option.

**Step 8.** Click on the *Continue* button. You will also have the option to purchase hard drives.

**Step 9.** Enter payment information.

**Step 10.** Click on *Continue*.

**Done! You now have a subscription to CrashPlan Central!**

**Resources:**

[When is my billing period for CrashPlan Central?](#)

[Am I charged for the average GB backed up over the month or just for GB stored at the end of the cycle?](#)

[Do I have to get a separate CrashPlan Central subscription for each computer I use?](#)

[How do I cancel my CrashPlan Central subscription?](#)

[If I discontinue backup, what will you do with my data?](#)

# Restore

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You need to restore a file. Perhaps you accidentally deleted a file just as you were finishing it. Maybe your laptop was stolen off the front seat of your Jeep or your computer's hard drive went up in smoke (OK, not literally, but it might as well have). Or maybe you are at work and you need a file from your home computer. Whatever your circumstances, you're ready to restore.

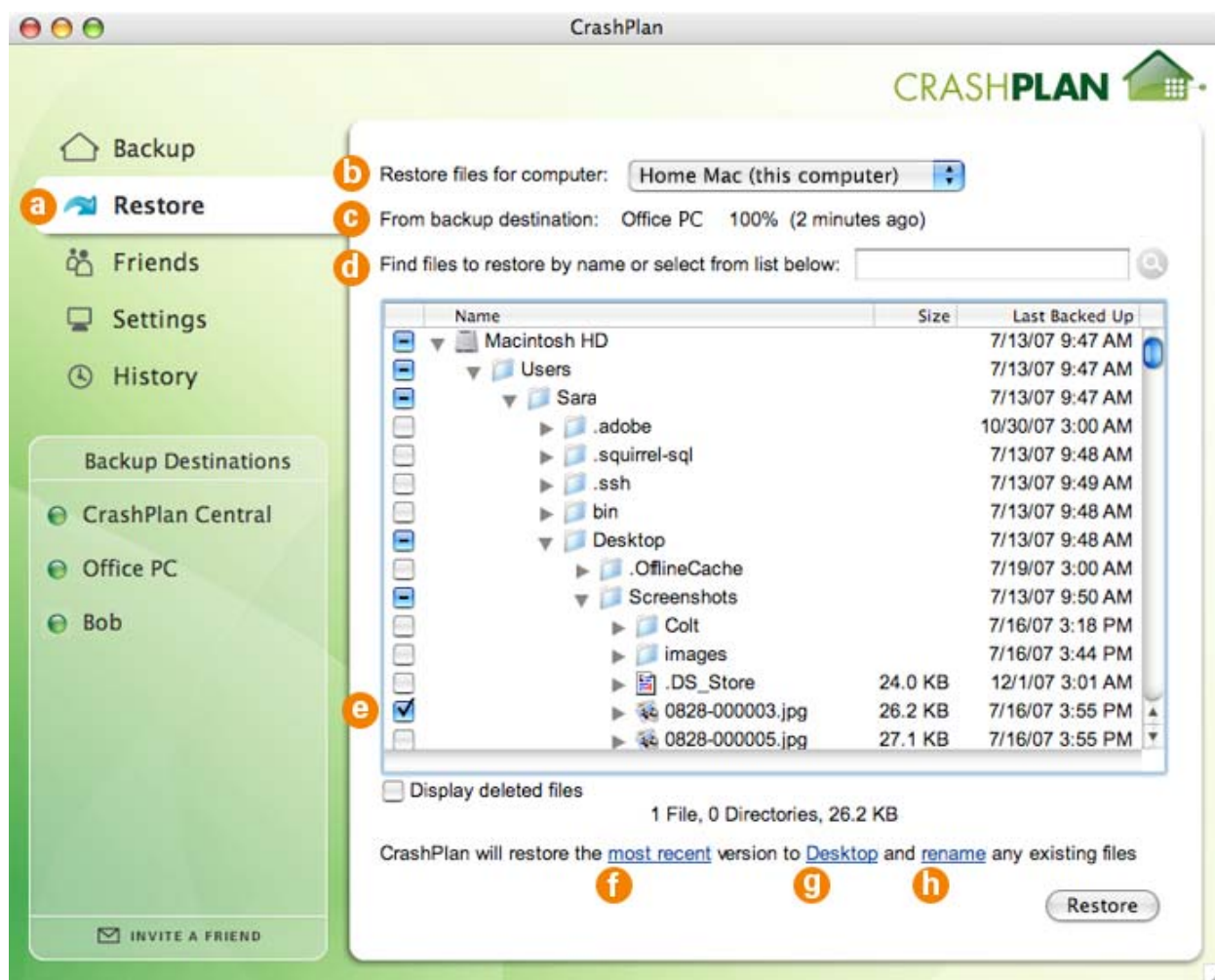
Restore is the reason you back up your files in the first place. When you lose a file, you can get that file back (restore it) because a copy of the file has been saved somewhere else. You literally bring the missing file back to life.

## **Guaranteed Restore™**

Unlike hard drives, DVDs, CDs, or tapes that are often used for backup, with CrashPlan you know your files can be restored; it's guaranteed. Here's how it happens: Each night CrashPlan verifies that all your backup files can be restored, that they have not been changed or corrupted. If CrashPlan discovers an error, it recovers automatically or notifies you by e-mail if it cannot recover the file.

### **A little note...**

You need to have something actually backed up first before you can restore it. (We knew that!)



**Figure 14. Restore Panel**

Figure 14. Restore Panel	
<b>a – Restore Tab</b>	Use this is the tab to restore your files.
<b>b – Restore files for computer</b>	This dropdown menu allows the selection of which computers files to restore.
<b>c – From backup destination</b>	Allows the choice of which backup destination to restore from.
<b>d – Find files to restore by name</b>	Enables a search for a particular file name you wish to restore. Simply type in the file or folder name and click the magnifying glass to the right.
<b>e – Manual file selection</b>	Click on squares to select specific files to restore.
<b>f – Version choice</b>	You can choose the default “most recent” version of the file you wish to restore or you can request a file from a specific date and time, which is helpful if you have accidentally deleted a file (see Fig. 15 below).
<b>g – Restore location</b>	Decide where you want the files to be restored TO. You can send restored files to your desktop or they can be restored to their original location on your computer. This will give you the option to choose that location.
<b>h – Rename/Replace</b>	Decide whether you want existing files (files that are on your computer right now) to be renamed or replaced (overwritten) when restored.

## Your First Restore in Less Than 30 Seconds

What a relief to know you can get a file back quickly. Making a mistake is no longer a disaster. Take this typical scenario:

### Restore Scenario one: You're at work and need a file from home

You can restore files to your desktop from any other computer you own that's running CrashPlan. Here's how:

**Step 1.** Go to the Restore tab (see **a** in Fig. 14).

**Step 2.** Choose which computer's files you want to restore (see **b** in Fig. 14). If you are backing up two computers, both of them will be listed here. IE, Home.

**Step 3.** Choose your computer at Work from the Backup destination list (see **c** in Fig. 14).

**Step 4.** Find Files to restore (see **d** and **e** in Fig. 14).

**Step 5.** Retrieve your files from your desktop.

Your most recently backed up files will be restored to the desktop of the computer you are using (see Fig. 10). If your home computer is available (if it is turned ON), you can restore the files or folders you need.

### Restore Scenario two: You need to restore a past version of a file

CrashPlan Pro keeps infinite versions of your files for as long as you want them (forever is possible). If something happens to your file, you can go back to any version you need. Even if you deleted a file, you can go back in time to the date you want and restore it.

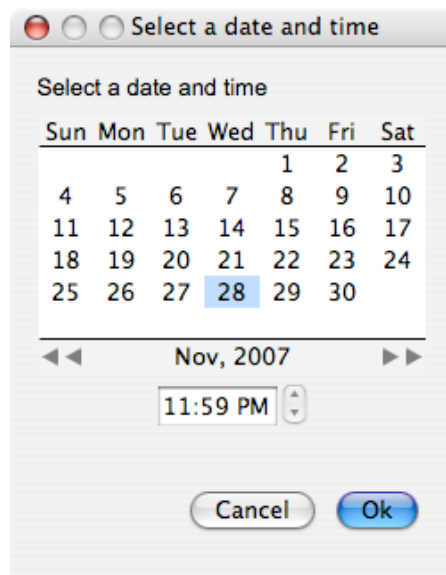
**Step 1.** Go to the Restore tab on the main menu (see **a** in Fig. 14),

**Step 2.** Choose which computer's files you want to restore (see **b** in Fig. 14). If you are backing up two computers, both of them will be listed here.

**Step 3:** Choose the backup destination that you want to use to restore your files (see **c** in Fig. 14).

**Step 4:** Find the files you want to restore (see **d** and **e** in Fig. 14).

**Step 5:** Indicate which version of the file you want to restore (see **f** in Fig. 14 and Fig. 15).



**Figure 15. Restore Panel**

You can choose to restore the latest file (most recent) to be backed up or you can request a file from a specific date and time, which is helpful if you have accidentally deleted a file (see Fig. 15).

**Step 6.** Decide where you want the files to be restored TO (see Fig. 16). You can send restored files to your desktop or they can be restored to their original location on your computer.



**Figure 16. Location of Restored Files**

**Step 7:** Decide whether you want existing files (files that are on your computer right now) to be renamed or replaced (overwritten) (see Fig. 16).

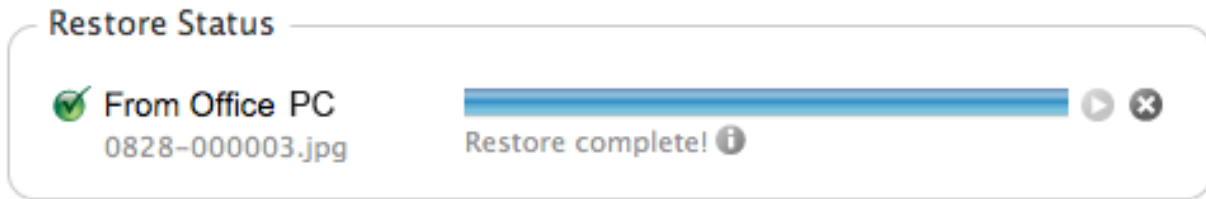
- **Renamed Option:** The original file is renamed. For example, you restore a file called *cat.doc* to your desktop, but you already have a file with that name on your desktop. The original file (the existing file) will be renamed to *original1.cat.doc* and the restored file will be *cat.doc*. CrashPlan will automatically rename your document for you.
- **Replaced (overwritten) Option:** The original file is replaced (overwritten). For example, *cat.doc* will be replaced by the restored version of that document.

**Note:** If you are not sure whether you want to rename or replace, choose renamed. You can always delete duplicate files later if you need to. Replaced (overwritten) is a good option when your files have been corrupted or infected with a virus. Be sure to close any programs that might still have those files open (Word, for example) before you make the change.

**Step 8:** Click *Restore* button (see Fig. 16).

## Restore Status

After you click on the *Restore* button, the status of your Restore appears (see Fig. 17).



**Figure 17. Restore Status**

When your files or folders have been restored, the status bar indicates that the restore is complete (see Fig. 17).

