Site map

Who is this article for?
Find your product plan in the Code42 console on the Account menu (https://support.code42.com/Administrator/Cloud/Code42_console_reference/01_Code42_console_overview#Account_menu).

√ Incydr Professional and Enterprise
Ø Incydr Basic and Advanced
√ Incydr Basic and Advanced
√ CrashPlan Cloud
√ CrashPlan for Small Business (https://support.code42.com/Small_Business) (https://support.code42.com/Small_Business)
√ Other product plans

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- Resolve devices marked as duplicate (https://support.code42.com/Administrator/Cloud/Troubleshooting/Resolve_devices_marked_as_duplicate)
- Resolve endpoints that are not reporting security events (https://support.code42.com/Administrator/Cloud/Troubleshooting/Resolve_endpoints_that_are_not_reporting_security_events)
- Resolve extreme scale from large manifest files (https://support.code42.com/Administrator/Cloud/Troubleshooting/Resolve_extreme_scale_from_large_manifest_files)
- Unable to sign in to the Code42 console due to content filtering (https://support.code42.com/Administrator/Cloud/Troubleshooting/Unable_to_sign_in_to_the_Code42_console_due_to_content_filtering)
- Web restore troubleshooting tips (https://support.code42.com/Administrator/Cloud/Troubleshooting/Web_restore_troubleshooting_tips)
- Why does the Code42 app show a different amount of storage used than the Code42 console? (https://support.code42.com/Administrator/Cloud/Troubleshooting/Why_does_the_Code42_app_show_a_different_amount_of_storage_used_than_the_Code42_console)

- Subscriptions (https://support.code42.com/Administrator/Cloud/Subscriptions)
  - Cold storage subscription usage (https://support.code42.com/Administrator/Cloud/Subscriptions/Cold_storage_subscription_usage)
  - Data retention in the Code42 cloud (https://support.code42.com/Administrator/Cloud/Subscriptions/Data_retention_in_the_Code42_cloud)
  - Enterprise user subscriptions (https://support.code42.com/Administrator/Cloud/Subscriptions/Enterprise_subscriptions)
  - Renew subscription alert (https://support.code42.com/Administrator/Cloud/Subscriptions/Renew_subscription_alert)
  - Subscriptions reference (https://support.code42.com/Administrator/Cloud/Subscriptions/Subscriptions_reference)

- Code42 console reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference)
  - Code42 console overview (https://support.code42.com/Administrator/Cloud/Code42_console_reference/01_Code42_console_overview)
  - Account Information reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/AccountInformationReference)
Account Information reference

- Alert rule settings reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Alert_rule_settings_reference)
- All Users reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/All_Users_reference)
- Archive keystore reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Archive_keystore_reference)
- Audit Log reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Audit_Log_reference)
- Backup Usage reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Backup_Usage_reference)
- Cases reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Cases_reference)
- Changes to the Code42 console navigation (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Changes_to_the_Code42_console_navigation)
- Data Connections reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Data_Connections_reference)
- Data Preferences reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Data_Preferences_reference)
- Departing Employees reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Departing_Employees_reference)
- Deployment policies reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Deployment_policies_reference)
- Devices reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Devices_reference)
Planning and installing/Key considerations when planning your Code42 environment

- Manage app installations in your Code42 environment (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment)
  - Add the Code42 app installer to a gold image (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Add_the_Code42_app_installer_to_a_gold_image)
  - Deployment script and command reference (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Deployment_script_and_command_reference)
  - Deploy Code42 apps for manual sign on (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Deploy_Code42_apps_for_manual_sign_on)
  - Deploy Code42 apps silently with LDAP (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Deploy_Code42_apps_silently_with_LDAP)
  - Deploy Code42 apps silently with local authentication (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Deploy_Code42_apps_silently_with_local_authentication)
  - Deploy Code42 apps silently with SSO (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Deploy_Code42_apps_silently_with_SSO)
  - Prepare to deploy Code42 client apps (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Prepare_to_deploy_Code42_client_apps)
  - Prevent users from uninstalling the Code42 app (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Prevent_users_from_uninstalling_the_Code42_app)
  - Pre-stage the Code42 app upgrade (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Pre-stage_the_Code42_app_upgrade)
  - Upgrade client deployment to version 6.5 or later (https://support.code42.com/Administrator/6/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Upgrade_client_deployment_to_version_6.5_or_later)
- PostgreSQL upgrade on Red Hat (https://support.code42.com/Administrator/6/Planning_and_installing/PostgreSQL_upgrade_on_Red_Hat)
- Security hardening best practices (https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices)
  - Change the Code42 server internal database password (https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Change_the_Code42_server_internal_database_password)
  - Configure denial-of-service filter settings (https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Configure_denial-of-service_filter_settings)
  - Configure the CORS domain allowlist for web applications (https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Configure_the_CORS_domain_allowlist_for_web_applications)
  - Configure TLS strict certificate validation (https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Configure_TLS_strict_certificate_validation)
- Disable data key sharing
  [https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Disable_data_key_sharing](https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Disable_data_key_sharing)

- Disable older protocols and cipher suites
  [https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Disable_older_protocols_and_cipher_suites](https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Disable_older_protocols_and_cipher_suites)

- Encryption key options for backup archives
  [https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Encryption_key_options_for_backup_archives](https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Encryption_key_options_for_backup_archives)

- Enforce HTTPS access
  [https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Enforce_HTTPS_access](https://support.code42.com/Administrator/6/Planning_and_installing/Security_hardening_best_practices/Enforce_HTTPS_access)

- Set up a multi-server test environment
  [https://support.code42.com/Administrator/6/Planning_and_installing/Set_up_a_multi-server_test_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Set_up_a_multi-server_test_environment)

- Set up a single-server test environment
  [https://support.code42.com/Administrator/6/Planning_and_installing/Set_up_a_single-server_test_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Set_up_a_single-server_test_environment)

- Supported operating systems
  [https://support.code42.com/Administrator/6/Planning_and_installing/Supported_operating_systems](https://support.code42.com/Administrator/6/Planning_and_installing/Supported_operating_systems)

- Uninstall the Code42 server
  [https://support.code42.com/Administrator/6/Planning_and_installing/Uninstall_the_Code42_server](https://support.code42.com/Administrator/6/Planning_and_installing/Uninstall_the_Code42_server)

- Upgrade the Code42 app from version 4.x to version 6.x and later
  [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_the_Code42_app_from_version_4.x_to_version_6.x](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_the_Code42_app_from_version_4.x_to_version_6.x)

- Upgrade your on-premises environment
  [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment)

  - Change ports for Code42 app device upgrades
    [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Change_ports_for_Code42_app_device_upgrades](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Change_ports_for_Code42_app_device_upgrades)

  - Upgrade the Code42 apps in your environment
    [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_the_Code42_apps_in_your_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_the_Code42_apps_in_your_environment)

  - Upgrade to version 8.2.6
    [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_8.2.6](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_8.2.6)

  - Upgrade your multi-server Code42 environment
    [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_your_multi-server_Code42_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_your_multi-server_Code42_environment)

  - Upgrade your single-server Code42 environment
    [https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_your_single-server_Code42_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_your_single-server_Code42_environment)

- Use PostgreSQL in your Code42 environment
  [https://support.code42.com/Administrator/6/Planning_and_installing/Use_PostgreSQL_in_your_Code42_environment](https://support.code42.com/Administrator/6/Planning_and_installing/Use_PostgreSQL_in_your_Code42_environment)

- Configuring
  [https://support.code42.com/Administrator/6/Configuring](https://support.code42.com/Administrator/6/Configuring)

  - Add organizations for user management
    [https://support.code42.com/Administrator/6/Configuring/Add_organizations_for_user_management](https://support.code42.com/Administrator/6/Configuring/Add_organizations_for_user_management)

  - Add storage
    [https://support.code42.com/Administrator/6/Configuring/Add_storage](https://support.code42.com/Administrator/6/Configuring/Add_storage)

  - Add users from the Code42 console
    [https://support.code42.com/Administrator/6/Configuring](https://support.code42.com/Administrator/6/Configuring)
Add users from the Code42 console

