

Audience

This document is for UAH faculty and staff.

Overview

This document provides a brief summary of the CrashPlan PROe solution, including:

- Installing CrashPlan
- **Generating a Backup**
- Restoring a Backup

Details

CrashPlan PROe is a backup solution available for all UAH faculty and staff. Each faculty/staff member may use the backup and restore services on up to four devices (including computers and mobile devices). Any files you choose to back up will be encrypted and securely stored on a server that is off campus (in the cloud). You can restore files yourself without having to contact OIT; however, the OIT Help Desk can assist you if needed.

Installing CrashPlan

CrashPlan can be accessed and downloaded from Chargerware: <http://chargerware.uah.edu>.

1. Login to Chargerware with your Charger credentials.
2. Download the installation file to the machine you on which you want to install the software.
3. Proceed with remaining installation steps listed (by platform) below.

For Mac Users

- Mount the **CrashPlanPROe_Mac.dmg** and double-click the .pkg.
- Follow the prompts to complete the installation.
- After installation, a pop-up window will prompt you to create your account.
 - The first time you register a device, choose the New Account option.
 - For subsequent devices, choose the Existing Account option. (You may install CrashPlan on up to four devices.)
- Enter your Charger (LDAP) credentials.

For Windows Users

- After downloading the .zip file, right-click and select **Extract All...** Agree to extract all files to your Downloads folder.
- Access your Downloads folder and then open the **CrashPlanPROe_Win** folder.
- Run the **CrashPlanPROe_Win.exe** file.
- Click **Yes** to the User Account Control prompt.
- After installation, a pop-up window will prompt you to create your account.
 - The first time you register a device, choose the New Account option.
 - For subsequent devices, choose the Existing Account option. (You may install CrashPlan on up to four devices.)
- Enter your Charger (LDAP) credentials.

For Linux Users

- Unpack the **CrashPlanPROe_Linux.tgz** archive.
- Run the **install.sh** script from a BASH shell.
- After installation, a pop-up window will prompt you to create your account.
 - The first time you register a device, choose the New Account option.
 - For subsequent devices, choose the Existing Account option. (You may install CrashPlan on up to four devices.)
- Enter your Charger (LDAP) credentials.

Note: The basic install has been configured to meet the needs of most users. Several features are customizable depending on individual setup and requirements. For more information about setting configuration, visit [CrashPlan Support](#).

Generating a Backup

A backup will begin running automatically upon registration of your device. By default, your User folder will be backed up. You may make edits to the default files selected; however, for optimal performance and user experience it is recommended that you only backup files that you will need to access in the future. For example, system files used by your OS should be excluded from your backup. To edit the folders/files you want to backup, take the following steps:

1. Select the Pause button to the right of the progress bar under the Destinations heading.
2. Click the Change button under the Files heading.
3. Navigate through your computer's folder structure, selecting the files and folders you want to include in your backup.
4. Select Save.
5. Resume your backup with the edits you just saved by selecting the Play button to the right of the progress bar.
6. As long as your device is online, your initial backup will run continuously until the backup is complete. You may close the window without affecting your backup. If you shut down your machine, the backup process will resume upon restart.
7. Once your backup is complete, CrashPlan will continue to back up your data every 15 minutes (as long as your device is online).

8. In addition to the cloud (default) destination, users may back up their device to another computer or an external device (such as a USB stick or hard drive). To explore these options, select the Destinations tab at the right of the client.
 - a. View computers to which you can back up, add new computers as backup destinations and start backups to specific computers.
 - b. View folders to which you can backup, attach new folders as backup destinations and start backups to specific folders.
 - c. View cloud to see details about cloud storage.

Note: Any edits you make to the folder selection are cumulative. If you want to add additional files to the backup at a later time, you should keep all of your previous selections checked. By deselecting a folder or file, you are removing it from the list of folders and files to be backed up.

Restoring a Backup

Your initial backup must be complete before you can restore your data. You may restore your data from:

- Desktop Client (downloaded on each device you backup)
- CrashPlan PROe Mobile App
- Web Client (backup.uah.edu)

Desktop Client

1. Select the Restore tab at the right of the window.
2. Select the files you want to restore by checking the boxes next to the appropriate folders/files.
3. Adjust your restore by toggling to the desired options at the bottom of the window:
 - a. Most recent vs. Previous version
 - b. Current vs. Original permissions
 - c. Restore to Desktop vs. Original Location vs. Designated Folder
 - d. Rename vs. Overwrite
4. Select Restore.

CrashPlan PROe Mobile App

1. Navigate to your CrashPlan PROe app on your mobile device. Visit our CrashPlan FAQs to learn more about the CrashPlan PROe mobile app.
2. Choose the desired file(s) to restore from your list of backed up materials.

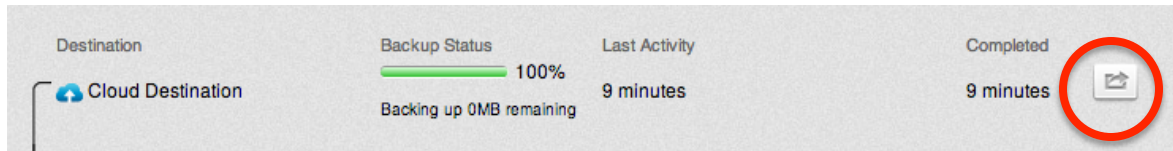
Note: You must have the appropriate applications on your mobile device to open and run your files. (Example: Acrobat, media players, etc.)

Web Client

The web client may be accessed to restore your data, adopt a new machine, or to view the progress of a backup in process. You MUST go through the initial account creation steps in the Installing CrashPlan section of this document BEFORE accessing the web client. If you are presented with a pop-up asking you to set up a new account from the web client, check the Do Not Show box and exit the pop-up window.

1. Navigate to <http://backup.uah.edu>.
2. Login with your Charger credentials.

3. Access your devices in the menu at the left of the dashboard.
4. Select the device you want to restore.
5. Click the icon to the right of Destination, Backup Status, Last Activity, and Completed.



6. Choose Restore from the drop-down menu of options.
7. Select the files you want to restore by checking the boxes next to the appropriate folders/files.
8. Select Restore.

For more information, including platform-specific installation instructions, visit [Chargerware](#). You may also refer to the [CrashPlan FAQs](#) for more details.

Please contact the OIT Help Desk if you have any questions by emailing helpdesk@uah.edu or calling 256.824.3333.