Go to your desktop or to the location you specified to find your restored files.

# Reference Guide

Each entry on the main menu is described in this section.

## Main Backup Screen--Explanation of Components

Click on destination names to find out more information about that destination.

### Backup

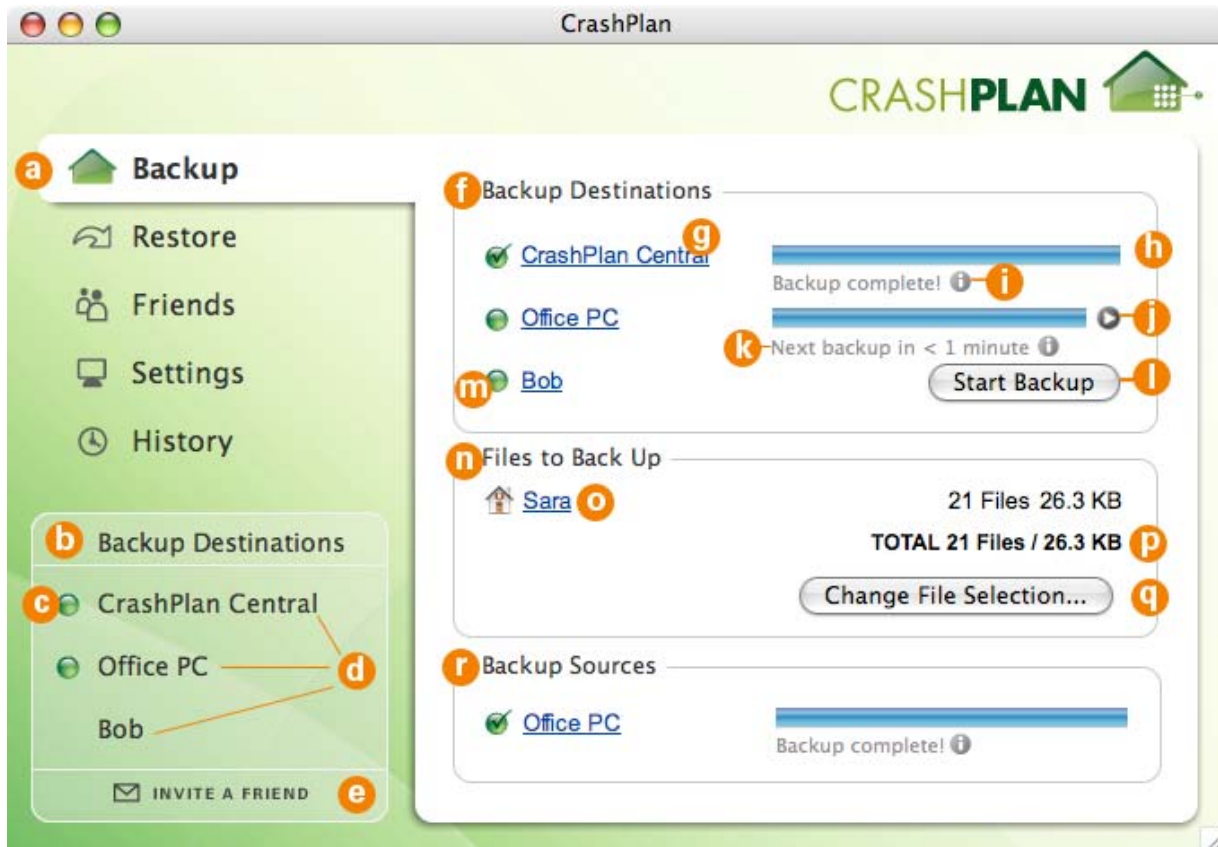


Figure 18. Main Backup Screen

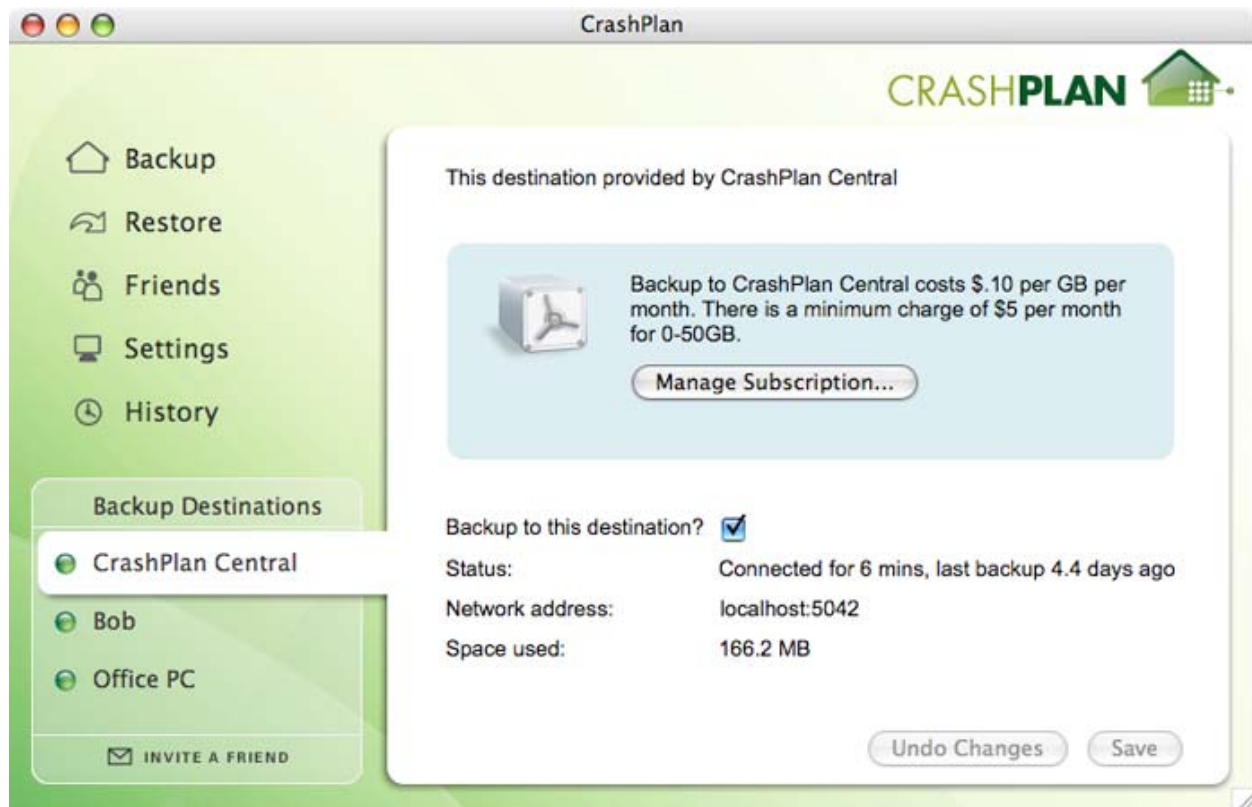
Figure 18. Main Backup Screen	
<b>a – Backup Tab</b>	The main tab of CrashPlan. Most general information you need can be found here or can be accessed through this interface page.
<b>b – Backup Destinations</b>	These are the people who have agreed to let you back up to their computers. They may or may not be active.
<b>c – CrashPlan Central</b>	You can navigate to the specifics on each of your backup destination by clicking in their name in either Panel of Backup Destinations.
<b>d – Friends</b>	These are your Friends or potential Backup Destinations. By clicking on any of them will take you to a more detailed page on your individual backup with them and it will also give you options and details on their backup to you.

<b>e – Invite A Friend</b>	Use this tool to Invite a Friend to be a backup destination for you, or for each other.
<b>f – Backup Destination Status</b>	Panel at the top is the list of active destinations. Progress bar shows current backup activity for each of the destination you are currently backing up to.
<b>g – Name of Backup Destinations</b>	To get details about one of your backup destinations, click on the name. This will take you to more specific information on your chosen destination.
<b>h – Backup Status Bar</b>	The progress bar shows current backup activity.
<b>i – Information</b>	This will provide detailed information on the status of the backup, how many files are left to backup, and how many files have already been completed.
<b>j – Pause/Play Button</b>	Use this tool to start and stop a backup.
<b>k – Progress Status</b>	Progress status information—indicates specifically what is happening (for example, waiting for connection, time to next backup, backup is complete).
<b>l – Start Backup</b>	Use the Start Backup button to begin backing up to a new destination.
<b>m – Status</b>	These symbols can represent connection and backup status. Please see Figure 18 for a complete list of meanings.
<b>n – Files to Back Up</b>	Files to Back Up controls the items to be included in your backup. You can select as many files or folders as you want.
<b>o – Folders to Backup</b>	Summary of folders and files you have selected for backup. If you are backing up two separate computers, they will both be listed here.
<b>p – Files/ Backup Size</b>	Number of files you are backing up. Size—Space requirements of your backup; how much room you will need on a backup destination for the files currently selected.
<b>q – Change File Selection</b>	This takes you to a file tree where you can change (add or delete) files for backup.
<b>r – Backup Sources</b>	Also known as incoming backup. All the computers that are backing up the computer you are on.

### Six Reasons to Back Up

1. Hard drives fail; software gets corrupted; systems crash. Equipment failure is the number one cause of lost computer files.
2. Oops! People make mistakes. We may not like to admit it, but our screw-ups are the second cause of lost files.
3. Viruses come to visit. These unwelcome guests are the third cause of lost files.
4. Unnatural disasters. According to the FBI, one in six laptops is stolen every year. 97% of them are never recovered. This is the fourth cause of lost files.
5. Natural disasters. Don't forget Mother Nature—lightning, floods, fires, tornadoes, earthquakes, tsunamis, hurricanes—she's a creative one.
6. Last are all the other things that can go wrong: power surges, faulty wiring, a pipe that bursts in your basement office—so many possibilities.

## Specific Backup Destinations



**Figure 19. CrashPlan Central Backup Destination**

Figure 19. CrashPlan Central Backup Destination	
<b>Backup Destinations</b>	This box in the bottom left of the screen (Fig. 19) allows you to configure each separate backup destination to your specifications.
<b>Manage Subscription</b>	You can subscribe to CrashPlan Central by clicking here.
<b>Backup to this destination?</b>	This allows you to choose whether or not to backup to a specific destination.
<b>Status</b>	Status will indicate connectivity.
<b>Space Used</b>	This number is used to calculate your CrashPlan monthly subscription fee. We measure your usage at the end of your billing month, charging you what you are currently using. For example, if you started out using 0GB, then grew to 70GB after 10 days, but shrunk to 40GB at 30 days, we'd charge you \$5 for the 40GB.