- Backup sets ([https://support.code42.com/Administrator/6/Configuring/Backup_sets](https://support.code42.com/Administrator/6/Configuring/Backup_sets))
- Back up multiple user accounts on one device ([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))
- Client customizations ([https://support.code42.com/Administrator/6/Configuring/Client_customizations](https://support.code42.com/Administrator/6/Configuring/Client_customizations))
- Code42 server configuration recommendations ([https://support.code42.com/Administrator/6/Configuring/Code42_server_configuration_recommendations](https://support.code42.com/Administrator/6/Configuring/Code42_server_configuration_recommendations))
- Configure activity profiles ([https://support.code42.com/Administrator/6/Configuring/Configure_activity_profiles](https://support.code42.com/Administrator/6/Configuring/Configure_activity_profiles))
- Configure a legal hold ([https://support.code42.com/Administrator/6/Configuring/Configure_a_legal_hold](https://support.code42.com/Administrator/6/Configuring/Configure_a_legal_hold))
- Configure CPU usage for backup in the Code42 console ([https://support.code42.com/Administrator/6/Configuring/Configure_CPU_usage_in_the_Code42_console](https://support.code42.com/Administrator/6/Configuring/Configure_CPU_usage_in_the_Code42_console))
- Configure device backup settings ([https://support.code42.com/Administrator/6/Configuring/Configure_device_backup_settings](https://support.code42.com/Administrator/6/Configuring/Configure_device_backup_settings))
- Configure device networks ([https://support.code42.com/Administrator/6/Configuring/Configure_device_networks](https://support.code42.com/Administrator/6/Configuring/Configure_device_networks))
- Configure DSCP ([https://support.code42.com/Administrator/6/Configuring/Configure_DSCP](https://support.code42.com/Administrator/6/Configuring/Configure_DSCP))
- Best practices for file exclusions and preservation policies ([https://support.code42.com/Administrator/6/Configuring/Configure_file_excludes_to_work_with_legal_holds](https://support.code42.com/Administrator/6/Configuring/Configure_file_excludes_to_work_with_legal_holds))
- Configure network overrides ([https://support.code42.com/Administrator/6/Configuring/Configure_network_overrides](https://support.code42.com/Administrator/6/Configuring/Configure_network_overrides))
- Configure on-premises Code42 environments for use with HIPAA ([https://support.code42.com/Administrator/6/Configuring/Configure_on-premises_Code42_environments_for_use_with_HIPAA](https://support.code42.com/Administrator/6/Configuring/Configure_on-premises_Code42_environments_for_use_with_HIPAA))
- Configure port forwarding in your Code42 environment ([https://support.code42.com/Administrator/6/Configuring/Configure_port_forwarding_in_your_Code42_environment](https://support.code42.com/Administrator/6/Configuring/Configure_port_forwarding_in_your_Code42_environment))
- Configure your Code42 environment to use syslog ([https://support.code42.com/Administrator/6/Configuring/Configure_your_Code42_environment_to_use_syslog](https://support.code42.com/Administrator/6/Configuring/Configure_your_Code42_environment_to_use_syslog))
- Configure your Code42 server to accept longer encryption keys ([https://support.code42.com/Administrator/6/Configuring/Configure_your_Code42_server_to_accept_longer_encryption_keys](https://support.code42.com/Administrator/6/Configuring/Configure_your_Code42_server_to_accept_longer_encryption_keys))
- Create a legal hold matter ([https://support.code42.com/Administrator/6/Configuring/Create_a_legal_hold_matter](https://support.code42.com/Administrator/6/Configuring/Create_a_legal_hold_matter))
- Create a legal hold preservation policy ([https://support.code42.com/Administrator/6/Configuring/Create_a_legal_hold_preservation_policy](https://support.code42.com/Administrator/6/Configuring/Create_a_legal_hold_preservation_policy))
- Customize your Code42 console ([https://support.code42.com/Administrator/6/Configuring/Customize_your_Code42_console](https://support.code42.com/Administrator/6/Configuring/Customize_your_Code42_console))
- Disable endpoint monitoring ([https://support.code42.com/Administrator/6/Configuring/Disable_endpoint_monitoring](https://support.code42.com/Administrator/6/Configuring/Disable_endpoint_monitoring))
- Enable data balancing ([https://support.code42.com/Administrator/6/Configuring/Enable_data_balancing](https://support.code42.com/Administrator/6/Configuring/Enable_data_balancing))
- Enable FIPS mode on Windows devices ([https://support.code42.com/Administrator/6/Configuring/Enable_FIPS_mode_on_Windows_devices](https://support.code42.com/Administrator/6/Configuring/Enable_FIPS_mode_on_Windows_devices))
- Enable endpoint monitoring for file exfiltration detection ([https://support.code42.com/Administrator/6/Configuring/Enable_endpoint_monitoring_for_file_exfiltration_detection](https://support.code42.com/Administrator/6/Configuring/Enable_endpoint_monitoring_for_file_exfiltration_detection))
- Exclude files from backup ([https://support.code42.com/Administrator/6/Configuring/Exclude_files_from_backup](https://support.code42.com/Administrator/6/Configuring/Exclude_files_from_backup))
• How to integrate Code42 and Zapproved for eDiscovery (https://support.code42.com/Administrator/6/Configuring/How_to_integrate_Code42_and_Zapproved_for_eDiscovery)

• How to use both IPv4 and IPv6 in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/How_to_use_both_IPv4_and_IPv6_in_your_Code42_environment)

• How to use RADIUS and LDAP together (https://support.code42.com/Administrator/6/Configuring/How_to_use_RADIUS_and_LDAP_together)

• On-premises authority with Code42 cloud storage (https://support.code42.com/Administrator/6/Configuring/Hybrid_cloud_setup_add_public_cloud_storage)

• Identity management (https://support.code42.com/Administrator/6/Configuring/Identity_management)
  • Configure Azure for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure_Azure_for_SSO_in_your_Code42_environment)
  • Configure Google for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure_Google_for_SSO_in_your_Code42_environment)
  • Configure InCommon for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure_InCommon_for_SSO_in_your_Code42_environment)
  • Configure Microsoft AD FS for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure.Microsoft_AD_FS_for_SSO_in_your_Code42_environment)
  • Configure Okta for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure.Okta_for_SSO_in_your_Code42_environment)
  • Configure OneLogin for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure.OneLogin_for_SSO_in_your_Code42_environment)
  • Configure PingOne for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure.PingOne_for_SSO_in_your_Code42_environment)
  • Configure Shibboleth for SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure.Shibboleth_for_SSO_in_your_Code42_environment)
  • Configure system properties for SSO (https://support.code42.com/Administrator/6/Configuring/Identity_management/Configure_system_properties_for_SSO)
  • How to configure SSO in your Code42 environment (https://support.code42.com/Administrator/6/Configuring/Identity_management/How_to_configure_SSO_in_your_Code42_environment)
  • How to use single sign-on and LDAP together (https://support.code42.com/Administrator/6/Configuring/Identity_management/How_to_use_single_sign-on_and_LDAP_together)
  • Introduction to single sign-on (https://support.code42.com/Administrator/6/Configuring/Identity_management/Introduction_to_single_sign-on)
  • Replace your single sign-on certificate (https://support.code42.com/Administrator/6/Configuring/Identity_management/Replace_your_single_sign-on_certificate)
  • Update the single sign-on certificate for Code42 (https://support.code42.com/Administrator/6/Configuring/Identity_management/Update_the_single_sign-on_certificate_for_Code42)
  • View single sign-on logs (https://support.code42.com/Administrator/6/Configuring/Identity_management/View_single_sign-on_logs)

• Reference information for including or excluding files from backup (https://support.code42.com/Administrator/6/Configuring/Include_or_exclude_files_for_backup)
• Increase Java heap space (https://support.code42.com/Administrator/6/Configuring/Increase_Java_heap_space)
• Increase server workload capacity (https://support.code42.com/Administrator/6/Configuring/Increase_server_workload_capacity)
• Install a CA-signed SSL certificate with the Java keytool (https://support.code42.com/Administrator/6/Configuring/Install_a_CA-signed_SSL_certificate_for_HTTPS_console_access)
• Install a CA-signed SSL/TLS certificate with KeyStore Explorer (https://support.code42.com/Administrator/6/Configuring/Install_a_CA-signed_SSL_TLS_certificate_with_KeyStore_Explorer)
• Integrate with LDAP for user authentication (https://support.code42.com/Administrator/6/Configuring/Integrate_with_LDAP_for_user_authentication)
• Manage network bandwidth options (https://support.code42.com/Administrator/6/Configuring/Manage_network_bandwidth_options)
• Manual secure keystore for server database (https://support.code42.com/Administrator/6/Configuring/Manual_secure_keystore_for_server_database)
• Multiple RADIUS servers with two-factor authentication (https://support.code42.com/Administrator/6/Configuring/Multiple_RADIUS_servers_with_two-factor_authentication)
• Offer additional destinations (https://support.code42.com/Administrator/6/Configuring/Offer_additional_destinations)
• Protect your Code42 server database with automatic secure keystore (https://support.code42.com/Administrator/6/Configuring/Protect_your_Code42_server_database_with_automatic_secure_keystore)
• Remove a provider cloud destination (https://support.code42.com/Administrator/6/Configuring/Remove_a_provider_cloud_destination)
• Seed archives to your on-premises environment (https://support.code42.com/Administrator/6/Configuring/Seed_archives_to_your_private_cloud)
• Set up RADIUS (https://support.code42.com/Administrator/6/Configuring/Set_up_RADIUS)
• Show or hide Code42 app visibility on user devices (https://support.code42.com/Administrator/6/Configuring/Show_or_hide_Code42_app_visibility_on_user_devices)
• Switch to cloud storage from on-premises storage (https://support.code42.com/Administrator/6/Configuring/Switch_to_cloud_storage_from_on-premises_storage)
• TLS messaging (https://support.code42.com/Administrator/6/Configuring/TLS_messaging)
• Two-factor authentication for local users (https://support.code42.com/Administrator/6/Configuring/Two-factor_authentication_for_local_users)
• Install a CA-signed SSL certificate with OpenSSL (https://support.code42.com/Administrator/6/Configuring/Use_OpenSSL_to_install_a_keystore)
• Monitoring and managing (https://support.code42.com/Administrator/6/Monitoring_and_managing)
• Add clients to your Code42 environment (https://support.code42.com/Administrator/6/Monitoring_and_managing/Add_clients_to_your_Code42_environment)
• Add reference information to devices, users, and organizations (https://support.code42.com/Administrator/6/Monitoring_and_managing/Add_reference_information_to_devices_users_and_organizations)
• Archive maintenance (https://support.code42.com/Administrator/6/Monitoring_and_managing/Archive_maintenance)
• Back up and download Mac user and application preferences (https://support.code42.com/Administrator/6/
Monitoring and managing/Back up and download Mac user and application preferences

