



CRASH **PLAN** PROTM

Continuous Backup for Business

Getting Started Guide

Installation and Setup Instructions

For version 06.11.2009

About This Guide

This guide shows you how to install, activate and back up with CrashPlan PRO.

Using This Guide

Use the instructions in this guide to set up backup using CrashPlan PRO.

- To review hardware, software and network requirements, make sure to read *Before You Begin*.
- For step-by-step instructions for installing on Windows, Linux or Macintosh OS X, read *Installing PRO Server*.
- For Solaris PRO Server installation instructions, read *Appendix A: Installing PRO Server - Solaris*.
- For VMware PRO Server installation instructions, read *Appendix B: Installing PRO Server - VMware*.
- If you just need to install additional PRO Clients, read *Installing PRO Client*.

For More Information

See our online product documentation located at <http://support.crashplanpro.com>.

Before You Begin

Review the hardware, software and network requirements in this section before installing PRO Server and PRO Client.

Hardware and Software Requirements

PRO Server

PRO Server software is installed on a computer that will host your backup data.

Operating System	Requirements
Windows	XP, Server 2008, 2003 / 1GB memory / 1GHZ+ CPU / 250MB drive space
Mac OS X	OS X 10.4, 10.5, 10.6 / 1GB memory / G5 or Intel CPU / 250MB drive space
Linux	2.6 Series Kernel / 1GB memory / 1GHZ+ CPU / 250MB drive space
VMware Image	VMware Fusion or a VMware Datacenter product installed / 2GB memory: http://www.vmware.com/products/datacenter-virtualization.html
Solaris	OpenSolaris / Solaris 10 / 1GB memory / Intel CPU / 250MB drive space

PRO Client

PRO Client software is installed on each computer you wish to back up.

Operating System	Requirements
Windows	Vista, Windows 7, XP, Server 2008, 2003, 2000 / 1GB memory / 1GHZ+ CPU / 250MB drive space / 800x600 display
Mac OS X	OS X 10.4, 10.5, 10.6 / 1GB memory / G4, G5 or Intel CPU / 250MB drive space / 800x600 display
Linux	2.6 Series Kernel / 1GB memory / 1GHZ+ CPU / 250MB drive space / 800x600 display
Solaris Server	OpenSolaris / Solaris 10 / 1GB memory / Intel CPU / 250MB drive space / 800x600 display

Network Requirements

If you plan to back up over the Internet, your PRO Server should already be behind a firewall.

To allow PRO Server to provide back up over the internet, forward the PRO Server ports listed in the tables below from your router or gateway to PRO Server's internal non-routable IP address (e.g. **10.10.10.2** or **192.168.1.2**).

We recommend forwarding external port 443 to your PRO Server's port 4282 (443 for VMware) for client communication whenever possible. This greatly improves remote PRO Client connectivity from a network with restricted outbound capabilities.

Windows, Mac, Linux, Solaris PRO Servers listen on these ports

Port	Description
4282	Client/server backup communication and server/server communication
4280	Web administration and automatic PRO Client upgrades
4285	Secure web administration

VMware PRO Server Virtual Appliance listens on these ports

Port	Description
443	Client/server backup communication and server/server communication
80	Web administration and automatic PRO Client upgrades
4285	Secure web administration

PRO Clients listen on port 4242 for client to client backup communication

Get CrashPlan PRO

Follow the tasks in this section to obtain a CrashPlan PRO master license key and download PRO Server and PRO Client software

Get a Master License Key

Go to the CrashPlan PRO download page to request a Master License Key:

<https://www.crashplan.com/business/download.html>

After submitting the short request form, you'll receive an email from CrashPlan that contains the information you need to begin the installation process.



Download PRO Server

With the Master License Key handy, return to the download page to download the PRO Server installer for your platform.

<https://www.crashplan.com/business/download.html>



Download PRO Client

Download the correct platform version of PRO Client for the computers that you want backed up.

