CrashPlan PROe Windows Installation Instructions

Installation Instructions for Windows
Instructions for Installation & Configuration of the CrashPlan PROe Enterprise Client

Harvard Medical School
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Installation Requirements

Current Version
CrashPlan PROe 3.4

Windows (32 & 64 bit)
• 1GB Memory
• 1GHZ+ CPU
• 250MB Drive Space
• 800x600 display
Determining your system type
1. From Windows Explorer, right click on **Computer** and select **Properties**.

![Computer properties screenshot](image)

2. A System Information open window will open.

![System information window](image)

Next to "System type:" it will state either 32-bit or 64-bit.

3. Close the System information window to continue.

Download CrashPlan PROe
To ensure you have the most recent version of CrashPlan, visit the HMS IT web site to obtain the most recent installer for your computer.
Quick Start Instructions

Before you Start
Since the first back up is the largest, and it starts as soon as you finish installing and connecting to the HMS CrashPlan server, here are some things you should do before you start:

• Be on campus,
• Be on the wired network (Ethernet),
• Be on your laptop’s power adapter (CrashPlan will pause itself when your battery gets to 10% remaining power),
• To make sure CrashPlan uses the fastest connection, turn off the laptop’s wireless.

Installation

1. Launch the CrashPlan PROe Installer.
2. Follow the prompts to be guided through installation process.
3. When the installation is finished you will be presented with the Setup wizard. It is not necessary to restart the computer once the installation is completed.

You are allowed to install CrashPlan on up to 4 devices, including desktops, laptops, iOS devices and Android devices.

New Account Setup
If this is the first time you’ve installed CrashPlan PROe, select New Account.

1. In the Setup wizard, enter the following information. Some information will need to be provided to you in order to complete the setup process.
   a. Your First Name.
   b. Your Last Name.
   c. Your User Name: This is your eCommons ID.
   d. Your Password: This is your eCommons Password.
   e. You will need to re-enter your eCommons Password a second time to confirm.
   f. Registration Key: H8RW-SK77-K7PM-C84H
   g. Pro Server Address: mybackup.med.harvard.edu
2. Click Create Account.

Existing Account Setup
If you’ve installed CrashPlan PROe previously on ANY computer using your eCommons ID, following the instructions for an Existing Account.

1) Enter your eCommons User Name.
2) Enter your eCommons Password.
3) Enter the PRO Server address: mybackup.med.harvard.edu
4) Click Sign In.
**Detailed installation instructions**

Since the first back up is the largest, and it starts as soon as you finish installing and connecting to the HMS CrashPlan server, here are some things you should do before you start:

- Be on campus,
- Be on the wired network (Ethernet),
- Be on your laptop’s power adapter (CrashPlan will pause itself when your battery gets to 10% remaining power),
- To make sure CrashPlan uses the fastest connection, turn off the laptop’s wireless.

1. Download the CrashPlan PROe installer file.
   a. The installer can be downloaded from [http://it.hms.harvard.edu/pg.asp?pn=data_backup#cpinstallers](http://it.hms.harvard.edu/pg.asp?pn=data_backup#cpinstallers)

2. After the download is complete, double click the installer file from your computer Downloads folder.

3. If you see a User Account Control alert, click **Yes**.
4. CrashPlan Setup is in Progress.

5. At the Welcome screen, click **Next**.
6. Select “I accept the terms in the License Agreement”, and click **Next**.
7. Click **Next** to accept the default installation location.

8. Click **Install**.
9. Click **Finish** to complete the Installation process.
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**Configuring the User Account**

If you’ve not previously installed CrashPlan PROe on any computer, follow the instructions for **Configuring a New User**.

If you’ve installed CrashPlan PROe previously on ANY computer using your eCommons ID, following the instructions for **Using an Existing Account**.

You are allowed to install CrashPlan on up to 4 devices, including desktops, laptops, iOS devices and Android devices.

**Configuring a New User**

1. Click on **New Account**.
2. Fill in the following fields:
   a. First Name: **Your First Name**.
   b. Last Name: **Your Last Name**.
   c. Username: **Your eCommons ID**.
   d. Password: **Your eCommons Password**.
   e. Password: Re-enter your eCommons password a second time to confirm.
   f. Registration Key: **H8RW-SK77-K7PM-C84H**
   g. PRO Server Address: **mybackup.med.harvard.edu**
3. Click **Create Account**.

4. CrashPlan PROe should now connect to the CrashPlan PROe server.
Use an Existing Account

1. If you have previously installed CrashPlan PROe on any computer using your eCommons ID, select **Existing Account**.
2. Enter the User Information
   a. Username: Your eCommons ID
   b. Password: Your eCommons Password
   c. PROe Server address: mybackup.med.harvard.edu

3. Click Sign In

4. CrashPlan PROe should now connect to the CrashPlan PROe Server.
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Setup Instructions
After the installation is complete, you must choose which files to be backed up, and initiate the backup process.

The “Backup Set” is the set of files on your computer that will be backed up. Certain files and folders are backed up automatically. Other files are not backed up at all.

CrashPlan PROe will backup your Windows Home folder (C:\Users\<HOME FOLDER>) by default. Your home folder contains everything that is on the Desktop (/Users/home/Desktop).
You do not need to make any changes to backup your home folder.

This section provides instructions on how to modify the files being backed up.

Files that are not Backed Up
Some file types will not be backed up by default:
- Audio files (mp3, AIFF, etc)
- Movie files (mov, mp4, wmp, etc).
This can be changed on request.

Folders that are not backed up by default:
- iTunes Music folder.
The following folders will not be backed up and cannot be changed:
  - Windows:
    - Program Files.
    - Windows.
      - All other root level files and folders, except \Users.
  - All invisible system files
  - All Temporary and Cache files.
Selecting Files for Backup

1. To choose which files to back up, click on the Backup tab in the left side column, and then click the “Change” button in the “Files to Back Up” section.

2. A new window will open that will allow you to navigate through the file system of the hard drive and select which files and folders should be backed up.

3. To navigate through folders, click on the triangle to the left of the folder. The folder will expand to show its contents.

4. Select a folder or file for backup by click in the box to the left of the folder or file. An “√” will appear marking this file for backup.
5. As you select files for backup, CrashPlan will adjust the backup set, and will update the Total file count and size. You will see this when you close the file selection window.

6. By default, the following folders will not be backed up, regardless of the settings in the CrashPlan Application:
   - Windows
     - /Program Files
     - /Windows

**Increasing Initial Backup Speed**
After CrashPlan is connected to the server and you’ve selected files, follow the instructions outlined in the CrashPlan PRO Increase Speed of Initial Backup documentation to enable CrashPlan to work as quickly as possible during the first backup.

- Don’t do anything else with your computer until the first backup is completed.
- The CrashPlan PRO Increase Speed of Initial Backup also include steps for returning CrashPlan back to “inconspicuous mode”.

**Starting the Backup**
The backup will start automatically as soon as CrashPlan PROe is launched the first time.

At this point, CrashPlan PROe will begin cataloging the files to be backed up. Once the cataloging is complete, CrashPlan PROe will compress and securely encrypt the files prior to transmission to the backup server.

Any changes you make to the files being backed up will be added the next time the backup runs.

**A Note about backup speed**
The first time the backup is run, it can take a very long time to complete. In some cases it could take up to a week or more to complete, depending on how much data is being backed up and the quality of the Internet connection. This is normal behavior. *It is strongly recommended that the first backup be performed on the HMS campus in order to expedite the first backup, as well as minimize any risk of exceeding your local broadband provider data limits.*