


Administering CrashPlan PROe with the Casper Suite

Technical Paper
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Introduction

What's in This Guide

This guide provides step-by-step instructions for deploying and reporting on CrashPlan PROe with the Casper Suite.

Additional Resources

For more information on applications, concepts, and processes related to the Casper Suite, see the *Casper Suite Administrator's Guide*, available at:

<http://jamfsoftware.com/resources/documentation>

For more information about customizing the CrashPlan PROe Installer, see the “Customizing the Desktop Application” article from Code 42 Software, available at:

http://www.crashplan.com/enterprise/support/doku.php/customize_desktop

Requirements

Administering CrashPlan PROe with the Casper Suite requires:

- The Casper Suite v8.51 or later
- CrashPlan PROe 3.3 or later
- Client computers with Java and OS X v10.5 or later

In addition, the CrashPlan PROe host server must be integrated with a directory service, and client computers must be bound to the same service.

For instructions on using the Casper Suite to bind computers to a directory service, see “Creating Directory Bindings” and “Binding to Directory Services” in the *Casper Suite Administrator’s Guide*.

Deploying CrashPlan PROe

Deploying CrashPlan PROe involves the following steps:

1. Customize the CrashPlan PROe Installer.
2. Build a package of the CrashPlan PROe custom installation settings.
3. Upload the CrashPlan PROe Installer and the custom settings package to the JAMF Software Server (JSS).
4. Deploy the CrashPlan PROe Installer and the custom settings package using a policy.

Customizing the CrashPlan PROe Installer

This section explains how to customize the CrashPlan PROe Installer so that the installation process is completely hidden from users and automated.

To customize the CrashPlan PROe Installer:

1. Download the CrashPlan PROe Installer customization resources from your CrashPlan PROe server by navigating to:
`http://YourServerAddress:4280/download/CrashPlanPROe_Custom.zip`
2. On an administrator computer, extract the `CrashPlanPROe_Custom.zip` file.
3. Open the `userInfo.sh` file in the `CrashPlanPROe_Custom` directory with a text editor.
4. To hide the installation from users, locate the `startDesktop` element and modify the value so that it looks like this:

```
startDesktop=false
```

5. To pass the username to the CrashPlan PROe server during installation, locate the `user` element and modify the value so that it looks like this:

```
user='last -1 | awk '{print $1}''
```

6. Save and close the `userInfo.sh` file.
7. Open Terminal and execute the following command:

```
sudo sh /path/to/custom.sh
```

The `custom.sh` file is located in the `CrashPlanPROe_Custom` directory.

8. When prompted, enter your password.

9. Type "yes" when prompted with the following question in Terminal:

```
Change settings (yes, no, or revert) [no]?
```

10. Type "YourPrimaryCrashPlanPROeServerHostname:4282" when prompted with the following question in Terminal:

```
The primary address and port to the authority that manages the  
accounts and issues licenses (host:port).  
address?
```

11. (Optional) Type "YourSecondaryCrashPlanPROeServerHostname:4282" when prompted with the following question in Terminal:

```
The secondary address and port to the authority that manages the  
accounts and issues licenses (host:port).  
secondaryAddress?
```

To skip this question, press the Enter key.

12. Type "yes" when prompted with the following question in Terminal:

```
Hide address from the user (yes or no).  
hideAddress [no]?
```

13. Type "no" when prompted with the following question in Terminal:

```
Allow user to change the server address in account settings (yes or  
no).  
lockedAddress [no]?
```

14. Type your registration key when prompted with the following question in Terminal:

```
The organization registration key (AAAA-BBBB-CCCC-DDDD).  
registrationKey?
```

15. Type "\${username}" when prompted with the following question in Terminal:

```
The username to use when authorizing the computer.  
username [${username}]?
```

16. Type "\${deferred}" when prompted with the following question in Terminal:

```
The password used when authorizing the computer.  
password?
```

17. Type "yes" or "no" when prompted with the following question in Terminal:

```
Connect through a proxy server (yes or no).  
proxy.enable [no]?
```

18. If you are using a proxy, type the URL of the PAC file when prompted with the following question in Terminal:

```
If using a proxy, enter the url of the PAC config file.  
proxy.pacURL?
```

To skip this question, press the Enter key.