▪ Back up Code42 server database dumps to another location (https://support.code42.com/Administrator/6/Monitoring_and_managing/Back_up_Code42_server_database_dumps_to_another_location)

▪ Best practices for defending against ransomware (https://support.code42.com/Administrator/6/Monitoring_and_managing/Best_practices_for_defending_against_ransomware)

▪ Best practices for protecting data when employees leave (https://support.code42.com/Administrator/6/Monitoring_and_managing/Best_practices_for_protecting_data_when_employees_leave)

▪ Block, deauthorize, and deactivate (https://support.code42.com/Administrator/6/Monitoring_and_managing/Block_deauthorize_and_deactivate)

▪ Change a Code42 server's network address (https://support.code42.com/Administrator/6/Monitoring_and_managing/Change_a_Code42_servers_network_address)

▪ Code42 API resources (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources)
  ▪ Code42 API authentication methods (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_authentication_methods)
  ▪ Code42 API documentation viewers (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_documentation_viewers)
  ▪ Code42 API examples on GitHub (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_examples_on_GitHub)
  ▪ Code42 API integration with Splunk Enterprise (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_integration_with_Splunk_Enterprise)
    ▪ Analyze data with Splunk and the Code42 API (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_integration_with_Splunk_Enterprise/01_Analyze_data_with_Splunk_and_the_Code42_API)
    ▪ Code42 environment logs as data sources for Splunk Enterprise (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_integration_with_Splunk_Enterprise/02_Code42_environment_logs_as_data_sources_for_Splunk_Enterprise)
    ▪ Code42 API script examples for use with Splunk (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_integration_with_Splunk_Enterprise/03_API_script_examples_for_use_with_Splunk)
  ▪ Code42 API resources supporting CORS (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_resources_supporting_CORS)
  ▪ Code42 API syntax and usage (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Code42_API_syntax_and_usage)
  ▪ Configure network-based device backup rates with the Code42 API (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Configure_network-based_device_backup_rates_with_the_Code42_API)
  ▪ Customize applications monitored for file exfiltration (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Customize_applications_monitored_for_file_exfiltration)
  ▪ Customize email templates (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Customize_email_templates)
• Introduction to the Code42 API

• Monitor restore activity with the Code42 API

• Sample uses of the Code42 API

• Tools for interacting with the Code42 API

• Use the Code42 API to automate push restores

• Use the Code42 API to set SAML attributes

• View device backup status with the Code42 API

• Code42 app for Splunk Phantom

• Cold storage

• Collect files from a legal hold

• Configure secure delete

• Control computer-to-computer backup

• Deactivate and reactivate users and devices

• Best practices for using Code42 to address insider risk

• eDiscovery integration guide

• File and folder hierarchy

• How LDAP sync works

• Identify and resolve device issues in the Code42 console

• Identify Code42 app versions on user devices

• Import CSV reports to Microsoft Excel

• Integrate your Code42 environment with complex LDAP directory structures

https://support.code42.com/Sitemap
Integrate your Code42 environment with complex LDAP directory structures

▪ Manage space when disk runs low (https://support.code42.com/Administrator/6/Monitoring_and_managing/Manage_space_when_disk_runs_low)

▪ Migrate archives between store points (https://support.code42.com/Administrator/6/Monitoring_and_managing/Migrate_archives_between_store_points)

▪ Move a store point (https://support.code42.com/Administrator/6/Monitoring_and_managing/Move_a_store_point)

▪ Protect your data when a device is lost or stolen (https://support.code42.com/Administrator/6/Monitoring_and_managing/Protect_your_data_when_a_device_is_lost_or_stolen)

▪ Purge cold storage (https://support.code42.com/Administrator/6/Monitoring_and_managing/Purge_cold_storage)

▪ Replace an inaccessible store point (https://support.code42.com/Administrator/6/Monitoring_and_managing/Replace_an_inaccessible_store_point)

▪ Use reports and alerts to monitor your environment (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_reports_and_alerts_to_monitor_your_environment)
  ▪ View destination statistics with the Reporting web app (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_destination_statistics_with_the_Reporting_web_app)
  ▪ Device status report use cases (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_device_backup_status_with_the_Reporting_web_app)
  ▪ View organization usage statistics with the Reporting web app (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_organization_usage_statistics_with_the_Reporting_web_app)
  ▪ View user storage with the Reporting web app (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_user_storage_with_the_Reporting_web_app)

▪ Restore files from the Code42 console (https://support.code42.com/Administrator/6/Monitoring_and_managing/Restore_files_from_the_Code42_console)

▪ Roles resources (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Roles_resources)
  ▪ Best practices for custom roles and permissions (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Roles_resources/Best_practices_for_custom_roles_and_permissions)
  ▪ Manage user roles (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Roles_resources/Manage_user_roles)
  ▪ Roles reference (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Roles_resources/Roles_reference)
  ▪ Role assignment use cases (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Roles_resources/Role_assignment_use_cases)

▪ Upgrade to the Code42 Cloud (https://support.code42.com/Administrator/6/Monitoring_and_managing/Upgrade_to_the_Code42_Cloud)

▪ User management with LDAP integration (https://support.code42.com/Administrator/6/Monitoring_and_managing/User_management_with_LDAP_integration)

▪ Use Code42 to simplify device migration (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Use_Code42_to_simplify_device_migration)
  ▪ Back up Windows user settings (https://support.code42.com/Administrator/6/Monitoring_and_managing/ Use_Code42_to_simplify_device_migration/Back_up_Windows_user_settings)

