

GARDENS & MUSEUMS IT

University of Oxford CrashPlan Cloud Backup Service

Version 4.0 – May 2023



CRASHPLAN

CrashPlan Cloud Backup Service – Introduction

CrashPlan (previously known as Code42) is the University provided and recommended tool for the backing up of University of Oxford data. The service is designed for use on single user computers such as the desktop or laptop which you use for work - this can also include your personal home computer if using to access or store University data.

CrashPlan is compatible with all modern operating systems, including Windows 10 and Windows 11, macOS High Sierra 10.13, Mojave 10.14, Catalina 10.15, Big Sur 11, Monterey 12. CrashPlan offers a simple to use and intuitive graphical interface, and many other benefits which are listed below.

- There is no VPN requirement - you can back up your data from anywhere to the CrashPlan Cloud.
- CrashPlan automatically and efficiently backups in the background every 15 minutes (this is configurable) using minimal resources.
- CrashPlan offers unlimited storage, and there are no daily limits to how much you backup.
- You can backup up to 4 machines under one personal account.
- CrashPlan has a simple and intuitive user interface, making it easy to decide what to select and exclude from your backup.
- Data restores are quick.
- You can restore your data from one machine to another. This includes cross platform support, such as Windows to Mac and vice-versa.
- Point-in-time restores.

Full and detailed information on CrashPlan is available on the IT Services website:

<https://help.it.ox.ac.uk/hfs-CrashPlan-cloud-backup-service> .

CrashPlan Installation Instructions

Installing CrashPlan is a two-stage process, but as there are slight differences between the process on Windows and Apple operating systems, we have separated the instructions into Windows and Apple macOS.

The installation process on both covers the downloading and installation of the HFS Hub, followed by the download and installation of the CrashPlan application and then the required registration.

Installation on Windows

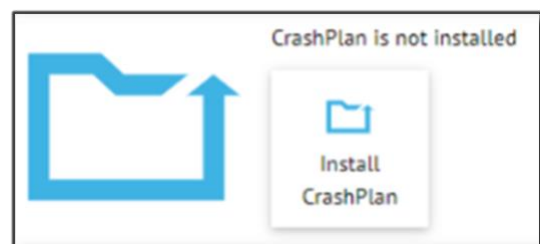
Please note: You will require Administrative Rights to install CrashPlan. If you do not have this please organise in advance.

1. The first step in installing CrashPlan is to download the HFS Hub from...

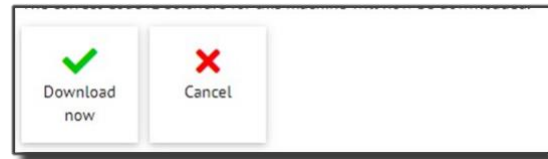
- All download options: <https://help.it.ox.ac.uk/hfs-CrashPlan-cloud-backup-service>
- Windows download: <https://downloads.hfs.ox.ac.uk/hfshub/hfshub-x64.msi>

2. Once the download has finished open the file and choose the button to begin the HFS Hub setup process.

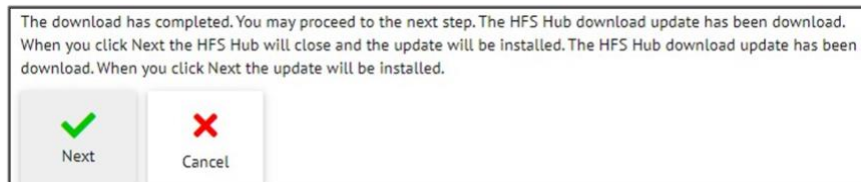
The HFS Hub will now display – select the ‘Install CrashPlan’ button.