<https://www.crashplan.com/business/download.html>



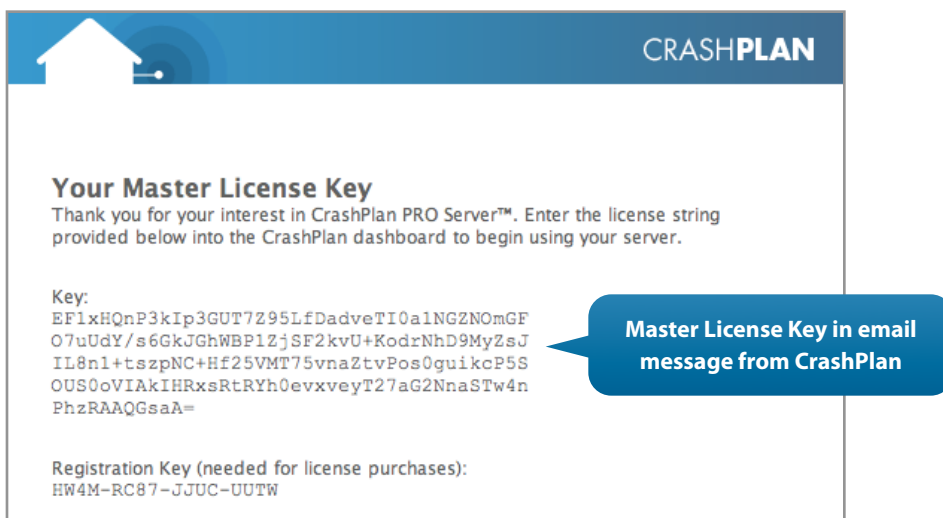
Install PRO Server

Follow these steps to install PRO Server on a computer that will host your backup data.

Solaris users only: Follow installation instructions in *Appendix A: Install PRO Server - Solaris*

VMware users only: Follow installation instructions in *Appendix B: Install PRO Server - VMware*

1. Copy your **Master License Key** to the clipboard.
The Master License Key is in the email message from CrashPlan.



The screenshot shows an email from CrashPlan with a blue header. The main content is titled "Your Master License Key" and includes a thank you message. Below this, a "Key:" is followed by a long alphanumeric string. A blue callout bubble points to this key with the text "Master License Key in email message from CrashPlan". At the bottom, there is a "Registration Key (needed for license purchases):" followed by another alphanumeric string.

CRASHPLAN

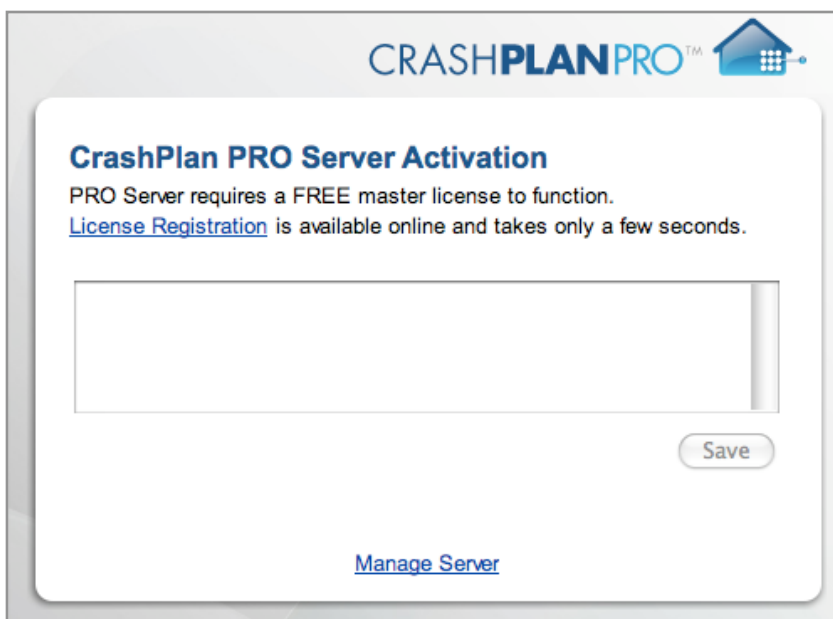
Your Master License Key
Thank you for your interest in CrashPlan PRO Server™. Enter the license string provided below into the CrashPlan dashboard to begin using your server.