## Specific Backup Destinations

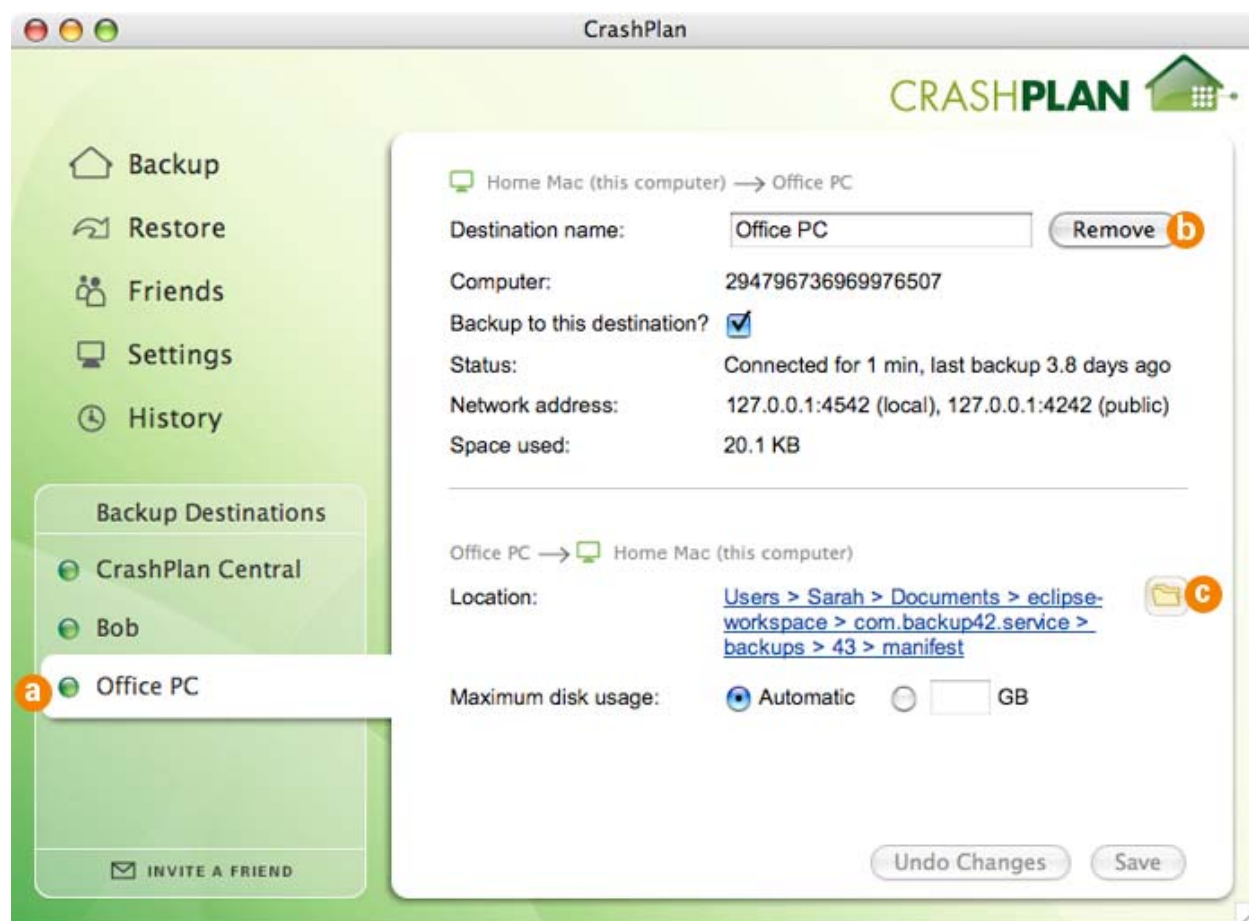
This screen summarizes the current details about the selected backup destination.



**Figure 20. Friend Backup Destinations**

Figure 20. Friend Backup Destinations	
<b>Destination Name</b>	Name of the backup destination. This can be changed to easily recognize destinations that may have a name you do not associate with your chosen destination.
<b>Backup to this destination?</b>	Check this box if you want to use this destination for backup. Uncheck if you currently do not want to use this backup destination. Keep in mind if you uncheck after completing your backup and save <b>you will</b> lose the data already transferred to the destination.
<b>Space allotted for me</b>	Automatic means there are no space restrictions placed on your backup at this destination. If space has been restricted, the amount allowed (number of GB) will show up here. <a href="#">What happens if I have more to back up than the space that is allotted to me?</a>
<b>Hide on backup tab?</b>	Check this box if you want to keep this destination from showing up on your backup destinations. Use this feature when you want to “declutter” your application.
<b>Status</b>	Lets you know if you are connected to this backup destination right now, and for how long.
<b>Space used</b>	This is the amount of space your backup is using on this destination.
<b>Last Backup</b>	This is when the last backup occurred.
<b>Undo Changes</b>	Use this button to set the features back the way there were (similar to cancel).
<b>Save</b>	Hit <i>Save</i> is you have made changes you wish to keep.

This screen summarizes what you would see when backing up to another one of your own computer, or another computer on the same user account.

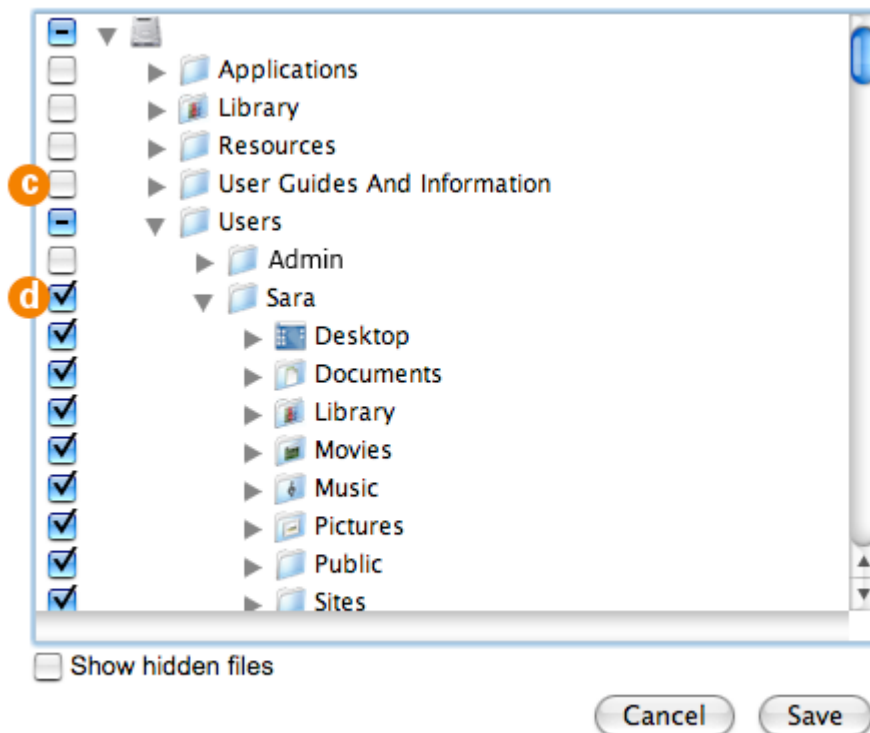


*Figure 21. Backing up to One of Your Own Computers*

Figure 21. Backing up to One of Your Own Computers	
<b>a – Backup Destination</b>	Specific destinations you can select for more detailed information.
<b>b – Remove</b>	Gives the option to delete this backup destination from your backup plan.
<b>c – Folder Icon</b>	By selecting this icon it will allow you to specify where the incoming backup should be stored on your computer. You can leave this in the default folder, choose another location on your hard drive, or choose to store it on an external drive connected to the computer.

## File Selection Screens

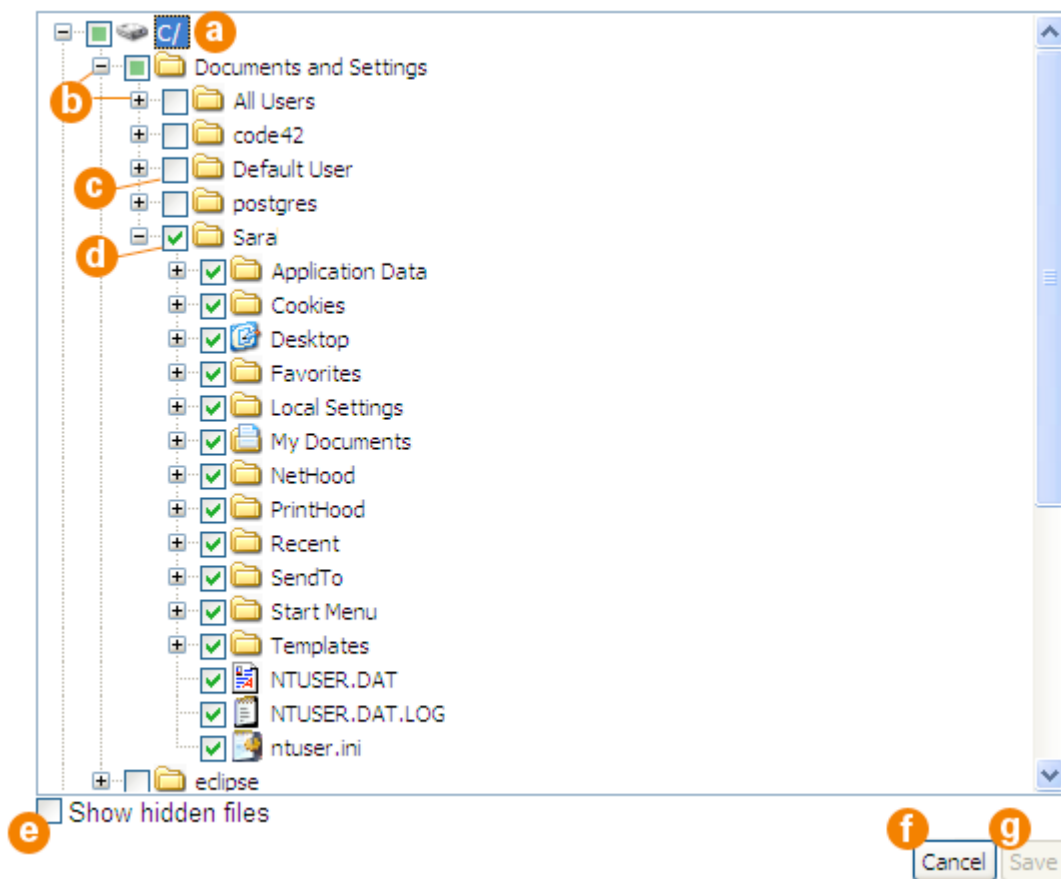
This screen summarizes the file selection options you will see on the Mac.



**Figure 22. File Selection for Mac**

Figure 22. File Selection for Mac	
<b>c – No checkmark in box</b>	These folders will NOT be backed up.
<b>d – Boxes with Checks</b>	Click on the box to the left of any folder you want to back up. A <i>check</i> means this folder, and any subfolders, have been selected for backup.
<b>Cancel</b>	If you don't want to save your changes, click <i>Cancel</i> .
<b>Save</b>	Click <i>Save</i> when you are finished selection folders you want to be backed up.
<b>Minus Signs</b>	The <i>Minus</i> sign means that the folder is not backed up, however a subfolder within it IS. Because of that, it is being watched for changes to its subfolders.
<b>Show hidden files</b>	Click on this box to show hidden files.

This screen summarizes the file selection options you will see on Windows.