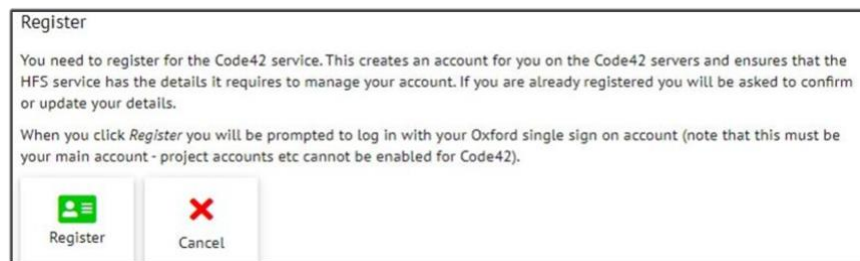
3. Now select **'Download now'** in the Download the CrashPlan software window to begin the download process.



Once the download has completed you will see the next Window – select **'Next'**.



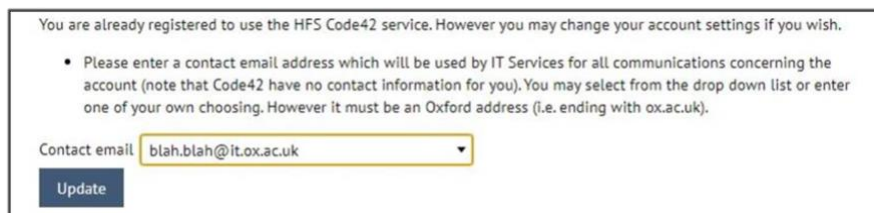
4. You will now be greeted with a **'Register'** window explaining the need to register for the CrashPlan backup service - or to confirm your registration if you are already registered.



5. On selecting the **'Register'** button you will be taken to the Oxford Single Sign On page to authenticate access – this will be the standard practice of SSO Username, SSO Password and MFA method.

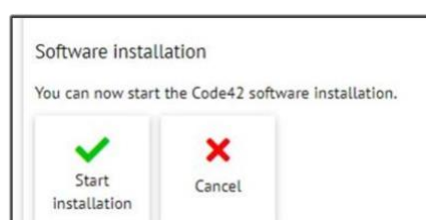
Once authentication is complete you will be asked to enter a contact email address in order for the service to contact you about this account. It will default to your primary University email address, but the field does allow the choice of an alternative University address or the entry of a new address.

Please Note: this information is held only by the HFS service and not shared with any other external service provider.



6. Once you have selected your contact email address select the **'Update'** button, which will register your contact email address and move you to the **'Software Installation'** page.

Click the **'Start Installation'** button to install the software.



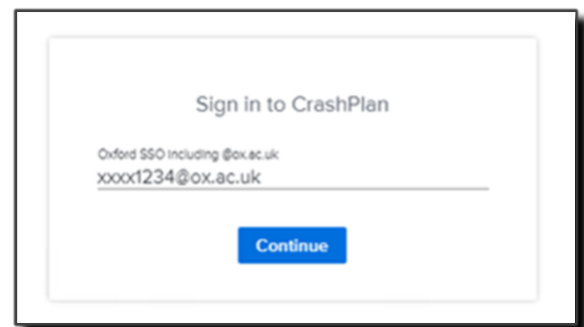
7. Once the CrashPlan installation is complete you will see the following confirmation screen – the screen may be obscured by the CrashPlan Sign In screen. If so, move the CrashPlan screen temporarily to one side in order to display the final instructions.

Make a note of, or copy, the server address highlighted (**clients.eu5.cpg.crashplan.com**) and then select 'All Done' to close this screen.



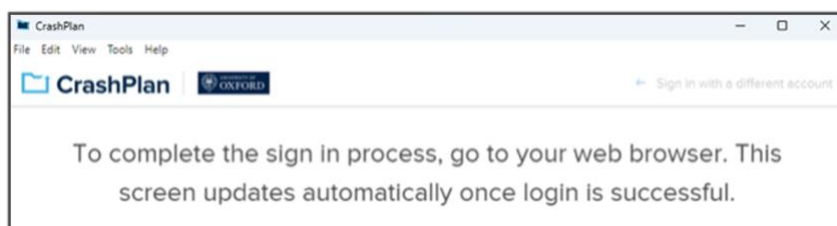
8. Once the installation screen is closed you can now turn your attention to the CrashPlan Sign On screen, where you need to enter the following information...