Key:
EF1xHQnP3kIp3GUT7Z95LfDadveTI0a1NGZN0mGF
O7uUdY/s6GkJGhWBP1ZjSF2kvU+KodrNhD9My2sJ
IL8nl+tszpNC+Hf25VMT75vnaZtvPos0guikcP5S
OUS0oVIAkIHRxsRtRYh0evxveyT27aG2NnaSTw4n
PhzRAAQGsaa=

Registration Key (needed for license purchases):
HW4M-RC87-JJUC-UUTW

Master License Key in email message from CrashPlan

2. Run the **PRO Server installer**.



The screenshot shows the "CrashPlan PRO Server Activation" window. It has a title bar with the "CRASHPLANPRO" logo and a house icon. The main text says "CrashPlan PRO Server Activation" and "PRO Server requires a FREE master license to function." Below this, it says "License Registration" is available online and takes only a few seconds. There is a large empty text box for the license key and a "Save" button. At the bottom, there is a "Manage Server" link.

CRASHPLANPRO™

CrashPlan PRO Server Activation
PRO Server requires a FREE master license to function.
[License Registration](#) is available online and takes only a few seconds.

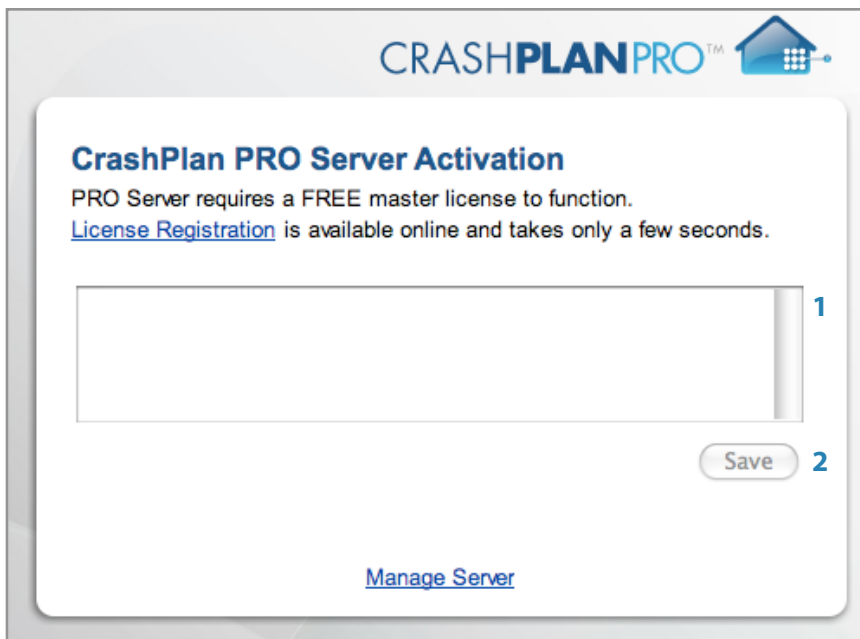
Save

[Manage Server](#)

After PRO Server installs, the Activation screen opens.