**Figure 23. File Selection for Windows**

Figure 23. File Selection for Windows	
<b>a – C/</b>	These are the folders and files on your hard drive.
<b>b – Small box with + or -Sign</b>	Plus signs show only top-level folders. Minus signs expand folders to show all folders listed in the top-level folder. Use plus and minus boxes to help you find specific folders or files you want to save in your backup.
<b>c – No checkmark in box</b>	These folders will NOT be backed up.
<b>d – Boxes with Checks</b>	Click on the box to the left of any folder you want to back up. A <i>check</i> means this folder, and any subfolders, have been selected for backup.
<b>e – Show hidden files</b>	Click on this box to show hidden files.
<b>f – Cancel</b>	If you don't want to save your changes, click <i>Cancel</i> .
<b>g – Save</b>	Click <i>Save</i> when you are finished selection folders you want to be backed up.

# Restore

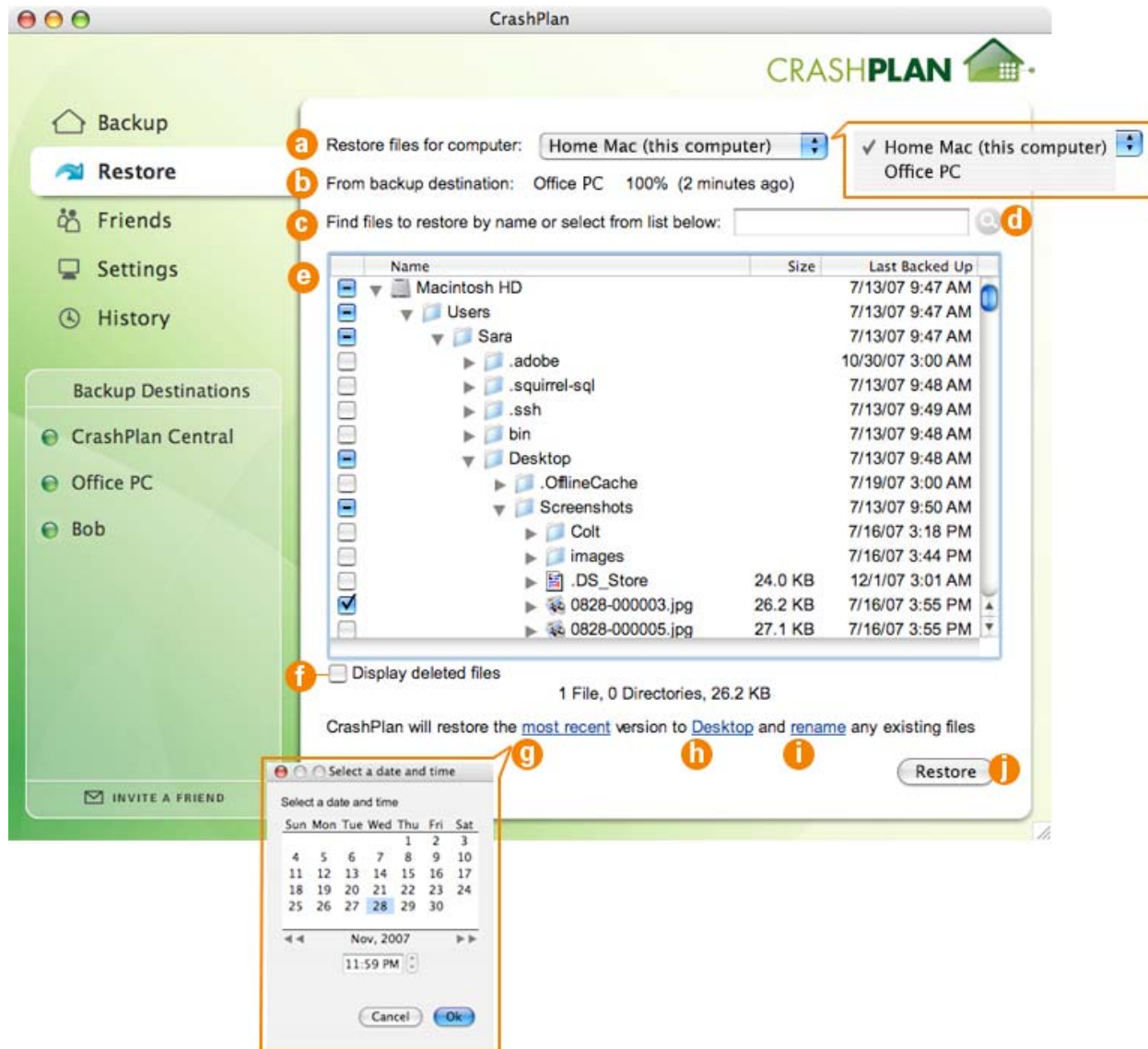


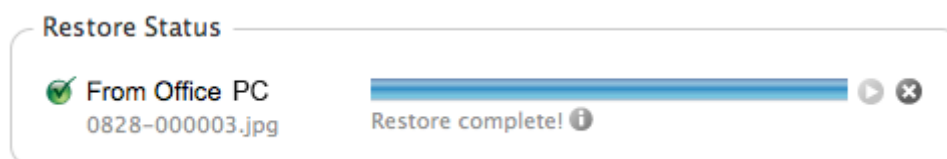
Figure 24. Restore

Figure 24. Restore	
<b>a – Restore files for computer</b>	This dropdown menu allows the selection of which computers files to restore.
<b>b – From backup destination</b>	Dropdown list of computers currently available to restore from. Indicates when latest backup was completed.
<b>c – Find files to restore by name</b>	Type in the name of the file you wish to restore into the text box.
<b>d – Find files to restore by name</b>	Enables a search for a particular file name you wish to restore. Results shown in file tree area below your other files; you will need to scroll down to see them.
<b>e – Manual file selection</b>	Find files to restore from files tree. To do this, check or uncheck folders until you have the combination you want.

<b>f – Display deleted files</b>	Check display deleted files to see files that have been deleted.
<b>g – Version choice</b>	You can choose the default “most recent” version of the file you wish to restore or you can request a file from a specific date and time, which is helpful if you have accidentally deleted a file. Remember, the latest versions of the files will be restored unless you specify an earlier version.
<b>h – Restore location</b>	Decide where you want the files to be restored TO. You can send restored files to your desktop or they can be restored to their original location on your computer. This will give you the option to choose that location.
<b>i – Rename/Replace</b>	Decide whether you want existing files (files that are on your computer right now) to be renamed or replaced (overwritten) when restored.
<b>j – Restore</b>	Click <i>Restore</i> when you are ready to retrieve your files and folders.

## Restore Status

After you click on the *Restore* button, the status of your Restore appears.



**Figure 25. Restore Status**

When your files or folders have been restored, the status bar indicates that the restore is complete.

Go to your desktop or to the location you specified to find your restored files.

## Friends



**Figure 26. Friends**

<b>Figure 26. Friends</b>	
<b>a – List of friends</b>	This box contains the list of people who are part of your backup plan.
<b>b – Plus and Minus Buttons</b>	The <i>Plus</i> (+) button will add a friend. It brings you to the <i>Invite a Friend</i> page. <i>Minus</i> (-) button will delete the friend. Be careful!! Currently there is no warning that you are about to delete a friend.
<b>c – Location of Friends Files/Folder Icon</b>	By selecting this icon it will allow you to specify where the incoming backup should be stored on your computer. You can leave this in the default folder, choose another location on your hard drive, or choose to store it on an external drive connected to the computer.
<b>Nickname</b>	You can add a nickname to your friends to make them more easily identifiable.
<b>E-mail</b>	<a href="#">If my friend changes the e-mail associated with her account, will my application auto update?</a>

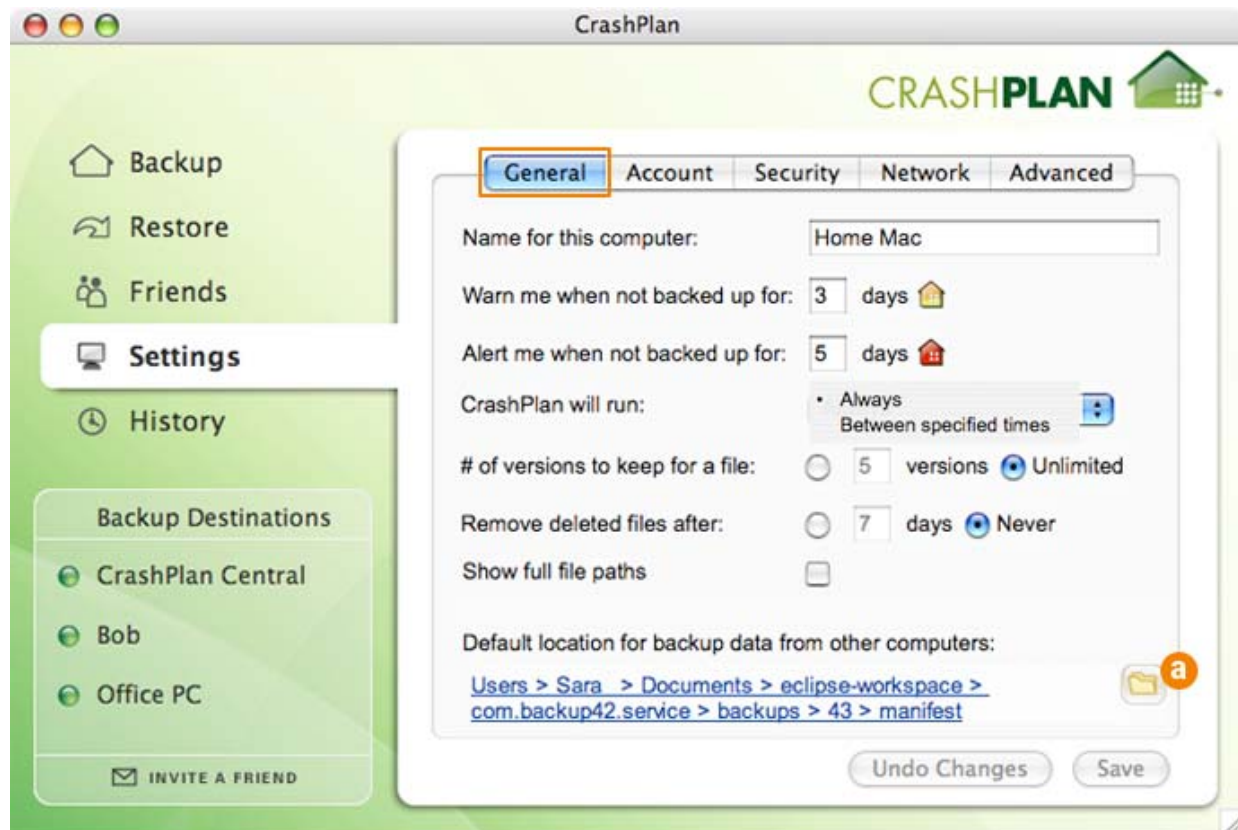
## Settings

If your backup plan is like other things in life, you will probably be making changes just about as soon as you get everything set up the way you want. Under Settings you'll find the tools to customize your

Settings has four major sections (tabs):