- Username: Enter your SSO username in full, for example:
oxfd1234@ox.ac.uk .
- Server Address: Enter '**clients.eu5.cpg.crashplan.com**'.



Once your Username and the Server Address have been entered click 'Continue' to be taken once more to the Oxford SSO screen to re-enter your SSO username and password.

9. Once successfully authenticated the CrashPlan app will configure itself. You may see the message in the image below displayed for some time. This is normal - please be patient and allow this to complete.



10. Once complete the first dialogue screen will now offer you the choice of registering this machine as a new device or as a replacement device.

- New Device: Select the '**New Device**' option if this is a new computer with no backups that you would like to transfer.
- Replacement: Select the '**Replacement**' option if this machine is a replacement for a failed machine that you wish CrashPlan to restore a backup from.

11. The CrashPlan front screen will now display and is ready for you to make a selection for backup. Please see the 'Configuring a Backup' section of this document for advice on this.

Installation on Apple macOS

Please note: You will require Administrative Rights to install CrashPlan. If you do not have this please organise in advance.

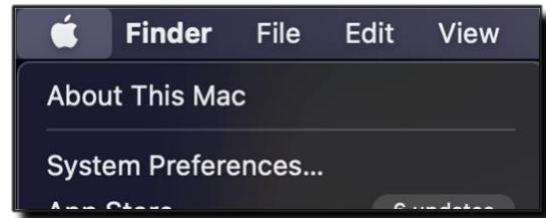
For Apple Computers managed by Gardens & Museums IT Jamf Service please email it@museums.ox.ac.uk with the name or serial number of your computer and we can offer 'Temporary Admin Access' via the 'Self Service' application.

1. The first step in installing CrashPlan is to establish whether your Apple Computer uses an Intel Processor or Apple Processor.

This can be done by selecting the Apple logo in the top left corner and select 'About this Mac'.

If you look at the information in the 'Overview' section by 'Processor' you will see whether your machine uses an Intel or Apple Processor.

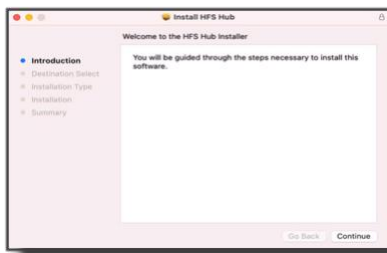
In this example the computer is using an Intel Processor.



2. Once you have established which processor you have, please select the appropriate download...

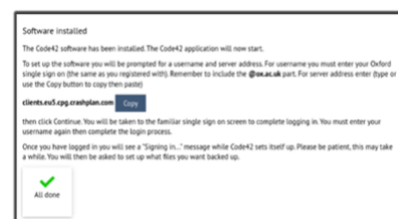
- All download options: <https://help.it.ox.ac.uk/hfs-CrashPlan-cloud-backup-service>
- Apple with Intel Processor: <https://downloads.hfs.ox.ac.uk/hfshub/hfshub-x64.pkg>
- Apple with Apple Processor: <https://downloads.hfs.ox.ac.uk/hfshub/hfshub-arm64.pkg>

3. Once the download has finished run the HFS Hub Install, selecting 'Continue' on the first screen, followed by 'Install' on the second.

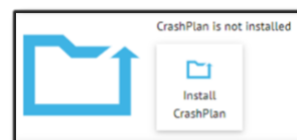


4. Once the 'HFS Hub' install has completed its installation you will see a 'Software installed' page.

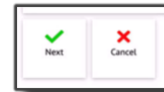
There is an address in the middle of the screen 'clients.eu5.cpg.crashplan.com' - either copy this or make a note of it. Once done select 'All done'.