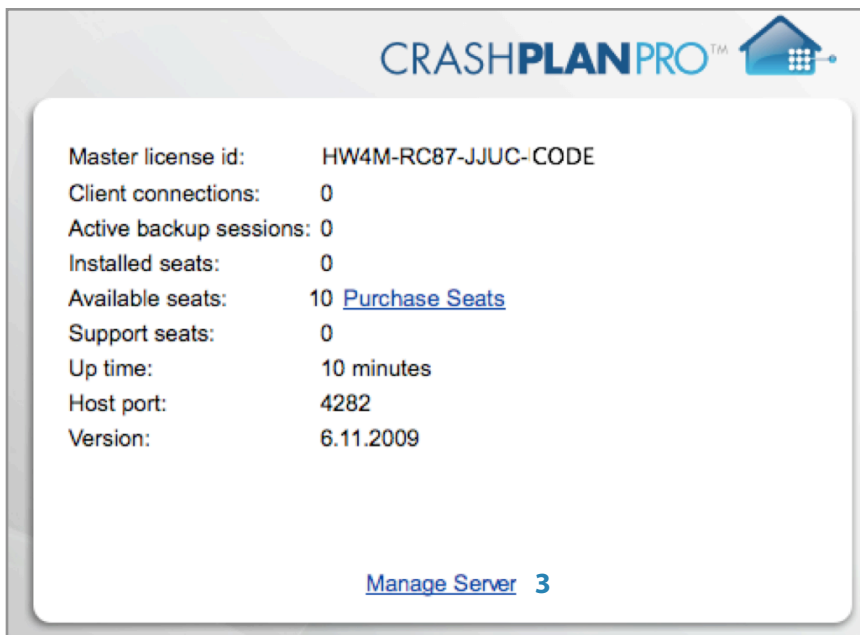
Activate CrashPlan PRO Server

Follow these steps to activate PRO Server.



The screenshot shows the 'CrashPlan PRO Server Activation' window. At the top is the 'CRASHPLANPRO' logo with a house icon. Below the title, it states: 'PRO Server requires a FREE master license to function. [License Registration](#) is available online and takes only a few seconds.' There is a large text input field labeled '1' on the right. Below the field is a 'Save' button labeled '2'. At the bottom is a 'Manage Server' link.

1. In the Activation screen, paste in your **Master License Key**.
2. Click **Save** to display the monitor window.
In the monitor window you can see that your PRO Server is running.



The screenshot shows the 'CrashPlan PRO Server Monitor' window. At the top is the 'CRASHPLANPRO' logo with a house icon. Below the title, it displays the following information:

Master license id:	HW4M-RC87-JJUC-CODE
Client connections:	0
Active backup sessions:	0
Installed seats:	0
Available seats:	10 Purchase Seats
Support seats:	0
Up time:	10 minutes
Host port:	4282
Version:	6.11.2009

At the bottom is a 'Manage Server' link labeled '3'.

3. Click **Manage Server** to log in to PRO Server.
The PRO Server login page opens in a web browser.

Welcome to CrashPlan PRO Server™!
The default administrator account login is admin/admin

CRASHPLAN PRO™


Username: 4

Password: 5

 6

[Forgot your password?](#)

4. In the Username field, enter **admin**.
 5. In the Password field, enter **admin**.
 6. Click **Log in**.
- PRO Server displays its Home page and is ready to start backing up other computers.


Admin Admin / ADMIN • Sign out

Home | Organizations | Settings | Licensing | Support | My Profile

ALL ORGANIZATION SUMMARY

Server GUID	377733749405646849
Current Archive Size	8.2 MB
Last Month Archive Size	8.2 MB
Total Organizations	1
Total Computers	2
Version:	6.11.2009
Client connections:	2
Active backup sessions:	0

RECENT LINKS

User	test_brian@code.com / Default
Organization	Default

Server Status

Host Name	stgwww1.c42
IP Addresses	10.10.42.31:4282
Host Memory Total	1.5 GB
Host Memory Free	284.4 MB
Host Memory Cached	563.5 MB
Engine Memory Free	98.9 MB
Engine Memory Total	257.3 MB
CPU Utilization	0%
Up Time	17.6 hrs
Avg Loads (1,5,15 min)	0.00, 0.00, 0.00
Free Disk Space	85.9 GB
Disk Utilization	14%

Install PRO Client

Follow these steps to install PRO Client on each computer that you want to back up to your PRO Server.

1. Run the **PRO Client Installer**.

Mac users: If you are backing up a File Vault-protected account, make sure to select **Customize...** to install as the user who owns the File Vault account.

After the installer completes, the Account screen opens.

Create your Account

Please enter your email address and password. This information identifies you and encrypts your files so nobody else can access them.