- General
- Account
- Security
- Network
- Advanced

### General

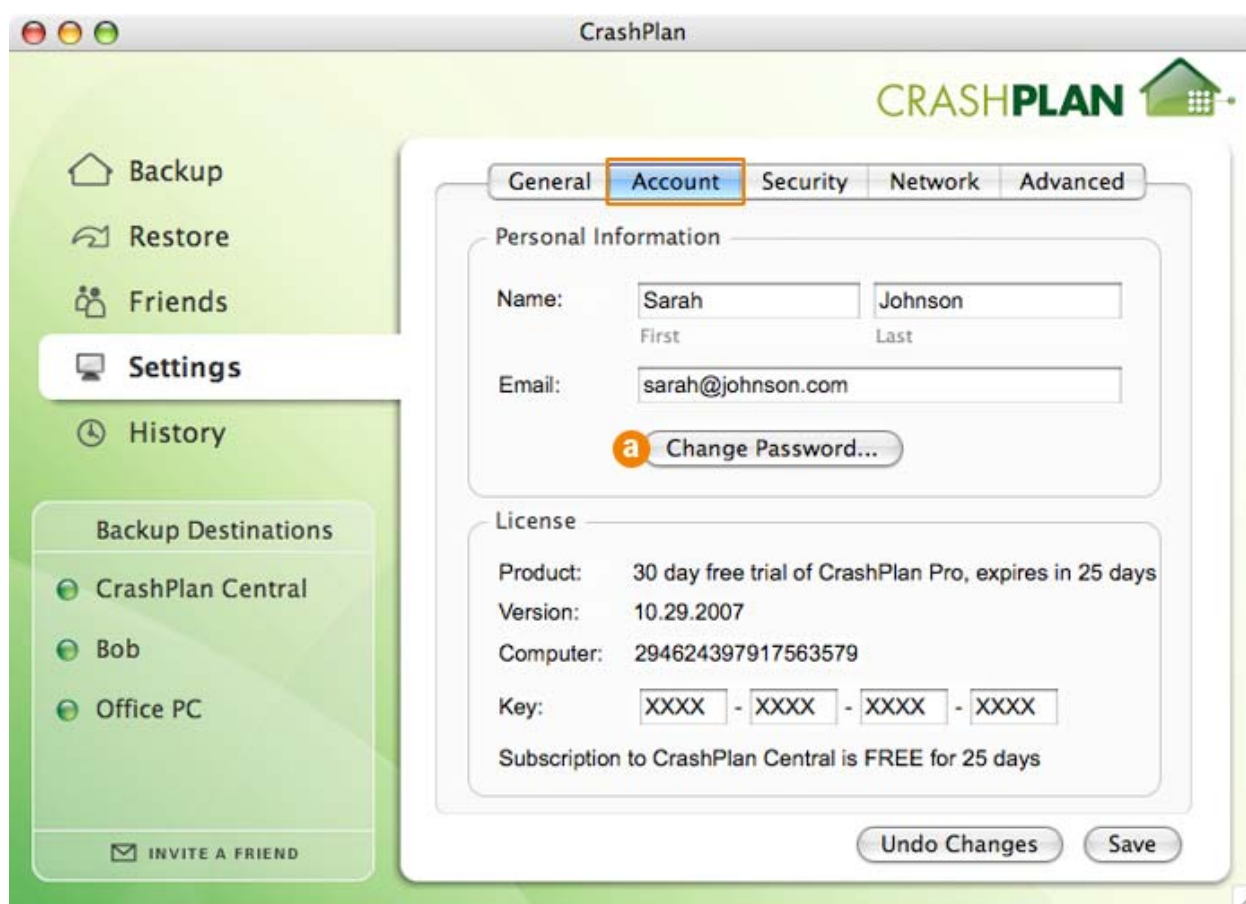


**Figure 27. General Settings**

Figure 27. General Settings	
<b>a – Default File Location</b>	Default location for backup data from other computers—shows backup path. Click on folders icon to change backup location.
<b>Warn me when not backed up...</b>	Put in how many days you want to wait before CrashPlan warns you that your computer is not being backed up. Warn means that your computer is not being backed up, but it is less than five days since the last backup.
<b>Alert me when not backed up...</b>	Alert me when not backed up for –Select how many days you want to wait

	before CrashPlan alerts you that your computer has NOT been backed up. Alert means that there is a problem with the backup.
<b>CrashPlan will run</b>	You can choose always or between specified times. If you choose between specified times, you then select the time. For example, you may want your backup to run in the morning between 6 a.m. and 9 a.m. You would select those times.
<b># of Versions to keep for a file</b>	You can specify a number in the box, or you can select unlimited. This means you will have unlimited versions of the same file if you continue to back it up indefinitely. <a href="#">What happens if I keep all the versions of a file?</a>
<b>Remove all deleted files after</b>	You can select a number of days or choose never. Never means that all your backed up files will be kept, <b>even after they have been deleted</b> .
<b>Show full file paths</b>	Check to box to show full path files.

## Account



**Figure 28. Account**

The Account section contains your personal information (name and e-mail) and licensing information. CrashPlan uses your license key, name, e-mail address, and password to set up an individual account. CrashPlan uses this account to make changes to your network (adding or dropping backup destinations) or to allow you to re-install CrashPlan on another computer.

Figure 28. Account	
<b>a – Change Password</b>	If you've forgotten your password, or need to change it, click on <i>Change Password</i> , which brings you to the Security section (see Fig. 29).
<b>License</b>	Under this section you will be able to find all the information relevant to your product, including the license key.
<b>Product</b>	Product is the type of license you purchased: CrashPlan or CrashPlan Pro.
<b>Version</b>	This shows the latest version of CrashPlan that you have. Versions are saved by date and can be updated automatically when new versions come out.
<b>Computer</b>	Your computer has been assigned this number. CrashPlan uses these unique numbers to distinguish one computer from another and to facilitate the backup and restore processes.
<b>License Key</b>	<p>This is your license key. If your computer is lost or stolen and you want to reinstall CrashPlan on another computer, you will need your license key to make this happen. Once installed on a different computer, CrashPlan will stop running on the original computer.</p> <p><b>Warning:</b> If you do not have your license key, CrashPlan cannot access your account and connect your account to a new or different computer.</p> <p>Access your account online—This link takes you to your account on the CrashPlan Website. If you have licenses for several computers, and you want to make changes to the computer you are not currently using, you can make these changes online.</p>

## Security



Figure 29. Security

Here you can verify your current password or type in a new password.

Figure 29. Security	
<b>a – Require Password</b>	When launching the CrashPlan application, you will be required to re-enter your password. This secures your privacy so no one else can make changes to your settings or restore your files.
<b>Change Password</b>	Here you can verify your current password or type in a new password.

Resource: [How do I create a secure password?](#)

## Network

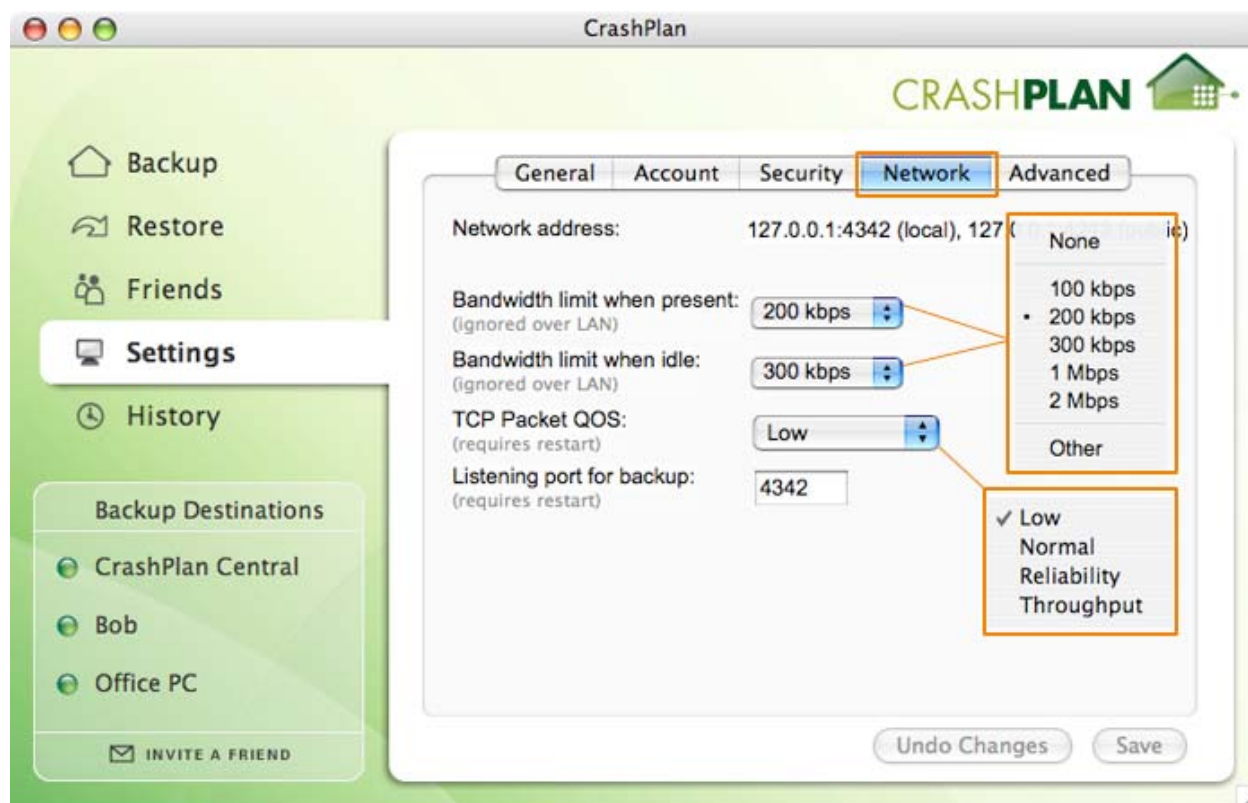


Figure 30. Network

Figure 30. Network	
<b>Bandwidth limit when present</b>	Dropdown box allows you to select the bandwidth you want CrashPlan to use when you are using the computer. If you feel your computer is being slowed down, you can change bandwidth settings here. Keep in mind, backup will be slower at lower bandwidth settings.
<b>Bandwidth limit when idle</b>	Bandwidth limit when idle—Dropdown box allows you to set the bandwidth you want CrashPlan to use when you are not using your computer. Selecting a higher bandwidth allows CrashPlan to back up your files faster.
<b>TCP Packet QOS</b>	This lets you control what priority should be attached to your backup packets. Default is Low, meaning that other programs have priority.
<b>Listening port for backup</b>	CrashPlan listens to this port for incoming backups.