5. On the next screen please click the 'Install CrashPlan' button, which can be found in the centre of the window.



6. And on the following screen select the 'Next' button to download the CrashPlan software and commence the CrashPlan install.



7. You will now be greeted with a 'Register' window explaining the need to register for the CrashPlan backup service - or to confirm your registration if you are already registered.



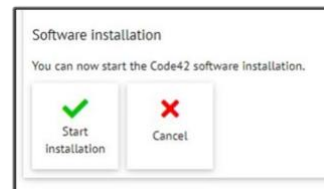
On selecting the 'Register' button you will be taken to the Oxford Single Sign On page to authenticate access – this will be the standard practice of SSO Username, SSO Password and MFA method.

Once authentication is complete you will be asked to enter a contact email address in order for the service to contact you about this account. It will default to your primary University email address, but the field does allow the choice of an alternative University address or the entry of a new address.

Please Note: this information is held only by the HFS service and not shared with any other external service provider.

8. Once you have selected your contact email address select the 'Update' button, which will register your contact email address and move you to the 'Software Installation' page.

Click the 'Start Installation' button to install the software.



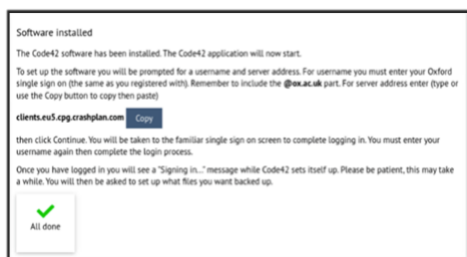
9. Click 'Continue' on the next screen and then you will be greeted with a 'Sign in to CrashPlan' window.

- Username: Enter your SSO username in full, for example: oxfd1234@ox.ac.uk
- Server Address: Enter 'clients.eu5.cpg.crashplan.com'

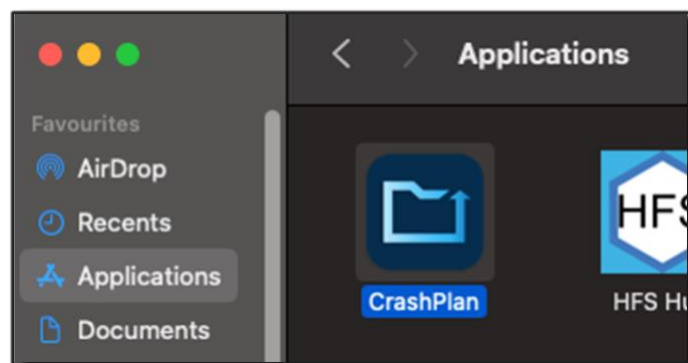
Once successfully signed in you will see 'Sign in successful' and the installation will continue.



10. Once the installation is complete you will see **'The installation was successful'** – you can now close this window and any others, but please make a note of, or copy, the server address highlighted (**clients.eu5.cpg.crashplan.com**) on **'Software Installed'** page.



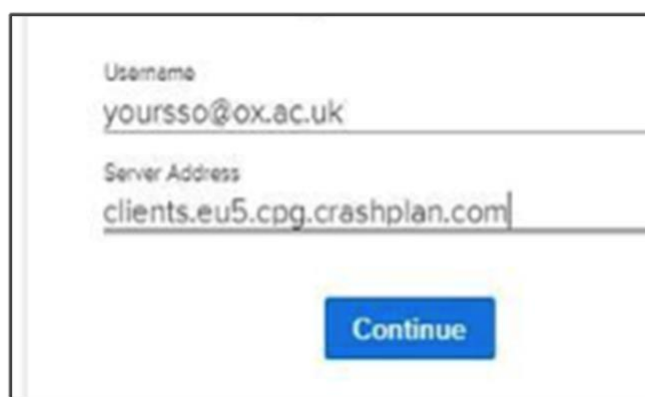
11. You can now open the **'CrashPlan'** application. This can be done either through the HFS Hub and selecting **'Open CrashPlan app'** or by directly opening the CrashPlan app from within **'Applications'** – please add a shortcut as required.