2 ☒ New Account ☐ Existing Account

First name:

Last name:

E-mail:

Password:

Retype password

Registration key: - - -

PROServer host:

Create Account

2. Choose:
 - **New Account** - Choose this option if this is your first time installing and backing up with CrashPlan PRO, or if you are adding a new user account.
 - **Existing Account** - Choose this option if you are re-installing PRO Client or installing PRO Client on another computer for an existing user. Skip to the **Use Existing Account** to continue installation.

Create New Account

Continue with these steps to create a new user account for backing up to your PRO Server.

Create your Account

Please enter your email address and password. This information identifies you and encrypts your files so nobody else can access them.

☒ New Account ☐ Existing Account

First name: **3**

Last name: **3**

E-mail: **4**

Password: **5**

Retype password

Registration key: - - - **6**

PROServer host: **7**

3. Enter the **first** and **last name** of the user.
4. Enter the **email address** of the user.
5. Enter a **password**.
6. Enter your **registration key**.

CRASHPLAN

Your Master License Key

Thank you for your interest in CrashPlan PRO Server™. Enter the license string provided below into the CrashPlan dashboard to begin using your server.

Key:
 EF1xHQnP3kIp3GUT7Z95LfDadveTI0a1NG2NOMGF
 O7uUdY/s6GkJGhWBP1ZjSF2kvU+KodrNhD9MyZsJ
 IL8n1+tszpNC+Hf25VMT75vnaZtvPos0guikcP5S
 OUS0oVIAkIHRxsRtRYh0evxveyT27aG2NnaSTw4n
 PhzRAAQGsaA=

Registration Key (needed for license)
 HW4M-RC87-JJUC-UUTW

Registration Key in email message from CrashPlan

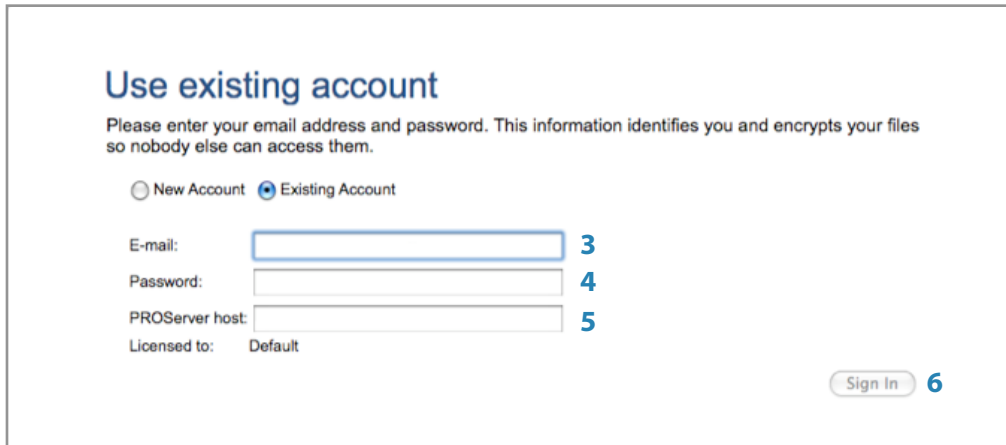
7. Enter PRO Server's IP address or hostname.

Example Format: 10.10.10.10, myproserver.example.com:4282

8. Click **Create Account**.
 The PRO Client Backup page opens. You can skip ahead to the *Setup Complete* section.

Use Existing Account

Continue with these steps if you are reusing an existing user account.

