Network resources

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

This article applies to Code42 cloud environments.

Overview

This article lists administrative resources to help you manage, configure, and troubleshoot network usage in your Code42 environment.

Management

• IP addresses and ports used by the Code42 platform (https://support.code42.com/Administrator/Cloud/Planning_and_installing/IP_addresses_and_ports_used_by_the_Code42_platform)
• Limit backup traffic for remote users (https://support.code42.com/Administrator/Cloud/Configuring/Limit_backup_traffic_for_remote_users)
• Manage network bandwidth options (https://support.code42.com/Administrator/Cloud/Configuring/Manage_network_bandwidth_options)

Configuration

In the Code42 console

• Edit network settings (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Device_Backup_-_Network_settings_reference)
• Set in-network IP addresses (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Data_Preferences_reference#IP_addresses)
• Configure CPU usage in the Code42 console (https://support.code42.com/Administrator/Cloud/Configuring)
Configure CPU usage in the Code42 console

In the Code42 app

- Exclude networks used for backup ([https://support.code42.com/CrashPlan/6/Configuring/Exclude_networks_used_for_backup](https://support.code42.com/CrashPlan/6/Configuring/Exclude_networks_used_for_backup))
- How does the Code42 app detect away and present settings? ([https://support.code42.com/CrashPlan/6/Troubleshooting/How_does_the_Code42_app_detect_away_and_present_settings](https://support.code42.com/CrashPlan/6/Troubleshooting/How_does_the_Code42_app_detect_away_and_present_settings))

Troubleshooting

For administrators

- Backup occurs over excluded wireless networks connected to VPN ([https://support.code42.com/Administrator/Cloud/Troubleshooting/Backup_occurs_over_excluded_wireless_networks_connected_to_VPN](https://support.code42.com/Administrator/Cloud/Troubleshooting/Backup_occurs_over_excluded_wireless_networks_connected_to_VPN))
- Backup speed does not match available bandwidth ([https://support.code42.com/Administrator/Cloud/Troubleshooting/Backup_speed_does_not_match_available_bandwidth](https://support.code42.com/Administrator/Cloud/Troubleshooting/Backup_speed_does_not_match_available_bandwidth))
- File restore process and restore speeds ([https://support.code42.com/Administrator/Cloud/Troubleshooting/File_restore_process_and_restore_speeds](https://support.code42.com/Administrator/Cloud/Troubleshooting/File_restore_process_and_restore_speeds))

For more troubleshooting topics, see our administrator troubleshooting guide ([https://support.code42.com/Administrator/Cloud/Troubleshooting](https://support.code42.com/Administrator/Cloud/Troubleshooting)).

For users of the Code42 app

- Test your network connection ([https://support.code42.com/CrashPlan/6/Troubleshooting/Test_your_network_connection](https://support.code42.com/CrashPlan/6/Troubleshooting/Test_your_network_connection))
- Use the Code42 app with limited bandwidth ([https://support.code42.com/CrashPlan/6/Troubleshooting/Use_the_Code42_app_with_limited_bandwidth](https://support.code42.com/CrashPlan/6/Troubleshooting/Use_the_Code42_app_with_limited_bandwidth))
- Connection shows network blocked ([https://support.code42.com/CrashPlan/6/Troubleshooting/Connection_shows_network_blocked](https://support.code42.com/CrashPlan/6/Troubleshooting/Connection_shows_network_blocked))

For more troubleshooting topics, see our troubleshooting guide for users of the Code42 app ([https://support.code42.com/CrashPlan/6/Troubleshooting](https://support.code42.com/CrashPlan/6/Troubleshooting)).