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Powered by mindtouch
- Migrate Windows user settings to a new device (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Migrate_Windows_user_settings_to_a_new_device)
- Migrate Windows user settings — troubleshooting (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Migrate_Windows_user_settings_troubleshooting)
- Replace a device from the Code42 console (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Replace_a_device_from_the_Code42_console)
- Use Code42 to migrate Windows user profiles and data (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Use_Code42_to_migrate_Windows_user_profiles_and_data)
- Use the Code42 app to help move to Windows 10 (https://support.code42.com/Administrator/6/Monitoring_and_managing/Use_Code42_to_simplify_device_migration/Use_the_Code42_app_to_help_move_to_Windows_10)
- View legal hold events (https://support.code42.com/Administrator/6/Monitoring_and_managing/View_legal_hold_events)
- Troubleshooting (https://support.code42.com/Administrator/6/Troubleshooting)
  - Code42 platform alerts (https://support.code42.com/Administrator/6/Troubleshooting/Alerts)
    - Active SSO identity provider removed from federation (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Active_SSO_identity_provider_removed_from_federation)
    - Admin password unchanged (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Admin_password_unchanged)
    - Alert recipients missing (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Alert_recipients_missing)
    - Corrupt archive (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Corrupt_archive)
    - Database export failure (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Database_export_failure)
    - Database restore cleanup needed (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Database_restore_cleanup_needed)
    - Destination is offline (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Destination_is_offline)
    - Device backup critical (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Device_backup_critical)
    - Device backup warning (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Device_backup_warning)
    - Directory sync deactivate (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Directory_sync_deactivate)
    - Email expired (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Email_expired)
    - Job failed (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Job_failed)
    - LDAP connection problem (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/LDAP_connection_problem)
- Mail server connection problem (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Mail_server_connection_problem)
- Provider destination stopped accepting application (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Provider_destination_stopped_accepting_application)
- RADIUS connection problem (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/RADIUS_connection_problem)
- Scheduled Job: Service Provider Certificate Renewal on server has failed (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Scheduled_Job_Service_Provider_Certificate_Renewal_on_server_has_failed)
- Server offline (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Server_offline)
- Server version conflict (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Server_version_conflict)
- SSO identity provider metadata URL unavailable (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/SSO_identity_provider_metadata_URL_unavailable)
- SSO IDP does not support HTTP POST (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/SSO_IDP_does_not_support_HTTP_POST)
- SSO IDP metadata parse failure (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/SSO_IDP_metadata_parse_failure)
- SSO username attribute not found (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/SSO_username_attribute_not_found)
- Store point offline (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Store_point_offline)
- Store point space critical (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Store_point_space_critical)
- Store point space warning (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Store_point_space_warning)
- Unable to contact Code42 licensing server (https://support.code42.com/Administrator/6/Troubleshooting/Alerts/Unable_to_contact_Code42_licensing_server)
- Backup occurs over excluded wireless networks connected to VPN (https://support.code42.com/Administrator/6/Troubleshooting/Backup_occurs_over_excluded_wireless_networks_connected_to_VPN)
- Backup speed does not match available bandwidth (https://support.code42.com/Administrator/6/Troubleshooting/Backup_speed_does_not_match_available_bandwidth)
- Clear the Code42 server email queue (https://support.code42.com/Administrator/6/Troubleshooting/Clear_the_Code42_server_email_queue)
- Code42 server command line tools (https://support.code42.com/Administrator/6/Troubleshooting/Code42_server_command_line_tools)
- Code42 server does not restart after Linux reboots or upgrades (https://support.code42.com/Administrator/6/Troubleshooting/Code42_server_does_not_restart_after_Linux_reboots_or_upgrades)
- Code42 server does not start and shows an "invalid server installation" error (https://support.code42.com/Administrator/6/Troubleshooting/Code42_serverDoesNotStartWithInvalidServerInstallationError)
- Code42 server on Linux unable to download JRE (https://support.code42.com/Administrator/6/Troubleshooting/Code42_server_on_Linux_unable_to_download_JRE)
• Code42 server stalls due to too many open files (https://support.code42.com/Administrator/6/Troubleshooting/Code42_server_stalls_due_to_too_many_open_files)
• Conflict detected in endpoint monitoring settings and activity profile (https://support.code42.com/Administrator/6/Troubleshooting/Conflict_detected_in_endpoint_monitoring_settings_and_activity_profile)
• Enable JavaScript for the Code42 console (https://support.code42.com/Administrator/6/Troubleshooting/Enable_JavaScript_for_the_Code42_console)
• Endpoint monitoring not compatible with upgraded encryption settings (https://support.code42.com/Administrator/6/Troubleshooting/Endpoint_monitoring_not_compatible_with_upgraded_encryption_settings)
• Error deleting activity profile (https://support.code42.com/Administrator/6/Troubleshooting/Error_deleting_activity_profile)
• External mail server not sending emails (https://support.code42.com/Administrator/6/Troubleshooting/External_mail_server_not_sending_emails)
• File restore process and restore speeds (https://support.code42.com/Administrator/6/Troubleshooting/File_restore_process_and_restore_speeds)
• File selection shows 0 MB selected (https://support.code42.com/Administrator/6/Troubleshooting/File_selection_shows_0_MB_selected)
• How to find your Code42 server address (https://support.code42.com/Administrator/6/Troubleshooting/How_to_find_your_Code42_server_address)
• Improve performance when pushing client configuration changes (https://support.code42.com/Administrator/6/Troubleshooting/Improve_performance_when_pushing_client_configuration_changes)
• Incorrect capitalization in the file selection (https://support.code42.com/Administrator/6/Troubleshooting/Incorrect_capitalization_in_the_file_selection)
• Linux Code42 app unable to download JRE (https://support.code42.com/Administrator/6/Troubleshooting/Linux_Code42_app_unable_to_download_JRE)
• Missing Security Center activity results (https://support.code42.com/Administrator/6/Troubleshooting/Missing_Security_Center_activity_results)
• OVERWRITTEN folders in store point (https://support.code42.com/Administrator/6/Troubleshooting/OVERWRITTEN_folders_in_store_point)
• Real-time changes not detected due to case sensitivity (https://support.code42.com/Administrator/6/Troubleshooting/Real-time_changes_not_detected_due_to_case_sensitivity)
• Reconfigure incorrect port settings with network redirection (https://support.code42.com/Administrator/6/Troubleshooting/Reconfigure_incorrect_port_settings_with_network_redirection)
• Recover a storage server (https://support.code42.com/Administrator/6/Troubleshooting/Recover_a_storage_server)
• Recover from ransomware (https://support.code42.com/Administrator/6/Troubleshooting/Recover_from_ransomware)
• Recover your Code42 server to a previous state (https://support.code42.com/Administrator/6/Troubleshooting/Recover_your_Code42_server_to_a_previous_state)
• Replace an existing server (https://support.code42.com/Administrator/6/Troubleshooting/Replace_an_existing_server)
• Resolve devices marked as duplicate (https://support.code42.com/Administrator/6/Troubleshooting/Resolve_devices_marked_as_duplicate)
• Slow restores due to small network buffer size (https://support.code42.com/Administrator/6/Troubleshooting/Slow_restores_due_to_small_network_buffer_size)

• Stop and start the Code42 server (https://support.code42.com/Administrator/6/Troubleshooting/Stop_and_start_the_Code42_server)

• Storage server does not start after reinstalling the Code42 environment (https://support.code42.com/Administrator/6/Troubleshooting/Storage_server_does_not_start_after_reinstalling_the_Code42_environment)

• System error in Code42 console after server IP address change (https://support.code42.com/Administrator/6/Troubleshooting/System_error_in_Code42_console_after_server_IP_address_change)

• Troubleshoot LDAP (https://support.code42.com/Administrator/6/Troubleshooting/Troubleshoot_LDAP)

• Troubleshoot Microsoft AD FS SSO (https://support.code42.com/Administrator/6/Troubleshooting/Troubleshoot_Microsoft_AD_FS_SSO)

• Troubleshoot seeding to your on-premises environment (https://support.code42.com/Administrator/6/Troubleshooting/Troubleshoot_seeding_to_your_private_cloud)

• "Unable to login to server" error when performing a web restore (https://support.code42.com/Administrator/6/Troubleshooting/Unable_to_login_to_server_error_when_performing_a_web_restore)

• Unable to remove a destination (https://support.code42.com/Administrator/6/Troubleshooting/Unable_to_remove_a_destination)

• Unable to remove a provider destination (https://support.code42.com/Administrator/6/Troubleshooting/Unable_to_remove_a_provider_destination)

• Unable to sign in to the Code42 app on a new device (https://support.code42.com/Administrator/6/Troubleshooting/Unable_to_sign_in_to_the_Code42_app_on_a_new_device)

• Upgrade Java for your Code42 server (https://support.code42.com/Administrator/6/Troubleshooting/Upgrade_Java_for_your_Code42_server)

• Upgrade non-English Windows devices (https://support.code42.com/Administrator/6/Troubleshooting/Upgrade_non-English_Windows_devices_to_Code42_app_version_6.x)

• Users cannot restore from the Code42 app (https://support.code42.com/Administrator/6/Troubleshooting/Users_cannot_restore_from_the_Code42_app)

• Users with custom roles cannot perform web restores (https://support.code42.com/Administrator/6/Troubleshooting/Users_with_custom_roles_cannot_perform_web_restores)

• View Code42 server log files (https://support.code42.com/Administrator/6/Troubleshooting/View_Code42_server_log_files)

• Web restores from the Code42 cloud fail without SSL (https://support.code42.com/Administrator/6/Troubleshooting/Web_restores_from_the_Code42_cloud_fail_without_SSL)

• Web restore troubleshooting tips (https://support.code42.com/Administrator/6/Troubleshooting/Web_restore_troubleshooting_tips)

• Why does the Code42 app show a different amount of storage used than the Code42 console? (https://support.code42.com/Administrator/6/Troubleshooting/Why_does_the_Code42_app_show_a_different_amount_of_storage_used_than_the_Code42_console)

• Subscriptions (https://support.code42.com/Administrator/6/Subscriptions)

• Cold storage subscription usage (https://support.code42.com/Administrator/6/Subscriptions/Cold_storage_subscription_usage)
• Data retention for Code42 cloud storage (https://support.code42.com/Administrator/6/Subscriptions/Data_retention_in_the_Code42_cloud)
• Enterprise user subscriptions (https://support.code42.com/Administrator/6/Subscriptions/Enterprise_subscriptions)
• Renew subscription alert (https://support.code42.com/Administrator/6/Subscriptions/Renew_subscription_alert)
• Upload subscription information (https://support.code42.com/Administrator/6/Subscriptions/Upload_subscription_information)
• Code42 console reference (https://support.code42.com/Administrator/6/Code42_console_reference)
• Code42 console overview (https://support.code42.com/Administrator/6/Code42_console_reference/01_Code42_console_overview)
• Alerts reference (https://support.code42.com/Administrator/6/Code42_console_reference/Alerts_reference)
• App Downloads reference (https://support.code42.com/Administrator/6/Code42_console_reference/App_Downloads_reference)
• Backup Reporting reference (https://support.code42.com/Administrator/6/Code42_console_reference/Backup_Reporting_reference)
• Backup status report reference (https://support.code42.com/Administrator/6/Code42_console_reference/Backup_status_report_reference)
• Client Management Customizations reference guide (https://support.code42.com/Administrator/6/Code42_console_reference/Client_Management_Customizations_reference_guide)
• Code42 console restore reference (https://support.code42.com/Administrator/6/Code42_console_reference/Code42_console_restore_reference)
• Dashboard reference (https://support.code42.com/Administrator/6/Code42_console_reference/Dashboard_reference)
• Deployment policies reference (https://support.code42.com/Administrator/6/Code42_console_reference/Deployment_policies_reference)
• Destination Status report reference (https://support.code42.com/Administrator/6/Code42_console_reference/Destination_Status_report_reference)
• Devices reference (https://support.code42.com/Administrator/6/Code42_console_reference/Devices_reference)
• Device Networks settings reference (https://support.code42.com/Administrator/6/Code42_console_reference/Device_Networks_settings_reference)
• Device Status report reference (https://support.code42.com/Administrator/6/Code42_console_reference/
Device Status report reference