## Advanced

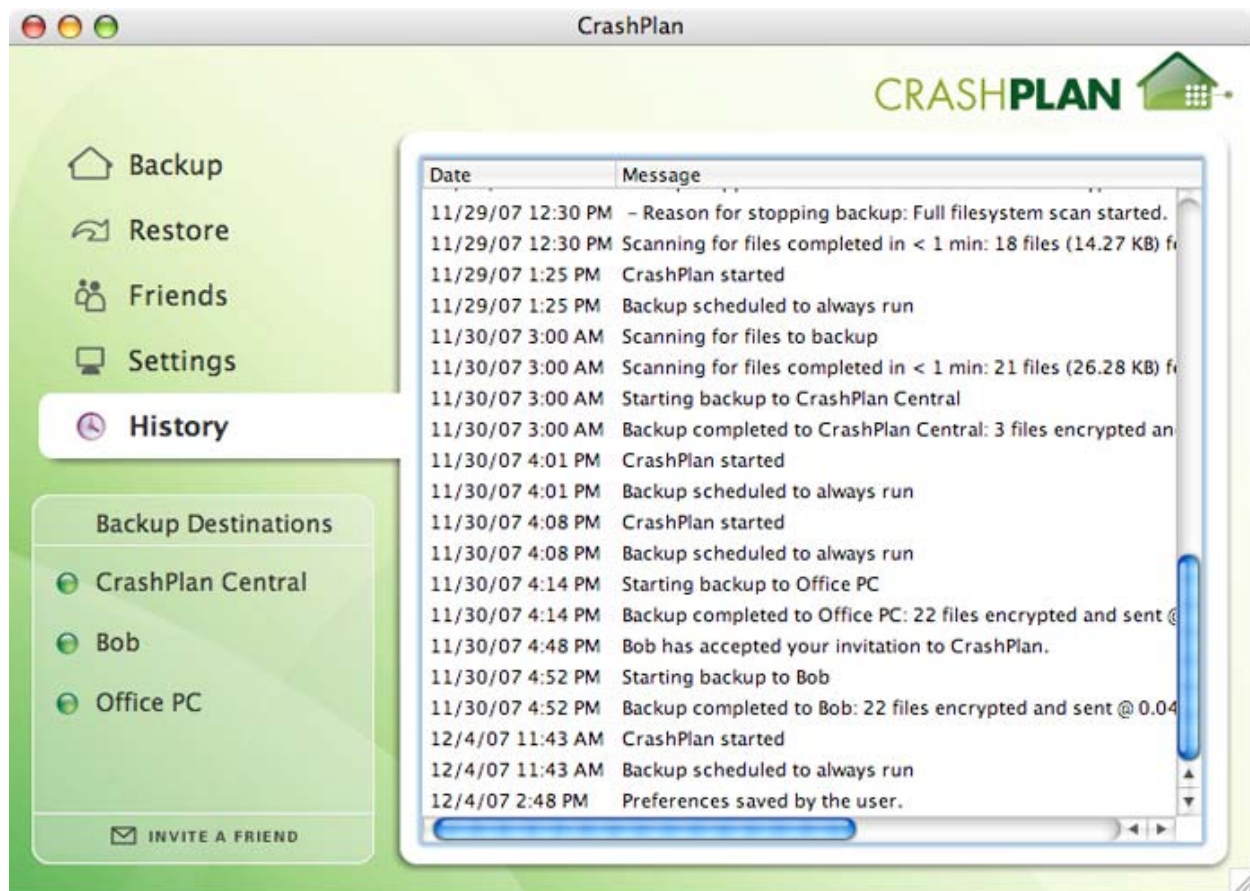


*Figure 31. Advanced*

Figure 31. Advanced	
<b>a – Add filename suffix to exclude from Backup</b>	Type in the suffix and click Plus button to exclude. All files in this category will be excluded from backup. Some files take up a lot of space on your backup destination. For example, you may want to exclude all log files or music files.
<b>Verify backup files every</b>	Choose how often you want CrashPlan to verify your files. Verifying means it checks your backup to be sure the file is intact, not corrupted, and able to be restored. By checking your files routinely, CrashPlan guarantees that your files will be restored correctly.
<b>Watch file system for changes</b>	When you check this box, you authorize CrashPlan to check your files for changes constantly, note the changes, and see that these changes are backed up. If you uncheck this box, CrashPlan may not note the change until it verifies the files at night. You could have several versions during the day that are not backed up.
<b>Backup changed files after</b>	Choose how long you want CrashPlan to wait before it backs up your recent (current) changes. If you set the minutes to 0, the changed file will be backed up as soon as CrashPlan has finished backing up the file it was working on when the change was made.

<b>Retry Locked open files every</b>	Choose how many minutes you want CrashPlan to wait until to tries to back up files that were being used. When a file is being used by another application, such as Word, during backup, CrashPlan makes a note and comes back later to see if the file is available for backup.
<b># of Minutes until idle</b>	Choose how many minutes you want CrashPlan to wait after you are away from your computer to start working at top speed (or the speed it uses when the computer is idle).
<b>Scan file system each day at</b>	Select a time when you want CrashPlan to go through your files and check for changes. These changes have probably already been noted and backed up during the day (depending on when you set CrashPlan to run), but this is another check in case something was missed.

## History



*Figure 32. History*

The history screen tells you what has happened in the past with your backup and what CrashPlan is doing right now.

Figure 32. History	
Messages	Using this message window it will tell you when the computer was last backed up, which destination was used for the backup, how many files were scanned and ready for backup, when files were changes, when settings were changed, when CrashPlan automatically upgrades to a new version, etc.
Warnings	Warning messages and alerts also appear on this screen. If the backup did not complete, the history page will tell you what happened.

## CrashPlan Web Service

If you are away from your computer, or you want to make changes to the backup plan for a computer you are not currently using, go to the [CrashPlan Web Service](#). Your account information and details about your backup destinations are easily accessed online under *My Account*. The information is organized into the following four tabs:

- My Profile
- My Computers
- My Friends
- Sign Off

To get started, go to the CrashPlan Website and select the *Sign In* tab.

Fill in your name and e-mail address and then click the *Sign In* button. This brings you to your profile page (*My Profile*) under the *My Account* tab.

### My Profile

The screenshot displays the 'My Profile' page of the CrashPlan Web Service. The page has a header with the title 'Automatic Offsite Backup' and the CrashPlan logo. Below the header is a navigation bar with tabs: 'FEATURES', 'SUPPORT', 'STORE', and 'MY ACCOUNT'. The 'MY ACCOUNT' tab is selected, and it contains sub-tabs: 'my profile', 'my computers', 'my friends', 'crashplan central', and 'sign off'. The 'my profile' sub-tab is active.

The main content area is titled 'My Profile' and includes the instruction 'To save your changes, click "save" below.' There are two input fields for the name: 'NAME\*' with 'Sara' in the 'FIRST' field and 'Johnson' in the 'LAST' field. Below this is an 'E-MAIL\*' field with 'sara@johnson.com'. There are 'CANCEL' and 'SAVE' buttons at the bottom of the form.

On the right side, there is a 'Quick Links' box with links for 'Payment History' and 'Change Password' (marked with a red 'C').

At the bottom, there is a 'CrashPlan Central Subscription' section with a 'SUBSCRIBE' button (marked with a red 'd') and text stating: 'Back up all of your computers to CrashPlan Central for 10¢ GB/month, minimum of \$5.00.'

Figure 33. My Profile

Figure 33. My Profile	
<b>a – Name</b>	This is where you can change your first and last name
<b>b – E-Mail</b>	You may change your e-mail address here. Don't forget to hit <i>Save</i> .
<b>c – Change Password</b>	Here you can follow the link to change your current password. Keep in mind you will need to enter your current password to make the change.
<b>d – Subscribe</b>	A link to subscribe to CrashPlan Central if you are using it as a destination.

## My Computers

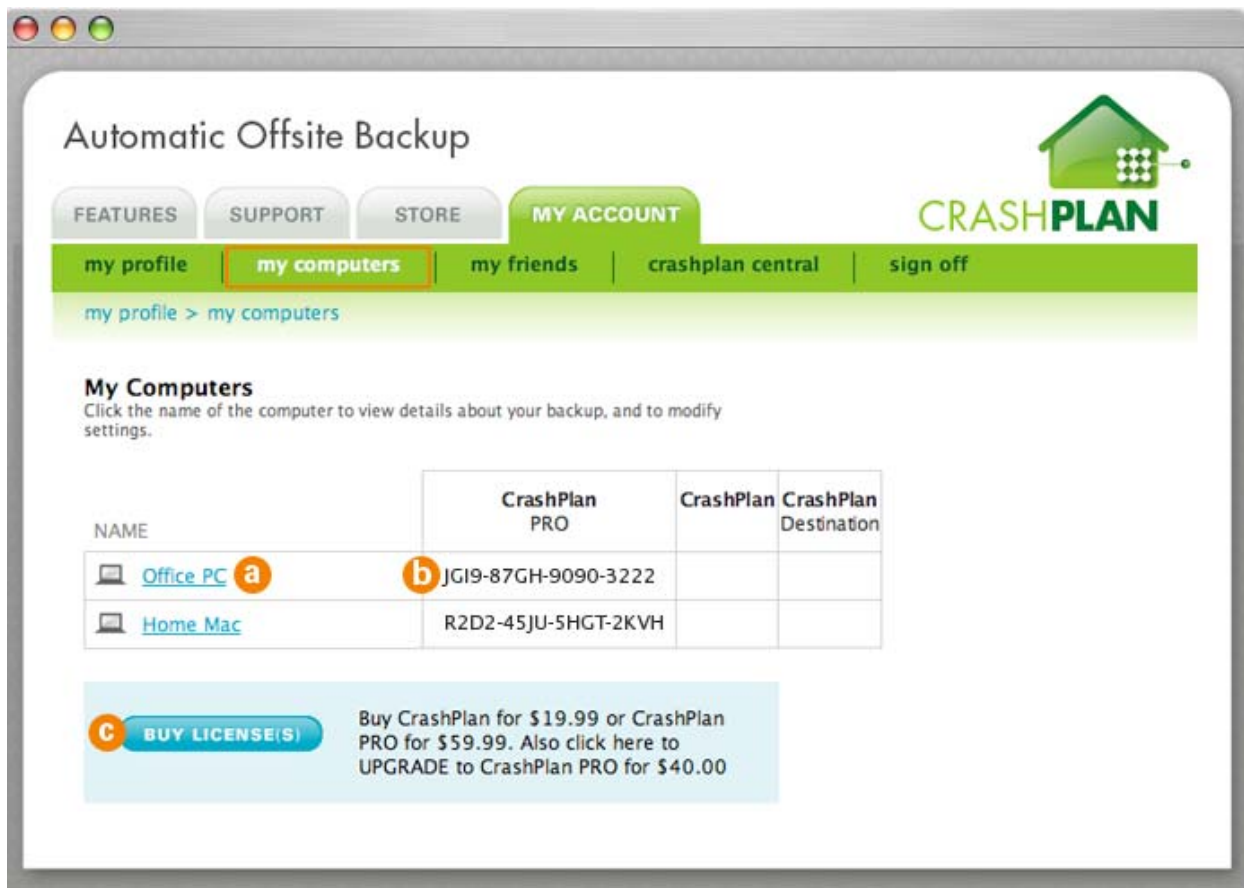


Figure 34. My Computers

Figure 34. My Computers	
<b>a – Computer Name</b>	You can click on the name of a computer for more specific details.
<b>b – License Key</b>	This is the key assigned to your computer. It enables the features of your individual product (Basic or Pro).
<b>c – Buy Licenses</b>	Allows you to purchase additional licenses or upgrade your existing product

## Example of specific computer details

Automatic Offsite Backup

FEATURES SUPPORT STORE MY ACCOUNT

my profile my computers my friends crashplan central sign off

my profile > my computers > Home Mac

COMPUTER NAME: [Config](#)

**a** Home Mac

**b** Friends allowed to backup to Home Mac

Allow	Friend
<input checked="" type="checkbox"/>	*Me* Sara Johnson
<input checked="" type="checkbox"/>	Bob

**c** Available Backup Destinations

Use?	Friend
<input checked="" type="checkbox"/>	CrashPlan Central
<input checked="" type="checkbox"/>	Office PC
<input checked="" type="checkbox"/>	Bob

CANCEL SAVE

Figure 35. Example of Specific Computer Details

Figure 35. Example of Specific Computer Details	
<b>a – Computer Name</b>	This allows you to change the name of the computer selected.
<b>b – Friends allowed to backup...</b>	Shows a list of friends that are allowed to backup to this computer. A check in the box means these friends are currently allowed to backup to this computer. A box without a checks means you have not granted them permission to backup yet.
<b>c – Available Backup Destinations</b>	See a summary of the available backup destinations for this computer.
<b>d – Config</b>	A detailed online version of the Settings tab. This shows your backup selections and a summary of your general and advanced preferences for this computer. You may make many various changes remotely this way.