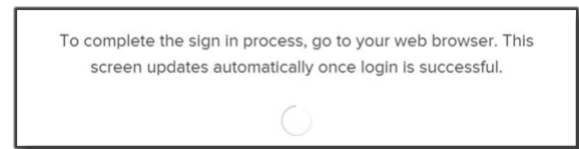
12. Once the CrashPlan application is opened you will once more see the **'Sign in to CrashPlan'** screen. Please enter the following information...

- Username: Enter your SSO username in full, for example: **oxfd1234@ox.ac.uk**
- Server Address: Enter **'clients.ie.CrashPlan.com'**

Once your Username and the Server Address have been entered click **'Continue'** to be taken once more to the Oxford SSO screen to re-enter your SSO username and password.



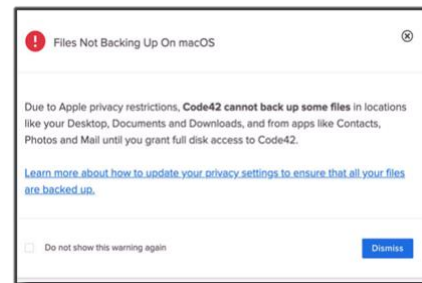
13. Once successfully authenticated the CrashPlan app will configure itself. You may see the message in the image below displayed for some time. This is normal - please be patient and allow this to complete.



14. Once complete the first dialogue screen will now offer you the choice of registering this machine as a new device or as a replacement device.

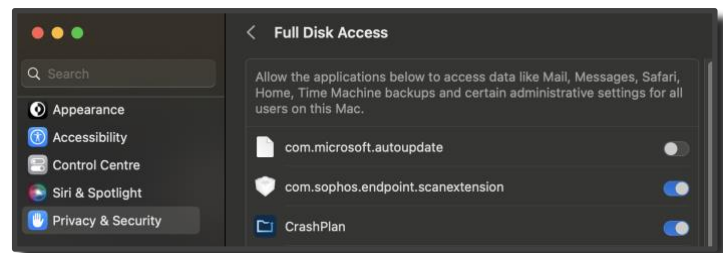
- New Device: Select the 'New Device' option if this is a new computer with no backups that you would like to transfer.
- Replacement: Select the 'Replacement' option if this machine is a replacement for a failed machine that you wish CrashPlan to restore a backup from.

15. If a new machine you will likely encounter a 'Files Not Backing Up On macOS' message. This is because CrashPlan doesn't have the necessary permissions to access the files.

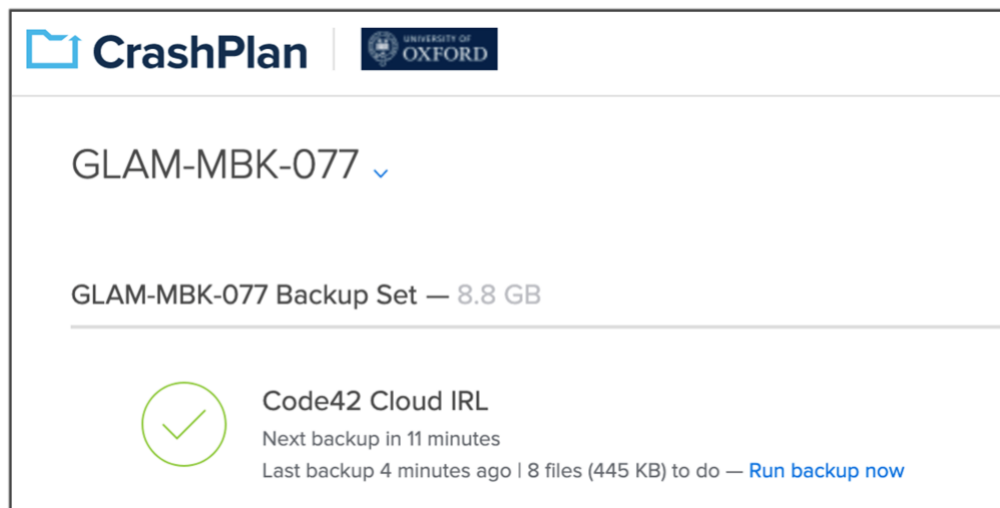


To allow CrashPlan access please do the following.

