

## CrashPlan Desktop Storage

To ensure that your data is not lost, you can back up your computer files using **CrashPlan** – UTS's Enterprise Backup Service.

This service provides up-to-date backups of your individual user profile data on your primary workstation (as identified in the InSight application) including your:

- Desktop
- Documents
- Pictures
- Music
- Folders
- Links
- Favorites
- Downloads
- Contacts

### CrashPlan Version 6.7.2

All UTSA computer assets have been upgraded to CrashPlan version 6.7.2. This new version, which was released in June 2017, will improve functionality in the application environment.

### How do I get CrashPlan?

To be eligible to use this software, your computer must meet the following criteria in the InSight application:

- report that you are on the UTSARR network domain.
- be registered as your primary workstation.

*For those users' workstations that already meet this criteria, OIT will automatically deploy CrashPlan.*

### How can I restore a lost file?

To restore a lost file, simply:

1. Open the CrashPlan application (from the program menu or taskbar).
2. Log on using your myUTSA ID and passphrase.
3. Select **Restore** from the menu on the left.
4. Select the files and/or folders you'd like to restore.
5. Click the **Restore**

## How can I restore a file to a different computer?

The web console does not support IE 7. You will need to use IE 11 or Microsoft Edge and turn off compatibility view. Firefox, Chrome and Safari are also compatible for restoring files.

To restore a file to another computer:

1. Go to the CrashPlan web console: <https://cppro.utsa.edu:4285/console/login.html>
2. Log on using your myUTSA ID and passphrase.
3. Close the window that prompts you to select your platform for CrashPlan Installation.
4. Click **Devices** and navigate to the computer from which you would like to restore files.
5. From the action menu, choose **Restore**.

