Protect your data when a device is lost or stolen

Who is this article for?

√ Ø Code42 for Enterprise
See product plans and features (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans)

√ Ø CrashPlan for Small Business
CrashPlan for Small Business, no.

Code42 for Enterprise, yes.

Link: Product plans and features.

This article applies to versions 6 and 7.

Other available versions:

Cloud (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Protect_your_data_when_a_device_is_lost_or_stolen) | Version 5 (https://support.code42.com/Administrator/5/Monitoring_and_managing/Protect_your_data_when_a_device_is_lost_or_stolen) | Version 4 (https://support.code42.com/Administrator/4/Monitoring_and_managing/Protect_your_data_when_a_device_is_lost_or_stolen)

Overview

When a user's device is lost or stolen, your Code42 environment provides capabilities to protect data on the device. This tutorial explains how to protect and restore a user's data when a device is lost or stolen.
Considerations

The number of device entries in the Code42 administration console for a single device depends on the Code42 app installation type: if the Code42 app is installed per user account for multiple users on the same device, then the administration console contains a device entry for each user. To protect your data, you must take action on all of the devices.

Before you begin

Identify the name of the lost or stolen device. If you don't know the name of the device, use the administration console to locate it based on the user that owned the device:

1. Sign in to your administration console.
2. Go to Users.
3. Click the name of the user who owned the lost or stolen device.
4. Locate the lost or stolen device name by reviewing the user's devices under Device Name.

Step 1: Decommission the lost or stolen device

When you discover that a device is lost or stolen, immediately take action to protect your data.

Quickly locating a device

If your Code42 environment contains many devices, searching (https://support.code42.com/Administrator/6/Administration_console_reference/01_Administration_CONSOLE_Overview#Navigation_menu) for the device by name is often the fastest way to locate it.

The first step is to block (https://support.code42.com/Administrator/6/Monitoring_and_managing/Block_deauthorize_and_deactivate#Block) the device. When the device is blocked, the Code42 service continues backing up, but users cannot access the Code42 app to restore data or change settings.

1. Sign in to the administration console.
2. (Version 6.5 and later): Go to Devices > Active.
   (Version 6.0.x): Go to Devices.
3. Click the name of the device.
4. From , select Block.
   If the Code42 app is installed per user account for multiple users on the device, repeat the steps above for each user’s device entry.
Step 2: Set up the replacement device

1. **Install the Code42 app** ([https://support.code42.com/CrashPlan/6/Get_started/Install_the_Code42_app](https://support.code42.com/CrashPlan/6/Get_started/Install_the_Code42_app)) on the replacement device.
   
   If multiple users must back up data on the device to individual archives, **install the Code42 app per user** ([https://support.code42.com/Administrator/6/Configuring/Back_up_multiple_user_accounts_on_one_device](https://support.code42.com/Administrator/6/Configuring/Back_up_multiple_user_accounts_on_one_device)) instead and repeat the steps below for each user.

2. Transfer the user’s files to the replacement device using one of these methods:
   
   ◦  **Download files from the administration console** ([https://support.code42.com/Administrator/6/Monitoring_and_managing/Restore_files_from_the_administration_console](https://support.code42.com/Administrator/6/Monitoring_and_managing/Restore_files_from_the_administration_console))
   
   ◦  **Download files from the Code42 app** ([https://support.code42.com/CrashPlan/6/Restoring/Download_files_from_the_Code42_app](https://support.code42.com/CrashPlan/6/Restoring/Download_files_from_the_Code42_app))

3. In the administration console, unblock the lost or stolen Code42 for Enterprise device:
   
   i. *(Version 6.5 and later): Go to **Devices > Active***.
   
      *(Version 6.0.x): Go to **Devices***.
   
   ii. Click the name of the Code42 for Enterprise device.
   
   iii. From the action menu
        
        ![Unblock button](https://support.code42.com/Administrator/6/Monitoring_and_managing/Protect_your_data_when_a_device_is_lost_or_stolen)
        
        Select **Unblock**.

4. Immediately transfer settings to the new device:
   
   **Transferring the settings to the new device automatically deactivates the lost or stolen device.**
   
   ◦  **Replace the device from the administration console** ([https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Replace_a_device_from_the_administration_console](https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Replace_a_device_from_the_administration_console))
   
   ◦  **Replace the device from the Code42 app** ([https://support.code42.com/CrashPlan/6/Configuring/Replace_your_device](https://support.code42.com/CrashPlan/6/Configuring/Replace_your_device))
Related topics

- [Block, deauthorize, and deactivate](https://support.code42.com/Administrator/6/Monitoring_and_managing/Block_deauthorize_and_deactivate)
- [Access Lock](https://support.code42.com/Administrator/6/Monitoring_and_managing/Access_Lock)
- [Replace your device](https://support.code42.com/CrashPlan/6/Configuring/Replace_your_device)
- [Replace the correct device](https://support.code42.com/CrashPlan/6/Configuring/Replace_the_correct_device)
- [Replace a device with a different operating system or file system](https://support.code42.com/CrashPlan/6/Configuring/Replace_a_device_with_a_different_operating_system_or_file_system)