- Click 'Dismiss'
- Go to 'System Settings'
- Select 'Privacy & Security'
- On the right-hand side scroll to 'Full Disk Access' and select
- Make sure 'CrashPlan' is listed and the toggle switch is on and blue as shown. If not, please enable.



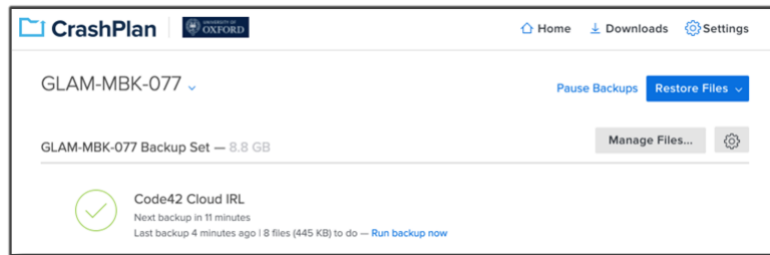
16. Now close CrashPlan and re-open and you will find the message no longer appears and the CrashPlan application is available to use and is ready for you to make a selection for backup. Please see the 'Configuring a Backup' section of this document for advice on this.



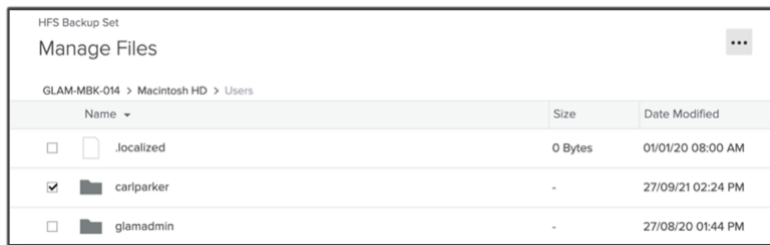
Backing Up Files

Selecting what files to Back Up, and the process of Backing Up is very simple.

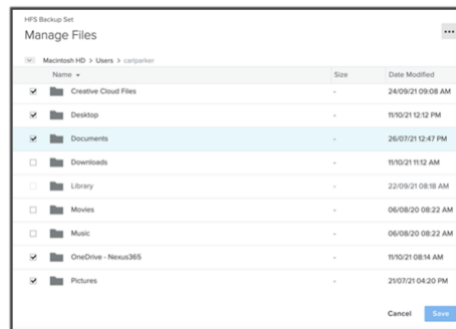
1. From the 'Home' page of the CrashPlan application select the 'Manage Files...' option as shown in the image below.



2. You will now be able to select which files to backup. You can choose the whole user directory – please beware that this will back up *all files* within this location.



3. Or if you wish to be more selective with your Backup you can go into the folder (and corresponding folders) selecting and de-selecting items which you want (or do not want) to be backed up, as shown below.



4. Once happy click 'Save' to confirm the settings, which will commence a manual backup process and set the files to be incrementally backed up via the automated process (every 15 minutes unless adjusted). And if you ever wish to add any omitted folders in or check what you are backing up it can be done via this method.

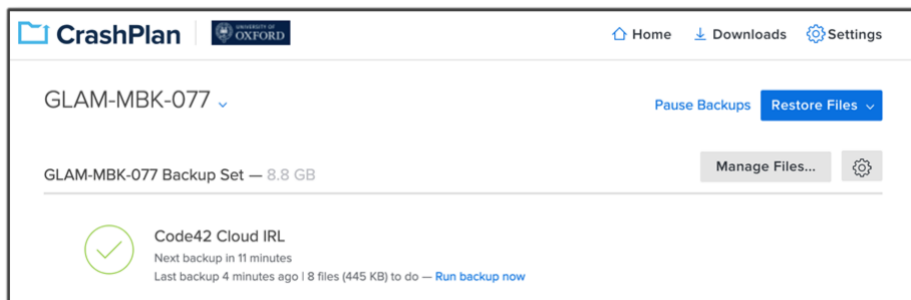


5. Once the backup process is complete you will see 'Backup complete' message.

Restoring Files

As with backing up files, restoring files is a simple and intuitive process.

