How does the Code42 app detect away and present settings?

Overview

The Code42 app adjusts settings, such as CPU and bandwidth usage, based on if a user is using the device or if a user is away from the device. This article explains how the Code42 app detects when a user is present or away.

The method to detect away/present status depends on your operating system and your version of the Code42 app, as described below.

Code42 app version 8.6 and later

Windows

The Code42 app evaluates several factors to determine if you are using your device:

- Mouse and keyboard activity
- If media is playing, including streaming video in web browsers and video conference applications

Considerations

- Mouse and keyboard activity includes detection over remote desktop (RDP) connections.
- Media detection is not supported for per user (https://support.code42.com/Incydr/Admin/Configuring/Back_up_multiple_user_accounts_on_one_device) installations.
- The Code42 app does not access the camera and does not require any extra permissions to determine if video is active.
- It may take up to 30 seconds to detect a change in status.

Mac

The Code42 app evaluates several factors to determine if you are using your device:

- Mouse and keyboard activity
- If media is playing, including audio, streaming video in web browsers, and video conference applications

Considerations

- Mouse and keyboard activity is not detected over remote connections.
Media detection requires macOS 10.15 or later.

- The Code42 app does not access the camera and does not require any extra permissions to determine if video is active.
- It may take up to 30 seconds to detect a change in status.

Linux

The Code42 app for Linux relies on mouse and keyboard activity to determine if you are using your device.

Considerations

- Keyboard and mouse activity is not detected over remote connections.
- It may take up to 30 seconds to detect a change in status.
- Activity detection requires these packages:
  - **Red Hat Enterprise Linux (RHEL) 7:** libXScrnSaver
  - **RHEL 8:** libXScrnSaver and libnsl
  - **Ubuntu:** libgconf-2-4

Code42 app version 8.5 and earlier

Windows

In Windows, the Code42 app relies on mouse and keyboard activity to determine if you are using your device. It may take up to 30 seconds to detect a change in status.

Mac

The Code42 app for Mac relies on mouse and keyboard activity to determine if you are using your device.

Linux

The Code42 app for Linux always uses the away setting.

Related topics

- [Create backup sets](https://support.code42.com/Incydr/Agent/Configuring/Create_backup_sets)
- [Manage network bandwidth options](https://support.code42.com/CP/Admin/On-premises/6/Configuring/Manage_network_bandwidth_options)
- [Configure network overrides](https://support.code42.com/CP/Admin/On-premises/6/Configuring/Configure_network_overrides)
• Considerations for defining your backup policies (https://support.code42.com/CP/Admin/On-premises/6/Planning_and_installing/Considerations_for_defining_your_backup_policies)