## My Friends

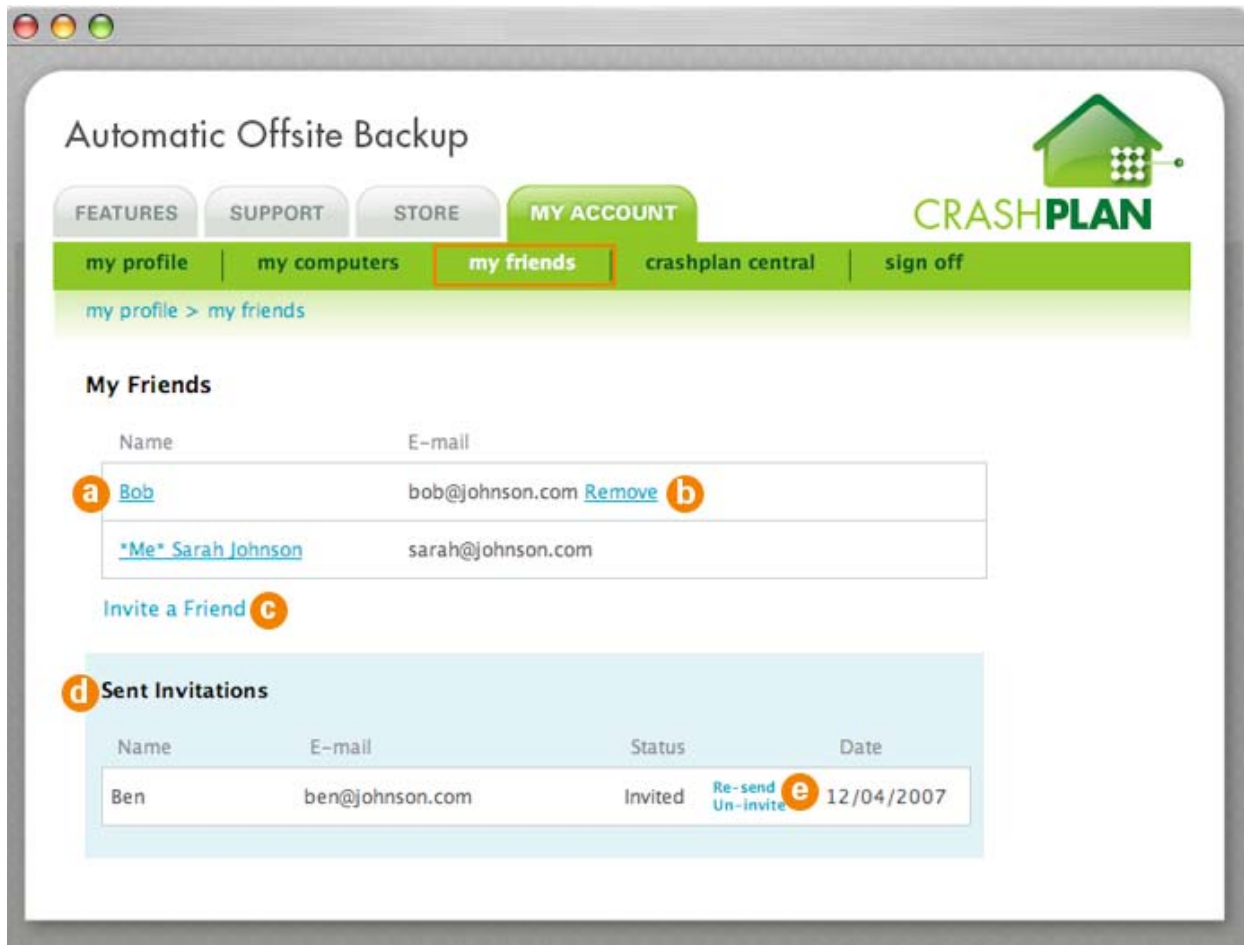


Figure 36. My Friends

Figure 36. My Friends	
<b>a – Friends Name</b>	Click on a friend's name and get the details about this friend.
<b>b – Remove</b>	This will remove this friend from your list. Beware; you will lose your backups if you are currently backing up to this destination.
<b>c – Invite a Friend</b>	<i>Invite a Friend</i> to be a backup destination here.
<b>d – Sent Invitations</b>	Summary list of invitations sent. This also grants the option to re-send the invitation or to un-invite an unresponsive friend.

## Example of Specific Friend

Automatic Offsite Backup

FEATURES SUPPORT STORE MY ACCOUNT

my profile | my computers | my friends | crashplan central | sign off

my profile > my friends > Bob

**a** Nickname: Bob

Email: bob@johnson.com

**b** My computers available to Bob

Allow	Computer Name
<input type="checkbox"/>	Office_PC
<input checked="" type="checkbox"/>	Home_Mac

**c**

Bob's computers available to me

Computer Name
Bob

**d**

CANCEL SAVE

Figure 37. Example of a Specific Friend

Figure 37 Example of a Specific Friend	
<b>a – Nickname</b>	Change the name of your friend. Allows for easier recognition.
<b>b – My computers available to Bob</b>	This is the list of your computer's available to Bob for a destination.
<b>c – Destinations for Bob</b>	Check the computer (s) you want to allow Bob to backup to. This grants permission for him to backup to your selected destinations. You can choose as many or as few as you desire.
<b>d – Computer Name</b>	This section allows you to see which of Bob's computers are available to be a backup destination for you. It also allows you to change the name of your friend's computer.

Make sure you save your changes before you leave. If not, no changes will be saved. Click the *Sign Off* tab to leave *My Account* and return to *Sign In* page.

## Messages

CrashPlan sends messages if something is not working or to let you know your current status. For example, if you are trying to restore a file, and it does not complete, you will get a message at the bottom of the screen, such as:

- Cannot restore because destination is busy
- Active subscription required to restore
- Unable to restore because destination is offline

The History page has many messages that let you know exactly what is happening with your backup. (See Appendix A for a complete list of these messages.) Other messages appear on the main menu page letting you know how many days you have left in your free trial or congratulating you on joining CrashPlan.

## Warnings and Alerts

CrashPlan will let you know if there is a problem with any of your backup destinations. If a backup cannot complete because a destination is offline, you will be warned about the situation. After CrashPlan has not been able to back up to that destination for five days, you will receive a red message, alerting you to the situation.

Anytime there is a problem with your backup, CrashPlan will send you a message. So if you don't have any warning or alert messages, you can trust that your backup is working just fine.

# Frequently Asked Questions

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## **How much does CrashPlan Central cost?**

You can store up to 50GB of data at CrashPlan Central for \$5 USD per month. We charge an additional \$0.10 per month per gigabyte (GB) after 50GB. 60GB is \$6.00 a month, and so on. We measure your usage at the end of your billing month, charging you what you are currently using. For example, if you started out using 0GB, then grew to 70GB after 10 days, but shrunk to 40GB at 30 days, we'd charge you \$5 for the 40GB.

## **Why shouldn't I back up to CrashPlan Central?**

There are three good reasons why you shouldn't back up to an online backup provider like CrashPlan Central:

- A typical machine can hold 150GB of data these days. From a typical home ISP (Internet service provider) it can take 12 days to get all your data back! During those 12 days, you can forget about using your Internet connection or PC. Did we mention it'll take 2 months for your data to get backed up in the first place?
- We're going to charge you \$15/month to store 150GB. That's \$180/year! You can buy a USB drive for less than that.
- Even though our data center is in a bank vault, you still don't know where your data *really* is, do you? You can't point to it and say, "That's my backup."

So if you don't have a lot of data, you have some spare money lying around, and you're OK with your data being stored in a vault in Minnesota, CrashPlan Central is the destination for you!

## **Where is my data stored? Is it safe?**

CrashPlan Central data is physically stored in a bank vault in downtown Minneapolis, with its entrance secured with electronic locks and cameras.

All data is stored in a Raid 6 Array. Raid 6 means that three drives must fail in a computer before data loss occurs. And of course, we monitor drive temperature and status every few minutes, 24x7. The moment ONE drive fails (they all do sooner or later!), we replace it.

## **Do I have to purchase a CrashPlan license to back up to CrashPlan Central?**

Yes.

## **When is my billing period for CrashPlan Central?**

You are billed in advance for the month coming up. The billing period is every 30 days.

## **Am I charged for the average GB backed up over the month or just for GB stored at the end of the cycle?**

You are billed for what you have stored at the end of the month.

## **Do I have to get a separate CrashPlan Central subscription for each computer I use?**

No. CrashPlan Central subscriptions are set up by user account. You just have one account for however many computers you are backing up.

## **How do I cancel my CrashPlan Central subscription?**

Go to [crashplan.com/account/login.vtl](http://crashplan.com/account/login.vtl) and log in to your account. You can cancel your subscription from here.

## **If I discontinue backup, what will you do with my data?**

If you remove a computer from CrashPlan Central, your data is deleted immediately. However, if you fail to pay, you have 15-day grace period before your data is deleted.

## **Can I back up to another computer that I own?**

If you own more than one computer, backing up between them is easy. Remember, if you're not backing up off-site, you're not backing up. In fact, it's best if you're backed up off-site to at least two locations!

Install CrashPlan on the second computer just like you did on your first computer.

Instead of selecting new account make sure you click existing account and enter the same e-mail address and password you used when installing the first time.

Don't worry about the free trial message. Allowing others to back up to you is free. This feature will continue to work after 30 days.

Permission to back up from one of your computers is automatic. So at this point your second computer should automatically appear as a destination on your first.

If the dot is green, you're connected and ready to back up. If it's gray, that means they are having trouble connecting. While CrashPlan is very good at automatically finding a way to connect, sometimes manual configuration of your personal firewall or router is required. CrashPlan needs access to TCP port 4242 at each computer.

Press Start Using to begin backing up to your second computer. If you have a lot of data to back up and one of them is a laptop, consider bringing the laptop to the other computer and backing up locally first. It's much faster.

## **What about a friend's computer?**

As we say in Minnesota, "You betcha!" Many times we see friends backing up to each other. Another thing we see are talented and bright individuals protecting their families by allowing them to back up to their servers. These trustworthy and giving individuals are entitled "Data Heroes." Remember, there is no cost for your friend to back up your files on her computer.