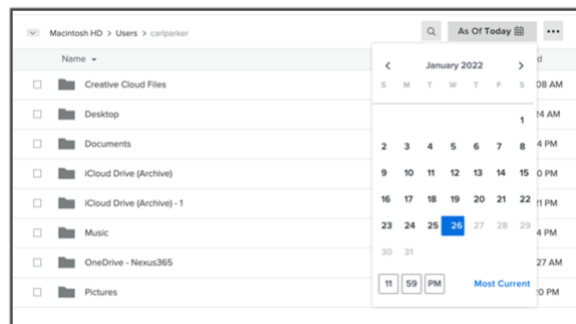
1. Select 'Restore Files' on the CrashPlan homepage.



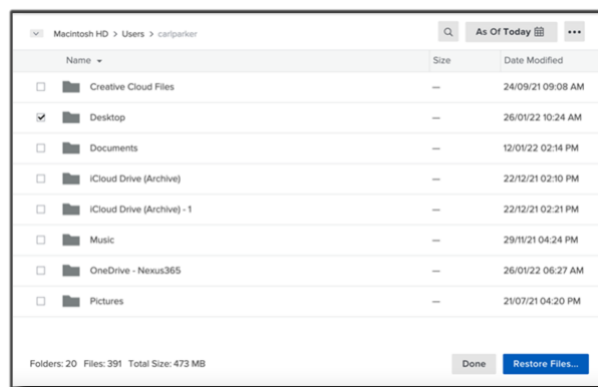
2. Select the folder you want to restore, or if you want to restore a particular file click into the appropriate folder until you find or use the search function (magnifying glass symbol).



3. Select the date you want to restore to via the calendar button.

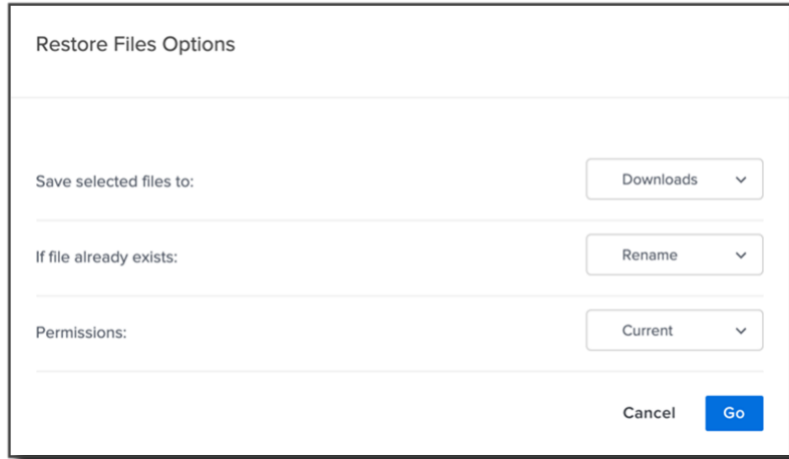


4. Once you have selected the file or folder you need to restore and selected a date click 'Restore Files...'.



5. You will now see the 'Restore Files Options' window. Please select where you want to save the restored files to, how you want to name them, and any permission changes needed.

We would advise that you save to a different location or a special folder in the desired location and keep the names and permissions the same.



6. Click 'Go' and the restoration process will take place. The process usually is quite quick depending on how much you're restoring, but please allow this to complete before doing anything else within CrashPlan.

You will be able to monitor the progress and see once complete.