- LDAP reference (https://support.code42.com/Administrator/6/Code42_console_reference/LDAP_reference)
- Legal Hold reference (https://support.code42.com/Administrator/6/Code42_console_reference/Legal_Hold_reference)
- My Profile reference (https://support.code42.com/Administrator/6/Code42_console_reference/My_Profile_reference)
- Notifications settings reference (https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference)
- Organizations reference (https://support.code42.com/Administrator/6/Code42_console_reference/Organizations_reference)
- Reporting web app reference (https://support.code42.com/Administrator/6/Code42_console_reference/Reporting_web_app_reference)
- Storage - Destinations reference (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Destinations_reference)
- Storage - Servers reference (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Servers_reference)
- Storage - Store Points reference (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Store_Points_reference)
- Subscriptions reference (https://support.code42.com/Administrator/6/Code42_console_reference/Subscriptions_reference)
- Users reference (https://support.code42.com/Administrator/6/Code42_console_reference/Users_reference)
- User Activity and Activity Notifications reference (https://support.code42.com/Administrator/6/Code42_console_reference/User_Activity_and_Activity_Notifications_reference)

- Administrator resources glossary (https://support.code42.com/Administrator/6/Glossary)
- Version 5 (https://support.code42.com/Administrator/5)
- Planning and installing (https://support.code42.com/Administrator/5/Planning_and_installing)
  - Upgrade your on-premises environment (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment)
- Upgrade to version 5.3.0 from version 5.1.x or 5.2.x (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.3.0_from_version_5.1.x_or_5.2.x)
- Upgrade to version 5.3.1 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.3.1)
- Upgrade to version 5.4.1 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.4.1)
- Upgrade to version 5.4.2 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.4.2)
- Upgrade to version 5.4.3 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.4.3)
- Upgrade to version 5.4.4 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_to_version_5.4.4)
- Upgrading Version 4.3.4.1 To 5.0.3 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrading_Version_4.3.4.1_To_5.0.3)
- Upgrading Version 4.3.4.x To 5.0.1 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrading_Version_4.3.4.x_To_5.0.1)
  - Upgrading Your Single-Server Environment From Version 4.3.4.x To 5.0.1/01_Upgrading_Your_Single-Server_Environment_From_Version_4.3.4.x_To_5.0.1
  - Upgrading Your Multi-Server Environment From Version 4.3.4.x To 5.0.1/02_Upgrading_Your_Multi-Server_Environment_From_Version_4.3.4.x_To_5.0.1
  - Troubleshooting The Upgrade From Version 4.3.4.x To 5.0.1/03_Troubleshooting_The_Upgrade_From_Version_4.3.4.x_To_5.0.1
- Upgrading Version 4.3.5.x To 5.0.3 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrading_Version_4.3.5.x_To_5.0.3)
- Upgrading Version 5.0.x To 5.0.3 (https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrading_Version_5.0.x_To_5.0.3)
  - Upgrading Your Single-Server Environment To Version 4.1.3 (https://support.code42.com/Administrator/4/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrading_Your_Single-Server_Environment_To_Version_4.1.3)
- Version 4 (https://support.code42.com/Administrator/4)
  - Planning and installing (https://support.code42.com/Administrator/4/Planning_and_installing)
    - Upgrade your on-premises environment (https://support.code42.com/Administrator/4/Planning_and_installing/Upgrade_your_on_premises_environment)
    - Upgrade the CrashPlan app on Mac OS X Leopard 10.5 (https://support.code42.com/Administrator/4/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_the_CrashPlan_app_on_Mac_OS_X_Leopard_10.5)
    - Upgrade Version 4.1.2 To 4.1.3 (https://support.code42.com/Administrator/4/Planning_and_installing/Upgrade_your_on_premises_environment/Upgrade_Version_4.1.2_To_4.1.3)
Upgrade your on-premises environment/Upgrading Version 4.2.x To 4.2.3.1/
02 Upgrading Your Multi-Server Environment From Version 4.2.x To Version 4.2.3.1)

- Troubleshooting The Upgrade From Version 4.2.x To Version 4.2.3.1 (https://support.code42.com/
  Administrator/4/Planning_and_installing/Upgrade_your_on_premises_environment/
  Upgrading_Version_4.2.x_To_4.2.3.1/
  03 Troubleshooting The Upgrade From Version 4.2.x To Version 4.2.3.1)

- Upgrading Version 4.3.x To 4.3.4.1 (https://support.code42.com/Administrator/4/Planning_and_installing/
  Upgrade_your_on_premises_environment/Upgrading_Version_4.3.x_To_4.3.4.1)

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  - Code42 platform alerts (https://support.code42.com/Administrator/4/Troubleshooting/Alerts)
    - Support has expired (https://support.code42.com/Administrator/4/Troubleshooting/Alerts/Support_has_expired)
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  - Troubleshooting (https://support.code42.com/Administrator/3/Troubleshooting)
    - Administration Console Prompts To Create Administrator Account (https://support.code42.com/Administrator/3/
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  - Versions 6, 7, and 8 (https://support.code42.com/CrashPlan/6)
    - Get started (https://support.code42.com/CrashPlan/6/Get_started)
      - Changes to the Code42 app beginning in version 6 (https://support.code42.com/CrashPlan/6/Get_started/
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      - Check the status of your backup (https://support.code42.com/CrashPlan/6/Get_started/
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• Sign in to the Code42 console (https://support.code42.com/CrashPlan/6/Get_started/Sign_in_to_the_Code42_console)
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  • Back up and restore Adobe Lightroom (https://support.code42.com/CrashPlan/6/Backup/Back_up_and_restore_Adobe_Lightroom)
  • Back up and restore music and video libraries (https://support.code42.com/CrashPlan/6/Backup/Back_up_and_restore_music_and_video_libraries)
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  • Download files after replacing a drive (https://support.code42.com/CrashPlan/6/Restoring/Download_files_after_replacing_a_drive)
  • Download files from an external drive to a new device or drive (https://support.code42.com/CrashPlan/6/Restoring/Download_files_from_an_external_drive_to_a_new_device_or_drive)
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  • Adjust Code42 app settings for memory usage with large backups (https://support.code42.com/CrashPlan/6/Troubleshooting/Adjust_Code42_app_settings_for_memory_usage_with_large_backups)
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  • Backups stall due to too many open files (https://support.code42.com/CrashPlan/6/Troubleshooting/Backups_stall_due_to_too_many_open_files)
  • Cannot access Code42 app logs on Mac (https://support.code42.com/CrashPlan/6/Troubleshooting/Cannot_access_Code42_app_logs_on_Mac)
  • Cannot connect to background service (https://support.code42.com/CrashPlan/6/Troubleshooting/Cannot_connect_to_background_service)
  • Cannot connect to destination (https://support.code42.com/CrashPlan/6/Troubleshooting/Cannot_connect_to_destination)
  • Cannot open Code42 app due to uncaught exception error (https://support.code42.com/CrashPlan/6/Troubleshooting/Cannot_open_Code42_app_due_to_uncaught_exception_error)
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• Release notes (https://support.code42.com/Release_Notes)

  ◦ Code42 app version 7.0 release notes (https://support.code42.com/Release_Notes/Code42_app_version_7.0_release_notes)

  ◦ Code42 app version 7.2 release notes (https://support.code42.com/Release_Notes/Code42_app_version_7.2_release_notes)

  ◦ Code42 app version 7.4 release notes (https://support.code42.com/Release_Notes/Code42_app_version_7.4_release_notes)