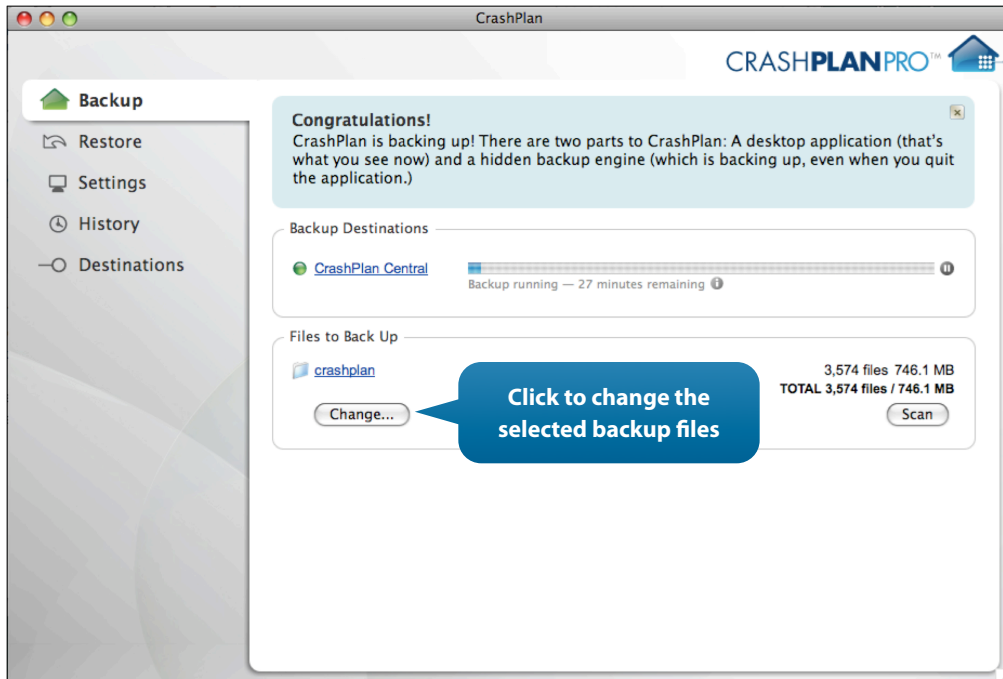


The screenshot shows a login window titled "Use existing account". Below the title is a message: "Please enter your email address and password. This information identifies you and encrypts your files so nobody else can access them." There are two radio buttons: "New Account" (unselected) and "Existing Account" (selected). Below these are three input fields: "E-mail:" (with a blue border and a blue "3" to its right), "Password:" (with a blue "4" to its right), and "PROServer host:" (with a blue "5" to its right). Below the "PROServer host:" field is a "Licensed to:" label followed by the text "Default". At the bottom right is a "Sign In" button with a blue "6" to its right.

3. Enter the **email address** of the existing user account.
4. Enter the **password**.
5. Enter your PRO Server's **IP address** or **hostname**.
6. Click **Sign In**.
PRO Client opens.

Setup Complete!

You should now see the PRO Client Backup screen which means you are successfully backing up with CrashPlan PRO.



What is being backed up?

By default, PRO Client backs up the user's home directory. You can change this setting globally in PRO Server or select specific backup files in PRO Client.

Your Next Steps...

Now that you are backing up, check out these common PRO Server configuration tasks:

- Change your admin password on the **Settings > Edit Server Settings > Superuser** page.
- Adjust email alert settings on the **Settings > Edit Server Settings > Alerts** page.
- Select the default backup file selection **Organizations > Default Client Settings > Backup File Selection** page. In PRO Client you can change what is backed up for an individual user by clicking **Change...** on the Backup page.
- Consider customizing the PRO Client installer for a co-branded client interface or to change default settings when installing across a large number of clients.

Learn More

Online Product Guide

Learn everything you need to manage backups effectively with our online Product Guide located at:

<http://support.crashplanpro.com>

User Forums

Get answers to questions and participate in discussions with other CrashPlan PRO users at:

<https://crashplan.zendesk.com/forums>

Support

Still have a question? Contact our support team at:

support@crashplanpro.com

Appendix A: Install PRO Server - Solaris

Follow these instructions to install the Solaris Edition of PRO Server software. Don't forget to follow the pre-installation tasks in the Before You Begin section.

Verify Solaris Platform

The Solaris edition of PRO Server requires Solaris 10 or Open Solaris on an i386 architecture.

Install PRO Server

The installation is a standard package that can be installed using **pkgadd**.