19. Type “no” when prompted with the following question in Terminal:

```
Change settings (yes, no, or revert) [no]?
```

20. Type the URL of the CrashPlan PROe server when prompted with the following question in Terminal:

```
CrashPlan PROe server url (Example: http://proe:4280)?
```

When you are finished, the following files are added to the `CrashPlanPROe_Custom` directory:

- `CrashPlanPROe_Linux.tgz`
- `CrashPlanPROe_Mac.dmg`
- `CrashPlanPROe_Win.exe`
- `CrashPlanPROe_Win.zip`

The `CrashPlanPROe_Mac.dmg` file contains the CrashPlanPROe Installer (`CrashPlanPROe.pkg`) and a hidden `.Custom` directory that contains the custom installation settings you just configured. These are the files you will use to deploy CrashPlan PROe.

Building a Package of the CrashPlan PROe Custom Installation Settings

Use Composer to build a package of the CrashPlan PROe custom installation settings so that you can deploy them using the Casper Suite.

To build a package of the CrashPlan PROe custom installation settings:

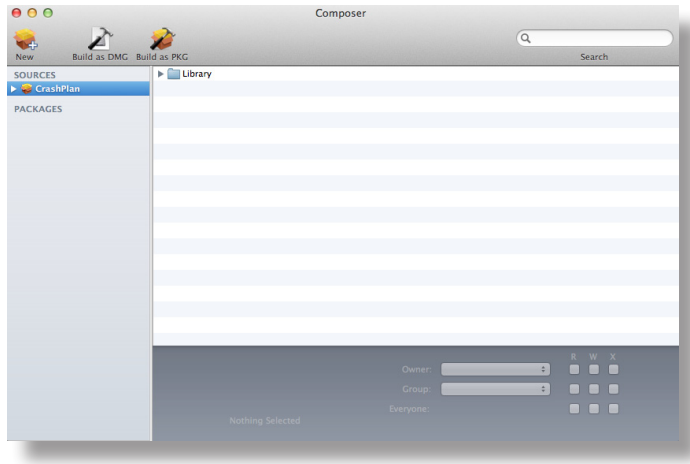
1. Mount the `CrashPlanPROe_Mac.dmg` file in the `CrashPlanPROe_Custom` directory by double-clicking it.
2. Copy the hidden `.Custom` directory to `/Library/Application Support/CrashPlan/` by executing the following command:

```
sudo cp -r /Volumes/CrashPlanPROe/.Custom /Library/Application\ Support/CrashPlan
```

3. Open Composer and authenticate locally.

4. Locate the CrashPlan directory in `/Library/Application Support/` and drag it to the sidebar in Composer.

The directory will appear under the Sources heading.



5. Rename the "CrashPlan" package source to "CrashPlanCustomInstallation".
6. Select the "CrashPlanCustomInstallation" package source in the sidebar and click **Build as DMG**.
7. Choose a location to save the package and click **Save**.

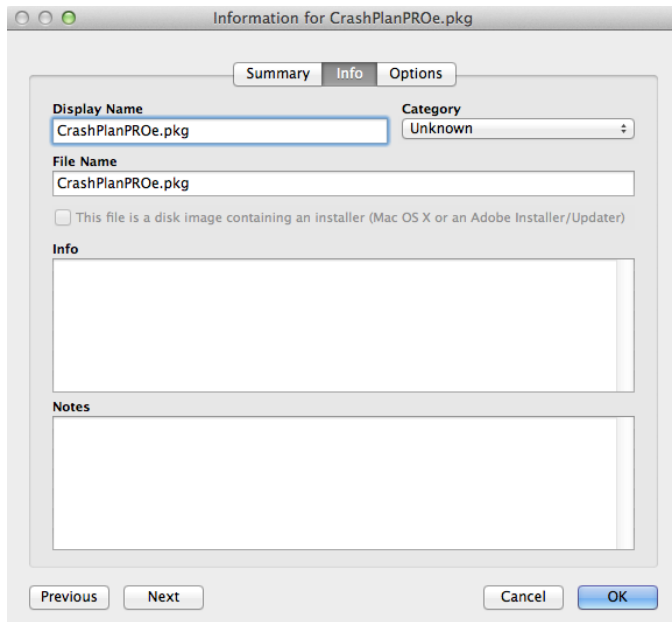
Uploading the CrashPlan PROe Installer and the Custom Settings Package to the JSS

Use Casper Admin to upload the CrashPlan PROe Installer and the custom settings package to the JSS so you can deploy them with a policy.