  ◦ Code42 app version 7.7 release notes (https://support.code42.com/Release_Notes/Code42_app_version_7.7_release_notes)
- Download files from the web using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Download_files_from_the_web)
- Restore Apple Mail using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Restore_Apple_Mail)
- Restore Mozilla Firefox bookmarks and settings using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Restore_Mozilla_Firefox_bookmarks_and_settings)
- Restore Safari bookmarks and settings using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Restore_Safari_bookmarks_and_settings)
- Restore your iTunes library using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Restore_your_iTunes_library)
- Retain and download deleted files using CrashPlan for Small Business (https://support.code42.com/Small_Business/Restoring/Retain_and_download_deleted_files)
- CrashPlan for Small Business supported metadata (https://support.code42.com/Small_Business/Restoring/Supported_metadata)
- Where are my files? (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Restoring/Where_are_my_files)

- Troubleshooting CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting)
- 32-bit Code42 app does not run on 64-bit Windows system (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/32-bit_Code42_app_does_not_run_on_64-bit_Windows_system)
- Add a CrashPlan for Small Business cloud destination (https://support.code42.com/Small_Business/Troubleshooting/Add_a_CrashPlan_for_Small_Business_cloud_destination)
- Adjust Code42 app settings for memory usage with large backups (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Adjust_Code42_app_settings_for_memory_usage_with_large_backups)
- Assign your computer a new ID (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Assign_your_computer_a_new_ID)
- Cannot connect to background service in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Cannot_connect_to_background_service)
- Cannot connect to destination (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Cannot_connect_to_destination)
- Cannot open Code42 app due to uncaught exception error (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Cannot_open_Code42_app_due_to_uncaught_exception_error)
- Can't find files after replacing a device using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Cant_find_files_after_replacing_a_device)
- Check the status of your backup in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Check_the_status_of_your_backup)
- Clear the Code42 app cache (CrashPlan for Small Business) (https://support.code42.com/Small_Business/
Troubleshooting/Clear the Code42 app cache

- Code42 app does not restart after Linux reboots or upgrades (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_does_not_restart_after_Linux_reboots_or_upgrades)

- Code42 app does not run (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_does_not_run)

- Code42 app does not run on 64-bit system (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_does_not_run_on_64-bit_system)

- Code42 app status messages in CrashPlan for Small Business
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_status_messages)

- Code42 app version 8.2.0 changes to application and service names for CrashPlan for Small Business
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_version_8.2.0_changes_for_Small_Business)

- Code42 app repeatedly restarts backup or restore (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_app_repeatedly_restarts_backup_or_restore)

- Code42 commands for CrashPlan for Small Business
  (https://support.code42.com/Small_Business/Troubleshooting/Code42_commands_for_CrashPlan_for_Small_Business)

- Combine CrashPlan for Small Business email reports (https://support.code42.com/Small_Business/Troubleshooting/Combine_CrashPlan_for_Small_Business_email_reports)

- Connection shows network blocked (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Connection_shows_network_blocked)

- Connect to CrashPlan PRO Online (https://support.code42.com/Small_Business/Troubleshooting/Connect_to_CrashPlan_PRO_Online)

- Destination unavailable (Crashplan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Destination_unavailable)

- External drive stops backing up on Mac (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/External_drive_stops_backing_up_on_Mac)

- File selection shows 0MB selected (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/File_selection_shows_0MB_selected)

- Forgot your archive key password or custom encryption key? (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Forgot_your_archive_key_password_or_custom_encryption_key)

- How does the Code42 app detect away and present settings? (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/How_does_the_Code42_app_detect_away_and_present_settings)

- Incorrect capitalization in the file selection (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Incorrect_capitalization_in_the_file_selection)

- Installing the Code42 app prompts for access to contacts, calendar, and tasks (CrashPlan for Small Business)
  (https://support.code42.com/Small_Business/Troubleshooting/Installing_the_Code42_app_prompts_for_access_to_contacts_calendar_and_tasks)

- Is my CrashPlan for Small Business backup starting over? (https://support.code42.com/Small_Business/Troubleshooting/Is_my_backup_starting_over)
- Known conflicts with the Code42 app for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Known_conflicts_with_the_Code42_app)
- Linux real-time file watching errors in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Linux_real-time_file_watching_errors)
- macOS not backing up files with personal data in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/macOS_not_backing_up_files_with_personal_data)
- Mac Migration Assistant, Time Machine, and the Code42 app for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Mac_Migration_Assistant_Time_Machine_and_CrashPlan)
- Read Code42 app log files (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Read_Code42_app_log_files)
- Real-time changes not detected in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Real-time_changes_not_detected)
- Recover from ransomware using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Recover_from_ransomware)
- Recover from viruses and malware using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Recover_from_viruses_and_malware)
- Red circle on restored Mac files using Crashplan for Small Business (restricted permissions) (https://support.code42.com/Small_Business/Troubleshooting/Red_circle_on_restored_Mac_files_restricted_permissions)
- Renamed or "missing" external drive stops backup (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Renamed_or_missing_external_drive_stops_backup)
- Resolve extreme scale from large manifest files for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Resolve_extreme_scale_from_large_manifest_files_for_CrashPlan_for_Small_Business)
- Review your CrashPlan for Small Business support tickets (https://support.code42.com/Small_Business/Troubleshooting/Review_your_CrashPlan_for_Small_Business_support_tickets)
- Speed up your backup using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Speed_up_your_backup)
- Stop and start the Code42 app service (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Stop_and_start_the_Code42_app_service)
- Test your network connection (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Test_your_network_connection)
- Unable to back up files (Linux) (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_back_up_files_Linux)
- Unable to back up files with CrashPlan for Small Business (Mac) (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_back_up_files_Mac)
- Unable to back up files (Windows) (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_back_up_files_Windows)
- Unable to open Zip file from web restore (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_open_Zip_file_from_web_restore)
- Unable to remove default backup set in CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_remove_default_backup_set)
- Unable to restore using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_restore)
- Unable to restore specific files using CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_restore_specific_files)
- Unable to sign in to the Code42 console due to content filtering (https://support.code42.com/Small_Business/Troubleshooting/Unable_to_sign_in_to_the_Code42_console_due_to_content_filtering)
- Understand and troubleshoot backing up open files with Windows VSS (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Understand_and_troubleshoot_backing_up_open_files_with_Windows_VSS)
- Understand and troubleshoot backup issues with Mac file watching services (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Understand_and_troubleshoot_backing_up_with_Mac_Spotlight)
- Understand and troubleshoot frequency and version settings (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Understand_and_troubleshoot_frequency_and_version_settings)
- Uninstall and reinstall the Code42 app for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Uninstall_and_reinstall_the_Code42_app)
- Update file verification scan schedule (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Update_file_verification_scan_schedule)
- Windows user permissions requirements for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/Windows_user_permissions_requirements_Windows)
- Use the Code42 app on a device with limited resources (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Use_the_Code42_app_on_a_device_with_limited_resources)
- Use the Code42 app with limited bandwidth (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Use_the_Code42_app_with_limited_bandwidth)
- What is not backing up (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/What_is_not_backing_up)
- What to do after receiving a backup alert for CrashPlan for Small Business (https://support.code42.com/Small_Business/Troubleshooting/What_to_do_after_receiving_a_backup_alert)
- Why are files "missing" from my backup selection in CrashPlan for Small Business? (https://support.code42.com/Small_Business/Troubleshooting/Why_are_files_missing_from_my_backup_selection)
- Why does the Code42 app show a different number of files than my computer? (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Troubleshooting/Why_does_the_Code42_app_show_a_different_number_of_files_than_my_computer)
- Configuring CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring)
- Archive maintenance in CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Archive_maintenance](https://support.code42.com/Small_Business/Configuring/Archive_maintenance))
- Available languages for CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Available_languages_for_CrashPlan_for_Small_Business](https://support.code42.com/Small_Business/Configuring/Available_languages_for_CrashPlan_for_Small_Business))
- Backup sets (CrashPlan for Small Business) ([https://support.code42.com/Small_Business/Configuring/Backup_sets](https://support.code42.com/Small_Business/Configuring/Backup_sets))
- Back up and restore Adobe Lightroom using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_and_restore_Adobe_Lightroom](https://support.code42.com/Small_Business/Configuring/Back_up_and_restore_Adobe_Lightroom))
- Back up applications with CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_applications](https://support.code42.com/Small_Business/Configuring/Back_up_applications))
- Back up cloud services using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_cloud_services](https://support.code42.com/Small_Business/Configuring/Back_up_cloud_services))
- Back up Dropbox using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_Dropbox](https://support.code42.com/Small_Business/Configuring/Back_up_Dropbox))
- Back up encrypted files and locations with CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_encrypted_files_and_locations_with_CrashPlan_for_Small_Business](https://support.code42.com/Small_Business/Configuring/Back_up_encrypted_files_and_locations_with_CrashPlan_for_Small_Business))
- Back up Evernote using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_Evernote](https://support.code42.com/Small_Business/Configuring/Back_up_Evernote))
- Back up external hard drives using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_external_hard_drives](https://support.code42.com/Small_Business/Configuring/Back_up_external_hard_drives))
- Back up Google Drive files using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_Google_Drive_files](https://support.code42.com/Small_Business/Configuring/Back_up_Google_Drive_files))
- Back up Microsoft OneDrive files using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_Microsoft_OneDrive_files](https://support.code42.com/Small_Business/Configuring/Back_up_Microsoft_OneDrive_files))
- Back up Microsoft Outlook data with CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_Microsoft_Outlook_data](https://support.code42.com/Small_Business/Configuring/Back_up_Microsoft_Outlook_data))
- Back up networked storage or NAS devices with CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_networked_storage_or_NAS_devices](https://support.code42.com/Small_Business/Configuring/Back_up_networked_storage_or_NAS_devices))
- Back up open files and databases using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_open_files_and_databases](https://support.code42.com/Small_Business/Configuring/Back_up_open_files_and_databases))
- Back up the AppData folder in Windows (CrashPlan for Small Business) ([https://support.code42.com/Small_Business/Configuring/Back_up_the_AppData_folder_in_Windows](https://support.code42.com/Small_Business/Configuring/Back_up_the_AppData_folder_in_Windows))
- Back up to an external drive with CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_to_an_external_drive](https://support.code42.com/Small_Business/Configuring/Back_up_to_an_external_drive))
- Back up virtual machines and separate boot partitions using CrashPlan for Small Business ([https://support.code42.com/Small_Business/Configuring/Back_up_virtual_machines_and_separate_boot_partitions](https://support.code42.com/Small_Business/Configuring/Back_up_virtual_machines_and_separate_boot_partitions))
- Block, deauthorize, and deactivate users and devices in CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Block_deauthorize_and_deactivate)
- Change the file selection (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Configuring/Change_the_file_selection)
- Change the language setting in CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Change_the_language_setting)
- Change your CrashPlan for Small Business password (https://support.code42.com/Small_Business/Configuring/Change_your_Code42_app_password)
- Change your CrashPlan for Small Business account email address (https://support.code42.com/Small_Business/Configuring/Change_your_CrashPlan_for_Small_Business_account_email_address)
- Choose multiple destinations for CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Choose_multiple_destinations)
- Code42 app cache files (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Configuring/Code42_app_cache_files)
- Compare cloud backup and enterprise file sync and share (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Configuring/Compare_cloud_backup_and_enterprise_file_sync_and_share)
- Computer identities: How they work (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Configuring/Computer_identities_how_they_work)
- Configure device backup settings in CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Configure_device_backup_settings)
- CrashPlan for Small Business files and paths (https://support.code42.com/Small_Business/Configuring/CrashPlan_for_Small_Business_files_and_paths)
- CrashPlan for Small Business Sign in reference (https://support.code42.com/Small_Business/Configuring/
Move a CrashPlan for Small Business backup archive to a new folder or drive (https://support.code42.com/Small_Business/Configuring/Move_a_backup_archive_to_a_new_folder_or_drive)