1. Unpack the archive:

```
gunzip CrashPlanPROServer_2008-10-29_solaris.tar.gz
tar -xf CrashPlanPROServer_2008-10-29_solaris.tar
```

2. Install the PRO Server package:

```
sudo /usr/sbin/pkgadd -d $PWD
```

3. (Optional) Enable the PRO Server as a service:

```
sudo /usr/sbin/svccfg import /opt/proserver/bin/proserver.xml
sudo /usr/sbin/svcadm enable proserver
```

4. Start PRO Server:

```
sudo /opt/proserver/bin/proserver start|stop
```

Default Directories

When installed as root, these are the default locations for PRO Server on your system:

Folder	Description
/opt/proserver	the main application folder
/opt/proserver/bin	start scripts, service xml, and administrative tools
/var/opt/proserver	default location for backups, database dump files
/var/log/proserver	all server logs

Appendix B: Install PRO Server - VMware

Follow these instructions for installing the VMware edition of PRO Server. Don't forget to follow the pre-installation tasks in the Before You Begin section.

Verify VMware Product

- PRO Server on Mac OS X requires VMware Fusion
- PRO Server on all other platforms requires a VMware Datacenter class product

Install PRO Server

1. After unzipping, open the folder and double-click the **.vmx file** or launch **VMware** and open it using the file selection box.
2. Start (Power On) the PRO Server Virtual Machine (VM)
Our splash screen appears for a few seconds and then PRO Server will begin booting.
3. Review the End User License Agreement.
Press the space bar to advance through the agreement. If you've read it and want to skip to the end, press **SHIFT+G**.
4. Type **yes** to accept license terms.
You must accept the terms to start PRO Server.

Choose Network Settings

We support multiple network interfaces for advanced configuration scenarios. DHCP is the default network setting and is a quick way to evaluate PRO Server. To use a static IP, you can change the network setting at the prompt.

Re-run the network setup wizard (type **netconfig** at the PRO Server command line prompt) any time to change the network setting.

Using DHCP

If you have an environment where you have manually configured IP addresses via DHCP, you can use the default DHCP setting.

- At the network settings prompt, enter **N** (for No).
Skip to the web administration section.

Using Static IP

When using a static IP address, make sure the address is available and a DNS hostname entry resolves to the address. A hostname allows you to relocate your PRO Server to a new IP address without reinstalling the PRO Clients. Simply enter the new information and accept settings.

- At the network settings prompt, enter **Y** (for Yes).
PRO Server remembers these settings for future boots.

Creating a Mount Point

PRO Server VM needs a mount point to hold backup archives before PRO Clients can back up. CrashPlan PRO considers these mount points “Local directories.” You can use any of the following mounts points:

- VMware virtual disks (Great for doing demo’s)
- Direct attached storage (disk)
- Direct attached USB drives (external disk)
- NFS Mounts (Network attached storage)
- CIFS/SMB Mounts (Windows network shares)

Set Up a Mount Point with a Virtual Disk

Follow these steps to attach a virtual disk to VMware. Consult your VMware user guide to get in-depth information on virtual disks.

1. Power off the PRO Server virtual machine.
2. Edit the PRO Server VM disk settings and add a new disk.
3. Specify a size for the disk.
For example, select 50GB. Make sure the disk is “SCSI”. This holds backup archives, but you can migrate them to another disk later.
4. Power on the PRO Server VM.

Add the Disk as a Mount Point

After you have a new SCSI Disk to back up to, add it as a storage device on the PRO Server.

1. Log into the PRO Server admin console.
2. Choose **Settings** tab.
3. Choose **Add Storage** from the menu.
4. Click **Add Custom Directory**.
5. From the Type list, choose **Local Directory**.
6. Enter a **mount point name**.
Use a meaningful name like “ITB USB”.
7. In the Root folder... field, enter the path to the new mount.
8. Click **Save**.
9. Click the **Settings** tab to return to the main server page to check the status of your mount point. It will take a few seconds to format the mount point. In our 50GB example, the mount point will have 99.7% available with approximately 46.7GB of room.