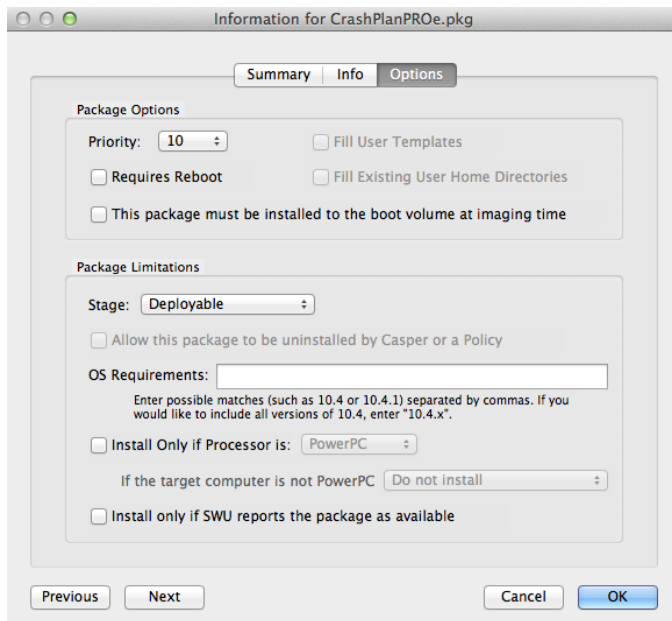
To upload the CrashPlan PROe Installer and the custom settings package:

1. Open Casper Admin and log in using credentials for a JSS administrator account.
2. Locate the CrashPlan PROe Installer (`CrashPlanPROe.pkg`) and drag it to the Package pane in Casper Admin.
3. Double-click the CrashPlan PROe Installer in Casper Admin.

4. In the Information pane that appears, click the **Info** tab and choose a category from the **Category** pop-up menu.



5. Click the **Options** tab and choose a priority from the **Priority** pop-up menu.
The recommended priority for the CrashPlan PROe Installer is "10". For more information on priorities, see "Changing Package Attributes" in the *Casper Suite Administrator's Guide*.



6. Configure additional settings as needed, and then click **OK**.
7. Locate the custom settings package (CrashPlanCustomInstallation.dmg) and drag it to the Package pane in Casper Admin.

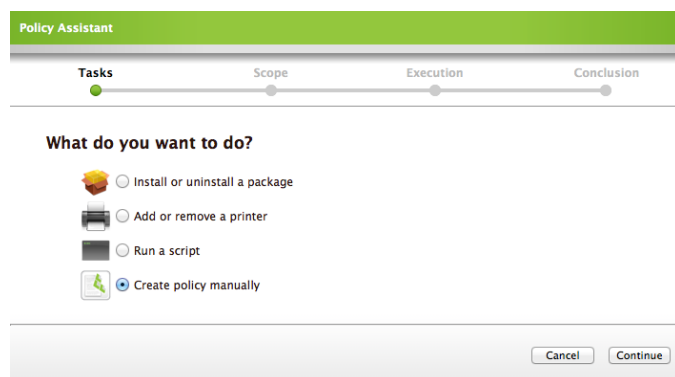
8. Double-click the custom settings package in Casper Admin.
9. In the Information pane that appears, click the **Info** tab and choose a category from the **Category** pop-up menu.
10. Click the **Options** tab and choose a priority from the **Priority** pop-up menu.
The recommended priority for the custom settings package is "8". For more information on priorities, see "Changing Package Attributes" in the *Casper Suite Administrator's Guide*.
11. Configure additional settings as needed, and then click **OK**.
12. Save your changes and quit the application.

Deploying the CrashPlan PROe Installer and the Custom Settings Package

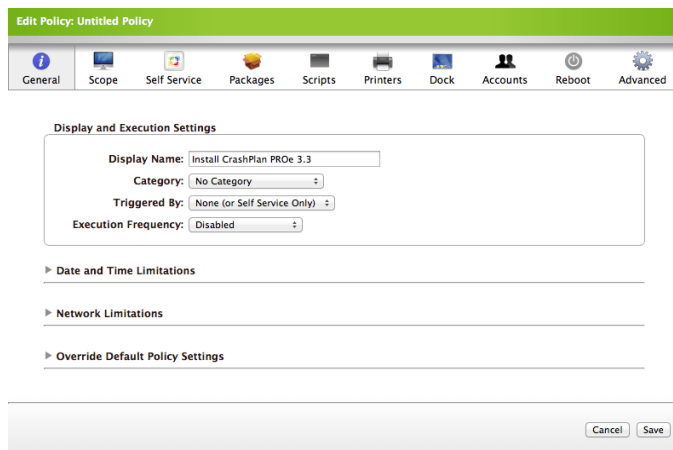
Create a policy to deploy the CrashPlan PROe Installer and the custom settings package.