CrashPlan for Small Business notification area and menu bar overview and settings (https://support.code42.com/Small_Business/Configuring/Notification_area_and_menu_bar_overview_and_settings)

Pause CrashPlan for Small Business backups and downloads (https://support.code42.com/Small_Business/Configuring/Pause_backups_and_downloads)

Photographer's backup guide for CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Photographers_backup_guide)

Protect your data when a device is lost or stolen (CrashPlan for Small Business) (https://support.code42.com/Small_Business/Configuring/Protect_your_data_when_a_device_is_lost_or_stolen)

Replace a device with a different operating system or file system (https://support.code42.com/Small_Business/Configuring/Replace_a_device_with_a_different_operating_system_or_file_system)

Replace your device using CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/Replace_your_device)

Specify CrashPlan for Small Business version settings (https://support.code42.com/Small_Business/Configuring/Specify_version_settings)


Use CrashPlan for Small Business to simplify device migration (https://support.code42.com/Small_Business/Configuring/Use_CrashPlan_for_Small_Business_to_simplify_device_migration)

View your backed-up files with CrashPlan for Small Business (https://support.code42.com/Small_Business/Configuring/View_your_backed_up_files)

What should you back up with CrashPlan for Small Business? (https://support.code42.com/Small_Business/Configuring/What_should_you_back_up)


CrashPlan for Small Business subscriptions (https://support.code42.com/Small_Business/Subscriptions)

Cancel your CrashPlan for Small Business subscription (https://support.code42.com/Small_Business/Subscriptions/Cancel_your_CrashPlan_for_Small_Business_subscription)

Change your CrashPlan for Small Business subscription administrator (https://support.code42.com/Small_Business/Subscriptions/Change_your_CrashPlan_for_Small_Business_subscription_administrator)

CrashPlan for Small Business automatically subscribes after trial (https://support.code42.com/Small_Business/Subscriptions/CrashPlan_for_Small_Business_automatically_subscribes_after_trial)

CrashPlan for Small Business subscription changes FAQ (https://support.code42.com/Small_Business/Subscriptions/CrashPlan_for_Small_Business_subscription_changes_FAQ)

CrashPlan for Small Business subscription overview (https://support.code42.com/Small_Business/Subscriptions/CrashPlan_for_Small_Business_subscription_overview)

Data retention policy for CrashPlan for Small Business (https://support.code42.com/Small_Business/Subscriptions/Data_retention_policy_for_CrashPlan_for_Small_Business)

Payment information not saving in Crashplan for Small Business (https://support.code42.com/Small_Business/)

https://support.code42.com/Sitemap
Subscriptions/Payment information not saving in Crashplan for Small Business

▪ Re-subscribe to CrashPlan for Small Business (https://support.code42.com/Small_Business/Subscriptions/Re-subscribe_to_CrashPlan_for_Small_Business)

▪ Tax exemption information for CrashPlan for Small Business (https://support.code42.com/Small_Business/Subscriptions/Tax_exemption_information_for_Crashplan_for_Small_Business)

▪ Unable to sign up for CrashPlan for Small Business free trial (https://support.code42.com/Small_Business/Subscriptions/Unable_to_sign_up_for_CrashPlan_PRO_free_trial)

▪ Update your CrashPlan for Small Business billing information (https://support.code42.com/Small_Business/Subscriptions/Update_your_CrashPlan_for_Small_Business_billing_information)

▪ View CrashPlan for Small Business receipts (https://support.code42.com/Small_Business/Subscriptions/View_Crashplan_for_Small_Business_receipts)

▪ Terms and conditions (https://support.code42.com/Terms_and_conditions)

  ◦ Code42 customer support resources (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources)

    ▪ Code42 enterprise support policy (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy)

      ◦ Transitioning to Code42 enterprise support plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy/Transitioning_to_Code42_enterprise_support_plans)

    ▪ Code42 Managed Service Provider program FAQs (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_Managed_Service_Provider_program_FAQs)

    ▪ Code42 product plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans)

      ▪ Code42 Instructor product plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans/Code42_Instructor_product_plans)

      ▪ CrashPlan product plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans/CrashPlan_product_plans)

      ▪ Incydr Basic, Advanced, and Gov product plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans/Incydr_Basic_Advanced_and_Gov_product_plans)

      ▪ Incydr Professional and Enterprise product plans (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_product_plans/Incydr_Professional_and_Enterprise_product_plans)


    ▪ Code42 response to industry security incidents (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_response_to_industry_security_incidents)

    ▪ Code42 security advisories (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_security_advisories)

      ◦ Arbitrary code execution on local Windows devices (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_security_advisories/Arbitrary_code_execution_on_local_Windows_devices)

      ◦ Arbitrary code execution on local Windows servers (https://support.code42.com/Terms_and_conditions)
The document contains a list of security advisories and support resources for Code42.

- Arbitrary code execution on local Windows servers
- Arbitrary file creation on Code42 servers
- Permissions vulnerability in Code42 app on Linux
- Privilege Escalation in LoginToken API
- Remote code execution on Code42 servers
- Untrusted data is executed as System via a PAC file read by CrashPlanService.exe
- Users can restore files to locations they do not have write access to

