CrashPlan PROe Enterprise
Installation Instructions for Macintosh
Instructions for installation & configuration of the CrashPlan PROe Enterprise Client
# Table of Contents

- **Installation Requirements** ............................................................... 3
- **Quick Start Instructions** ................................................................. 4
  - Before you Start ................................................................................. 4
  - Installation ......................................................................................... 4
  - New Account Setup ........................................................................... 4
  - Existing Account Setup ..................................................................... 4
- **Detailed Installation Instructions** ...................................................... 5
  - Before you Start – Details Instructions ............................................. 5
- **Configuring the User Account** ............................................................... 18
  - Configuring a New User ...................................................................... 18
  - Using an Existing Account ............................................................... 21
- **Setup Instructions** ............................................................................ 24
  - Files that are not Backed Up .......................................................... 24
  - Selecting Files to Backup .................................................................. 25
  - Increasing Initial Backup Speed ......................................................... 31
  - Starting the Backup ......................................................................... 31
  - A Note About Backup Speed ............................................................. 32
Installation Requirements

Current Version
CrashPlan PROe 3.4.x

Mac OS X
- 10.5, 10.6, 10.7, 10.8.
- Minimum 1GB Memory.
- G4, G5, or Intel CPU.
- Minimum 250MB Drive Space.
- Minimum 800x600 display.
- Java must be installed.
  * Note: You will be prompted to install Java if it is not already installed.
Quick Start Instructions

Before you Start
Since the first backup 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. Click through the installation windows.
3. When the installation is finished you will be presented with the Setup wizard. It is not necessary to restart the computer when Installation is complete.

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. First Name.
   b. Last Name.
   c. User Name: This is your eCommons ID.
   d. Password: This is your eCommons Password.
   e. Password: Please re-enter your eCommons Password a second time to confirm.
   f. Registration Key: H8RW-SK77-K7PM-C84H
   g. Server URL: 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

Before you Start – Details 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.

Installation Note:
You must have an Administrator account and password to complete this installation.

1. Download the CrashPlan PROe installer software.
   a. The installer .dmg can be downloaded from: http://it.hms.harvard.edu/pg.asp?pn=data_backup_install
   b. Click on the Macintosh download link.

2. After the download is complete, click on the Downloads folder, located on the Dock.

3. Click on the CrashPlanPROe_3.4.1_Mac.dmg file to open it.
4. A new disk icon should appear on the Desktop. **Double click** on the **CrashPlanPROe disk icon** to access the installer application.
   a. **NOTE:** Depending on how your computers' preferences are set, the CrashPlan PROe disk icon may not appear on the Desktop. In this case, if you open a new window (click on the Finder icon in the Dock, or press Command-N on the keyboard), you should find the disk in the sidebar of the window.
5. A new window should appear with the CrashPlan PROe installer application. **Double click Install CrashPlanPROe** to launch.
6. At the Welcome screen, click **Continue**.
7. At the License Agreement screen, click **Continue**.
8. Click **Install for all users of this computer**.
9. Click **Continue**.
10. Click **Install** to continue the installation.

This will take 24.2 MB of space on your computer.

Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.
11. Enter the **Name** and **Password** for a Mac OS X administrator account on this computer.  
**Note**: If you do not have an administrator account, or you do not know your Mac OS X password, please contact your HMS IT Client Services Representative, or call the HMS IT Help Desk at (617) 432-2000.

12. Click **Install Software**.
13. The installation process should begin now.

14. If you are prompted to install Java, click **Install**.
15. The Mac OS X Software Update application will launch and install Java.

16. When the Software Update application is finished, click **OK**.
17. When the CrashPlan PROe install is complete, click **Close**.  
**Note:** The CrashPlan PROe software may start before you can close the Install CrashPlan window. This is normal. Click anywhere in the **Install CrashPlan** window to close it.
18. CrashPlan PROe should now start.

19. After CrashPlan PROe starts, you will be presented with the account creation window. Please continue to the next section to configure CrashPlan PROe.
**Configuring the User Account**

If you’ve never installed CrashPlan PROe on any computer previously, 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**.

![Create a CrashPlan PROe account](image)
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.
Using an Existing Account

1. If you have previously installed CrashPlan PROe on any computer using your eCommons ID, select **Existing Account**.
2. Enter the account 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.
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 Mac OS X 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.
• iPhoto database.
The following folders will not be backed up and cannot be changed:
• Macintosh:
  o /Applications
  o /System
  o /Developer (if present)
  o /Library
• All invisible system files
• All Temporary and Cache files.
Selecting Files to Backup
1. To choose which files to back up, click on the **Backup** tab in the left side column.
2. In the **Files** section, click the **Change** button.
3. The **Change File Selection** window will open. This window will allow you to navigate through the file system of the hard drive and select which files and folders should be backed up.

4. To navigate through folders, **click on the triangle** to the left of the folder. The folder will expand to show its contents.
5. Select a folder or file for backup by clicking in the box to the left of the folder or file. A checkmark will appear marking this file for backup.
6. Your Mac OS X Home folder is selected by default. You do not need to change this selection, however you can uncheck files or folders within your home folder if you do not wish to back them up. **Note:** It is NOT necessary to backup the hmsadmin folder, if present.
7. After you’ve finished modifying which files to backup, click **Save** to make the changes.
9. CrashPlan PROe 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.

**Increasing Initial Backup Speed**
After CrashPlan is connected to the server and you’ve selected files, follow the 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 includes 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 caps.**