To deploy the CrashPlan PROe Installer and the custom settings package:

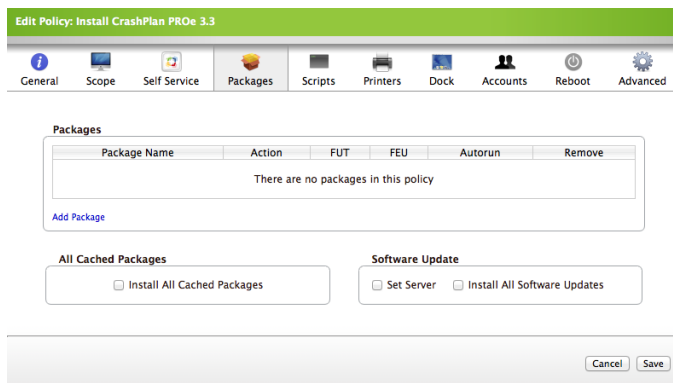
1. Log in to the JSS with a web browser.
2. Click the **Management** tab.
3. Click the **Policies** link.
4. Click the **Create Policy** button.
5. Select the **Create policy manually** option and click **Continue**.



- On the General pane, enter a display name for the policy. For example, "Install CrashPlan PROe 3.3".



- Choose "Login" from the **Triggered By** pop-up menu.
- Choose "Once Per Computer" from the **Execution Frequency** pop-up menu.
- Click the **Scope** tab and assign computers or user groups to the policy.
- Click the **Packages** tab, and then click the **Add Package** link.



- In the list of packages, locate the CrashPlan PROe Installer and the custom settings package, and choose "Install" from the **Action** pop-up menus across from them.
- Click the **Add Package(s)** button, and then click **Save**.

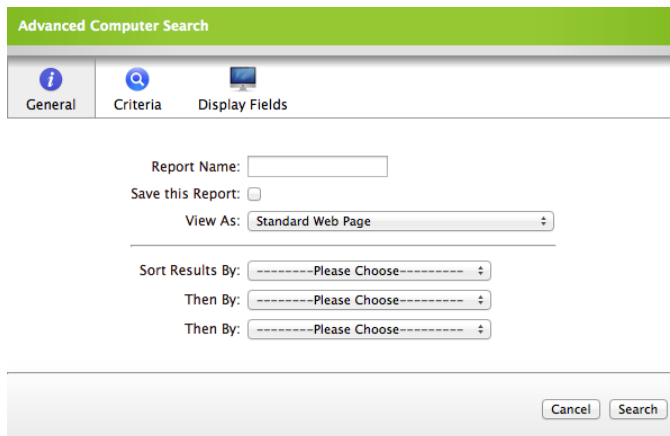
CrashPlan PROe is installed the next time computers in the scope check in with the JSS and meet all of the criteria on the General and Scope panes. Once CrashPlan PROe is installed, it automatically begins backing up users' home directories.

Reporting on CrashPlan PROe

After deploying CrashPlan PROe, you can report on computers that have CrashPlan PROe installed by creating and saving an advanced search.

To create and save an advanced search for computers with CrashPlan PROe installed:

1. Log in to the JSS with a web browser.
2. Click the **Inventory** tab.
3. Click the **Advanced Search** link.
4. Enter a name for the search in the **Report Name** field.



5. Select the **Save this Report** checkbox.
6. Click the **Criteria** tab.

7. In the list of categories, click **Add (+)** across from **Software Information**.

The screenshot shows the 'Advanced Computer Search' dialog box with the 'Criteria' tab selected. The 'Display Fields' section lists various categories, each with an 'Add (+)' button. The 'Software Information' category is highlighted.

Field	Search Type	Criteria	-	+
Computer Information				+
Location Information				+
Hardware Information				+
Storage Information				+
OS Configuration Information				+
Software Information				+
Purchasing Information				+
Receipts Information				+

Buttons: Cancel, Search

8. Click **Application Title** in the list of items.
9. Choose "has" from the pop-up menu and type "CrashPlan PROe" in the text field.

The screenshot shows the 'Advanced Computer Search' dialog box with the 'Criteria' tab selected. The 'Software Information' category is expanded, showing a list of items. The 'Application Title' item is selected, and its search type is 'has' and its criteria is 'CrashPlan PROe'.

Field	Search Type	Criteria	-	+
Computer Information				+
Location Information				+
Hardware Information				+
Storage Information				+
OS Configuration Information				+
Software Information				+
Application Title	has	CrashPlan PROe	-	+
Purchasing Information				+
Receipts Information				+
Extension Attributes Information				+

Buttons: Cancel, Search

10. Click **Search**.