Additional resources include:
- Code42 status
- Code42 University policies
- CrashPlan for Small Business support policy
- Differences between your Code42 accounts
- Contact support: create a ticket, chat, or call
- Identify your product
- Policy notifications
- Report a security vulnerability to Code42
- Scheduled maintenance
- Send CrashPlan for Small Business log files to support
- Send logs to enterprise support
- Send system information to support
- Sign up for the enterprise customer portal (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Sign_up_for_the_enterprise_customer_portal)
- Support plan name changes FAQ (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Support_plan_name_changes_FAQ)
- Technical Account Manager (TAM) details (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Technical_Account_Manager_(TAM)_details)
  - Compliance resources (https://support.code42.com/Terms_and_conditions/Compliance_resources)
    - Code42 and FedRAMP compliance (https://support.code42.com/Terms_and_conditions/Compliance_resources/Code42_and_FedRAMP_compliance)
    - Code42 and GDPR compliance (https://support.code42.com/Terms_and_conditions/Compliance_resources/Code42_and_GDPR_compliance)
    - Code42 and HIPAA compliance (https://support.code42.com/Terms_and_conditions/Compliance_resources/Code42_and_HIPAA_compliance)
    - Code42 authorized subprocessors (https://support.code42.com/Terms_and_conditions/Compliance_resources/Code42_authorized_subprocessors)
    - FAQs about law enforcement requests for Code42 customer information (https://support.code42.com/Terms_and_conditions/Compliance_resources/FAQs_about_law_enforcement_requests_for_Code42_customer_information)
    - Obtain a BAA with Code42 (https://support.code42.com/Terms_and_conditions/Compliance_resources/Obtain_a_BAA_with_Code42)
    - Obtain a W-9 for CrashPlan for Small Business (https://support.code42.com/Terms_and_conditions/Compliance_resources/Obtain_a_W-9_for_CrashPlan_for_Small_Business)
  - Legal terms and conditions (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions)
    - Appliance maintenance addendum (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Appliance_maintenance_addendum)
    - Code42 one-time resale agreement (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Code42_one-time_resale_agreement)
    - Code42 reseller program agreement (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Code42_reseller_program_agreement)
    - CrashPlan for Small Business Master services agreement (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/CrashPlan_for_Small_Business_Master_services_agreement)
    - Data processing addendum (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Data_processing_addendum)
    - Information security addendum (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Information_security_addendum)
    - Master services agreement (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Master_services_agreement)
    - Previous agreements (https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/)

https://support.code42.com/Sitemap (https://support.code42.com/Sitemap)
Updated: Fri, 24 Sep 2021 03:14:37 GMT
Powered by mindtouch
Previous end user license agreements

- CrashPlan for Small Business Master services agreement August 1, 2021, through September 13, 2021 [https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Previous_end_user_license_agreements/ CrashPlan_for_Small_Business_Master_services_agreement_August_1_2021_through_September_13_2021]

- Master services agreement August 1, 2021, through September 13, 2021 [https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Previous_end_user_license_agreements/ Master_services_agreement_August_1_2021_through_September_13_2021]

- Service level agreement [https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Service_level_agreement]

- Trademark usage guidelines [https://support.code42.com/Terms_and_conditions/Legal_terms_and_conditions/Trademark_usage_guidelines]

  - Open source licenses [https://support.code42.com/Terms_and_conditions/Open_source_licenses]
    - Open source licenses for Code42 app version 7.0 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_app_version_7.0]
    - Open source licenses for Code42 app version 8.0 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_app_version_8.0]
    - Open source licenses for Code42 platform version 5.3 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_5.3]
    - Open source licenses for Code42 platform version 5.4 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_5.4]
    - Open source licenses for Code42 platform version 6.0 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_6.0]
    - Open source licenses for Code42 platform version 6.5 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_6.5]
    - Open source licenses for Code42 platform version 6.7 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_6.7]
    - Open source licenses for Code42 platform version 6.8 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_platform_version_6.8]
    - Open source licenses for Code42 server version 7.0 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_server_version_7.0]
    - Open source licenses for Code42 server version 8.0 [https://support.code42.com/Terms_and_conditions/Open_source_licenses/Open_source_licenses_for_Code42_server_version_8.0]

- Platform support policy [https://support.code42.com/Terms_and_conditions/Platform_support_policy]

- Operating system support policy [https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy]

  - Code42 for Enterprise supported operating systems update announcement on June 7, 2019 [https://support.code42.com/Terms_and_conditions/Platform support policy/Operating_system_support_policy/2019_06_07_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_June_7_2019]
  - Code42 for Enterprise supported operating systems update announcement on June 14, 2019 [https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy]
2019_06_14_Co**de42 for Enterprise supported operating systems update announcement on June 14, 2019**

- Code42 for Enterprise supported operating systems update announcement on September 6, 2019
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/2019_09_06_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_September_6_2019)
- Code42 for Enterprise supported operating systems update announcement on December 11, 2019
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/2019_12_11_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_Dec_11_2019)
- Code42 for Enterprise supported operating systems update announcement on March 30, 2020
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/2020_03_30_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_March_30_2020)
- Code42 for Enterprise supported operating systems update announcement on June 25, 2020
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/2020_06_25_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_June_25_2020)
- Code42 for Enterprise supported operating systems update announcement on October 5, 2020
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/2020_10_05_Code42_for_Enterprise_supported_operating_systems_update_announcement_on_October_5_2020)
- Apple M1 support
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_suppor**t_policy/Apple_M1_support**)
- Code42 for Enterprise supported operating systems update announcement on March 26, 2021
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/Code42_for_Enterprise_supported_operating_systems_update_announcement_on_March_26_2021)
- CrashPlan for Small Business supported operating systems update announcement on April 8, 2021
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/CrashPlan_for_Small_Business_supported_operating_systems_update_announcement_on_April_8_2021)
- CrashPlan for Small Business supported operating systems update announcement on June 6, 2019
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/SMB_2019_06_06_CrashPlan_for_Small_Business_supported_operating_systems_update_announcement_on_June_6_2019)
- CrashPlan for Small Business supported operating systems update announcement on September 9, 2019
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- CrashPlan for Small Business supported operating systems update announcement on December 12, 2019
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/SMB_2019_12_12_CrashPlan_for_Small_Business_supported_operating_systems_update_announcement_on_December_12_2019)
- CrashPlan for Small Business supported operating systems update announcement on March 10, 2020
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Operating_system_support_policy/SMB_2020_03_30_CrashPlan_for_Small_Business_supported_operating_systems_update_announcement_on_March_10_2020)
- Platform end of support for the Code42 app on Windows Server
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_end_of_support_for_Code42_CrashPlan_apps_on_Windows_Server)
- Platform end of support for CrashPlan for Small Business apps on OS X 10.9 and 10.10
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_end_of_support_for_CrashPlan_for_Small_Business_apps_on_OS_X_10.9_and_10.10)
- Platform end of support for Internet Explorer 11
  (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_end_of_support_for_Internet_Explorer_11)

https://support.code42.com/Sitemap
- Platform retirement and end of support for Mac OS X Leopard 10.5 (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_and_end_of_support_for_Mac_OS_X_Leopard_10.5)
- Platform retirement and end of support for Mac OS X Snow Leopard 10.6 (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_and_end_of_support_for_Mac_OS_X_Snow_Leopard_10.6)
- Platform retirement and end of support for Windows Server 2003 (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_and_end_of_support_for_Windows_Server_2003)
- Platform retirement for Code42 servers on Mac operating systems (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_for_Code42_servers_on_Mac_operating_systems)
- Platform retirement for OS X Lion 10.7 and Mountain Lion 10.8 (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_for_OS_X_Lion_10.7_and_Mountain_Lion_10.8)
- Platform retirement for Windows XP and Windows Vista (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Platform_retirement_for_Windows_XP_and_Windows_Vista)
- Solaris platform retirement (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Solaris_platform_retirement)
- Windows phone platform retirement (https://support.code42.com/Terms_and_conditions/Platform_support_policy/Windows_phone_platform_retirement)

- Product lifecycle policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy)
  - 5.0 language retirement (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/5.0_language_retirement)
  - Changes to server URLs (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Changes_to_server_URLs)
  - Code42 cloud version policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Code42_cloud_version_policy)
  - Code42 on-premises version policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Code42_on-premises_version_policy)
  - CrashPlan for Small Business software version policy (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/CrashPlan_for_Small_Business_software_version_policy)
  - End of support for Code42 app version 6 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_app_version_6)
  - End of support for Code42 CrashPlan app version 5 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_CrashPlan_app_version_5)
  - End of support for Code42 server version 4 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_4)
  - End of support for Code42 server version 5 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_5)
  - End of support for Code42 server version 6 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_Code42_server_version_6)
  - End of support for CrashPlan app version 4 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_CrashPlan_app_version_4)
  - End of support for CrashPlan version 3 (https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_CrashPlan_version_3)
End of support for CrashPlan version 3

- End of support for port 4282 in the Code42 cloud ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_port_4282_in_the_Code42_cloud](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_port_4282_in_the_Code42_cloud))
- End of support for the CrashPlan mobile app ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_the_CrashPlan_mobile_app](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_the_CrashPlan_mobile_app))
- End of support for version 3.8.2010.2 and older ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_version_3.8.2010.2_and_older](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/End_of_support_for_version_3.8.2010.2_and_older))
- Hardware end-of-life policy ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Hardware_end-of-life_policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Hardware_end-of-life_policy))
- IP address updates in August 2020 ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/IP_address_updates_in_August_2020](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/IP_address_updates_in_August_2020))
- SharePlan end of sale and end of support ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/SharePlan_end_of_sale_and_end_of_support](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/SharePlan_end_of_sale_and_end_of_support))
- Software version end-of-life policy ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Software_version_end-of-life_policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Software_version_end-of-life_policy))
- Translation policy ([https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Translation_policy](https://support.code42.com/Terms_and_conditions/Product_lifecycle_policy/Translation_policy))

- Time ([https://support.code42.com/Time](https://support.code42.com/Time))