## **What if a friend gets a virus?**

It stays with the friend and does not spread to your computer. During backup, your friend's files are changed (encrypted and compressed) before they are sent to your computer. This process disables any viruses that might be lurking in your friend's files, so your computer is completely protected.

## **If I back up to a friend, will he be able to see my files?**

No. Your files (and filenames) are encrypted before they leave your computer; ensuring personal files are kept personal.

## **What type of encryption does CrashPlan use?**

We encrypt your files using the Blowfish Encryption Algorithm, a symmetric block cipher. This is done BEFORE you data is sent over the network using your own private key.

## **I don't have another computer or any friends . . . help!**

Are you sure? It's surprising how many people want to be your friend when you're their backup destination.

**Do I need to leave my computer on all the time?**

No. CrashPlan automatically resumes as soon as it sees the other computer on the Internet or LAN (local area network). This is one reason to back up to more than one destination, so there is a greater chance of a backup destination being available.

**Do I have to have a static IP address?**

No. CrashPlan Central runs a dynamic DNS service. If your IP changes, your computer can still back up and act as a backup destination.

**Do I have to open up ports in my router or firewall?**

Usually no, but sometimes yes. CrashPlan will do its best to connect you without making any changes to either your router or firewall. Sometimes we can't work through them, in which case, you should open up port 4242 on the side where you're backing up to. The folks at PortForward.com have great examples on how to open up ports for just about everything out there.

**Your friend's computer is online, but CrashPlan shows it as offline.**

If CrashPlan shows your friend's computer as a gray dot instead of green, it means your computer is having trouble connecting. If you're backing up to your friend, have your friend open up port 4242. If he is backing up to you, then open up port 4242 on your own firewall or router.

**Can I back up a Mac to a Windows machine or vice versa?**

Yes, you can! And to Linux as well.

**If I quit or close CrashPlan, does backup continue to run?**

Yes. There is a background service that runs continually while your computer is on. Don't worry about it slowing you down! It's been set to run at "idle" priority so anything you do has priority over backup.

**Can I schedule when CrashPlan runs?**

Yes, under Settings (General tab) you can schedule CrashPlan to run only during certain hours of the day.

**Why do I need an account?**

CrashPlan uses your account information (e-mail, name, password, and license key) to connect you to the destinations you set up. Having this information allows CrashPlan to set up your network and send you messages (alerts and warnings) about what is happening with your CrashPlan Service.

**What do you use my e-mail address for?**

Your e-mail address is used to identify you and also for sending e-mails regarding your backup status. This also plays a vital roles in matching friends together. Remember, if you invite a friend to be a backup destination, and they register with a different e-mail, you will need to invite them again, or have them invite you.

**How do I change destination names?**

Go to *Backup Destinations* on the left menu. Click on the name you want to change, and then change the name in box labeled *Destination name*. Click *Save*.

**How do I change the name of my computers?**

You have two options. You can go to *Nickname* on the *Friends* tab and change the name or you can also go to the Website Service under *My Friends* and change it there.

## What do I do if my computers don't connect automatically?

First, wait a few hours. The computers may need some time to “find each other.” Second, CrashPlan will do its best to connect without making any changes either to your router or firewall. Sometimes we can't work through them; in which case, you should open up port 4242 on the side where you're backing up to. Go to [PortForward.com](http://PortForward.com) for some great examples on how to open up ports for just about everything.

## Firewall

If you have a software firewall such as Windows, Norton, or Semantic, then you may consider disabling the software firewall if you have a router.

## How long can I expect my first big backup to take?

The rate will vary, of course, depending on your bandwidth. If you're backing up to another computer on your local network, your bandwidth will be large, which means backup is fast. If you're backing up to a computer over the Internet, bandwidth will be much smaller, which means backup is slow. We're talking about upload bandwidth rather than download bandwidth.

## How do I figure out how long my first backup will take?

We like this place for testing your upload speed to a remote network or computer:

<http://www.speakeasy.net/speedtest/>.

Try this calculation in Google calculator by typing your simple equation in the Google search field:

**size(or GB to backup)/rate = time to back up**

Size is the MB (megabytes) or GB (gigabytes) you will back up.

Rate is the speed  
per second) in  
bandwidth.

of connection (kilobits  
terms of upload

### Example 1

Type in this: 20GB / 1044 Kb / sec

T1 connection

Size: 20 GB (gigabytes)

Rate: 1044 kbps (kilobits per second)

Results: (20 GB) / (1044 kbps) = 1.859968 days

## How do I create a secure password?

Your password should be at least 6 characters long and contain at least 2 numbers or symbols. For example, sleepyDog23 or iluv42. Don't use names, words, dates, or your PIN for your cash card.

## Should I back up everything? What should I back up?

Most people back up files that are hard to replace if they are lost: photos, financial records, family videos, address books, papers and projects from work, family history research, or anything you would miss if it were gone.

Files you could exclude from backup include podcasts and online presentations that are saved on the web, unedited videos that are saved somewhere else, system files, and programs (applications)—you can usually reinstall these.

## I'm worried about taking up too much space on someone else's computer.

Are you concerned that you will fill up your friend's hard drive space? CrashPlan will always leave 10 GB of free space on his or her computer, plus your friend can control how much backup space he allows for you by going to CrashPlan, and clicking on the *Friends* tab. He then selects you and fills in how much space he wants to give you on his computer.

You can also attach an external hard drive to your friend's computer. Your friend can then move your backup data to this external hard drive by doing the following:

Go to the application and select the *Friends* tab. He then selects you and chooses location of your files. He then clicks on folder button and chooses the external drive.

## How does licensing work?

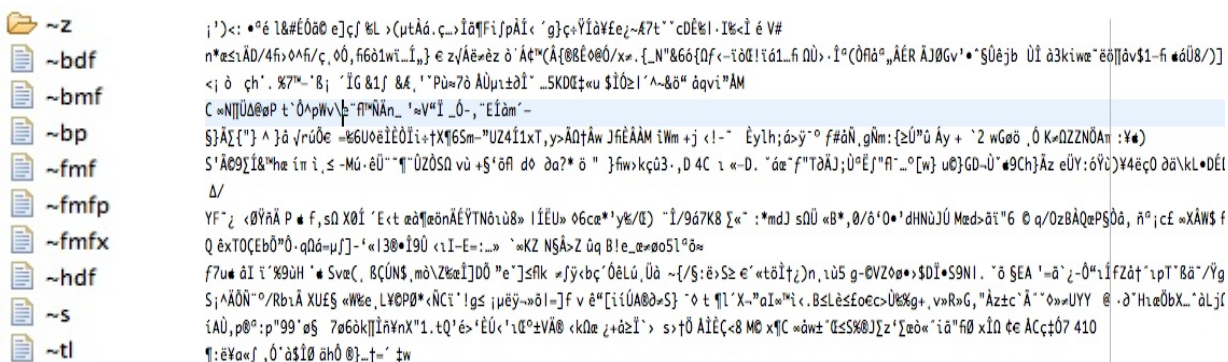
You need a license for each computer that you are backing up. If a computer is just holding backup data for another computer or computers, then no license is required for that computer. This is called the free version.

## Can I change where incoming backups are stored?

Yes. Go to the *Friends* tab on CrashPlan and select your friend. Click on the folder icon under Location of friend's files and then choose where you want your friend's backup stored.

## What do my backup folder contents look like on my friend's computer?

Files that you are backing up for other people will look something like this on your computer. If you open one of the files, you will see incomprehensible text.



## If a friend is no longer backing up to me, do I need to delete his or her backup folder from my computer, or does CrashPlan do that automatically?

If you or your friend makes a choice to stop using each other as backup destinations, CrashPlan will delete the data for you.

A friend can stop using you as a backup destination by selecting your name under the backup destinations, then un-checking box next to *Backup to this destination*. This will delete all the friend's backup data on your computer.

You can also stop a friend from using you as a destination. CrashPlan will delete all the friend's backup data on your computer.

If your friend uninstalls CrashPlan, then his or her backup data will remain on your computer. To remove the files, select the *Friends* tab and select the name of your friend. Uncheck the box next to *Allow them to backup to this computer*. Or you can remove the friend and all that friend's backup data will be deleted.

## What happens if I have more to back up than the space that is allotted to me?

Backup just stops. You have four options. You can:

1. Ask for more space.
2. Give your friend an external hard drive to hold your backup.
3. Add a new friend to back up to.
4. Back up to CrashPlan Central.

### **What will happen to my friend's files if I limit her allotted space on my computer?**

For example, if I initially allowed my friend 40 GB of space, and then limited her space to 20 GB?

Her backup data on your computer would be deleted and her backup would start over again. The files most recently created or modified are backed up first.

### **How can I stop the service from running?**

The CrashPlan service is the program that runs in the background and backs up your files. This is always running in the background, backing up your data and receiving your friends data as well.

There is no easy way to do stop this serv, no user interface. It would be a very rare situation when you would need to stop the service. However, it can be done, but it is more advanced and is different depending on the operating system (OS).

For Windows:

1. Open Control Panel Services.
2. Select CrashPlan in the list of services.
3. Click the Stop button.

For a Mac:

1. Open a Terminal and enter the following command:  
*sudo launchctl unload /Library/LaunchDaemons/com.crashplan.engine.plist*
2. Then to start it up again you need to reload:  
*sudo launchctl load /Library/LaunchDaemons/com.crashplan.engine.plist*

### **Can I back up different folder sets to different destinations?**

For example, can I back up pictures to one destination and documents to another?

No. At the present time CrashPlan does not allow this. It would add a new level of complexity to the application. It is something we have been considering, but it hasn't found its way to the top of our extensive priority list.

# Troubleshooting

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## **Computers Are Not Connecting**

First, wait a few hours. The computers may need some time to “find each other.”

Second, CrashPlan will do its best to connect without making any changes either to your router or firewall. Sometimes we can't work through them; in which case, you should open up port 4242 on the side where you're backing up to. Go to [PortForward.com](http://PortForward.com) for some great examples on how to open up ports for just about everything.

## **Firewall**

If you have a software firewall such as Windows, Norton, or Semantic, then you may consider disabling the software firewall if you have a router. Another option is to set the permission within the firewall software to allow CrashPlan on port 4242.

## **Surfing from another computer in the house is slow while CrashPlan is running.**

You can limit bandwidth for CrashPlan. If CrashPlan seems to be slowing things down, go to *Settings* and select the *Network* tab. You can control and adjust the bandwidth here.

# System Requirements

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In order to run CrashPlan, your computer needs to meet the following requirements.

## **Macintosh Requirements**

Mac OS X 10.4

1 GB RAM

800 x 600 display

250 MB available disk space

Internet Connection: DSL, Broadband, or better

## **Windows Requirements**

Windows Vista, XP, or 2000

Windows Server 2003, 2000

1 GB RAM

800 x 600 display

250 MB available disk space

Internet Connection: DSL, Broadband, or better

## **Linux Beta Requirements**

1 GB RAM

800 x 600 display

250 MB available disk space

**Internet Connection: DSL, Broadband, or better**