

Deploying CrashPlan PRO with the Casper Suite

Technical White Paper

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 JAMF Software, LLC

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Introduction

Target Audience

This paper is designed for system administrators who are planning to deploy the CrashPlan PRO Client Installer on the Mac platform.

How to Use This Guide

This guide explains how to configure and deploy the CrashPlan PRO Client Installer with the Casper Suite.

The instructions in this guide can also be used to configure the CrashPlan PRO Client Installer in an environment running Lightweight Directory Access Protocol (LDAP) services.

Acknowledgements

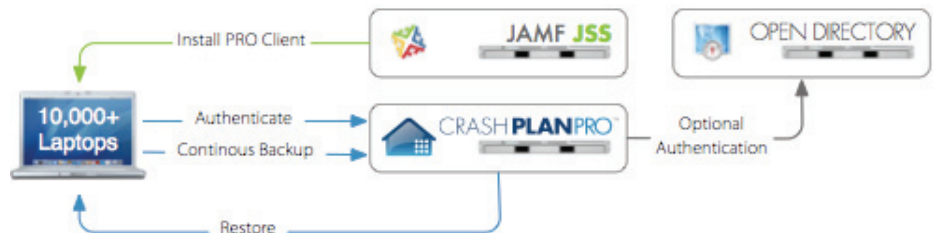
JAMF Software would like to thank the team at Code 42 Software for their aid in the production of this document.

Overview

The ability to back up end user data is quickly becoming an integral part of IT's role in the enterprise. CrashPlan PRO, developed by Code 42 Software, Inc., offers a software solution to backing up user home directories on Macs.

As a key component in Mac client management, the Casper Suite allows you to configure and deploy the CrashPlan PRO Client Installer to the Macs on your network.

This process provides automatic integration for those working in an LDAP environment. With a few extra steps, you can pre-configure the CrashPlan PRO Client Installer to start backing up user data as soon as it is installed, instead of waiting for end users to initiate the backup.



Requirements

Before using the instructions in this guide, ensure that the CrashPlan PRO Server is installed and configured on your server. For more information on this process, visit the following link:

<http://www.crashplan.com>

The following components are required to configure, deploy, and verify that the CrashPlan PRO Client Installer is functioning properly on your network:

- Computer running Mac OS X v10.4 or later
- CrashPlan PRO Client Installer v3.8.2010 or later
- CrashPlan PRO Server v3.8.2010 or later
- Casper Admin.app
- Access to your JAMF Software Server (JSS)
- Access to your LDAP directory server (Optional)

Configuring the CrashPlan PRO Client Installer

Configuring the CrashPlan PRO Client Installer is the first step to deploying CrashPlan PRO to the Macs on your network. In order to configure the installer, you must create a Custom folder, customize CrashPlan PRO's default settings, and then customize the installer script.

Customizing any of the following default settings on the installer eliminates the need to make post-installation modifications on your client computers:

- CrashPlan PRO Server address
- Account information
- Customized graphics and languages
- Other default settings

Creating the Custom Folder

The following instructions explain how to create the Custom folder that will store any changes made to the default settings in the next step.

1. On your workstation, mount the CrashPlan PRO Client Installer disk image.
2. Copy the CrashPlan PRO Client Installer to your desktop.
3. Open Terminal, and type the following command:

```
cd ~/Desktop/Install\ CrashPlanPRO.mpkg/Contents/Resources/
```

4. Then type:

```
mkdir Custom  
cp -r Custom-Example/conf Custom  
cp Custom-Example/userInfo.sh Custom/conf/userInfo.sh
```

Customizing the CrashPlan PRO Default Settings

To customize the default settings, you must edit the `default.service.xml` file inside the Custom folder that you created in the previous step.

1. Open Terminal, and type the following command:

```
pico ~/Desktop/Install\ CrashPlanPRO.mpkg/Contents  
Resources/ Custom/conf/default.service.xml
```

2. Locate the line that contains:

```
<!-- <authority address="hostname:port"/> -->
```

3. Edit the authority tag to reflect the default settings as you would like them to be customized.

The example below reflects default settings that will automatically:

- Populate the server address
- Hide the server address
- Populate the `registrationKey` field
- Read CrashPlan PRO's username and password from the organization's LDAP directory server

```
<authority address="crashplan.company.com:4282"  
hideAddress="true"  
registrationKey="1234-5678-ABCD-EFGH"  
username="${username}" password="${deferred}" />
```

4. Press **Control + O**, and then press the **Enter** key to save your changes.

Customizing the CrashPlan PRO Client Installer Script

After deploying CrashPlan PRO, the Casper Suite will install each package silently. To ensure each user's identity is logged as the packages are installed, you must customize the installer script.

1. Type the following command into the Terminal window:

```
pico ~/Desktop/Install\ CrashPlanPRO.mpkg/Contents/Resources/Custom/userInfo.sh
```

2. Change the startDesktop, user, userGroup, and userHome variables in the installer script to reflect the following values:

```
startDesktop=false  
user=`last -1 | awk '{print $1}'`  
userGroup=`id -gn $user`  
userHome="/Users/$user"
```

Note: If your user home directories are not placed in /Users/\$user by default, change the userHome variable to reflect the correct location.

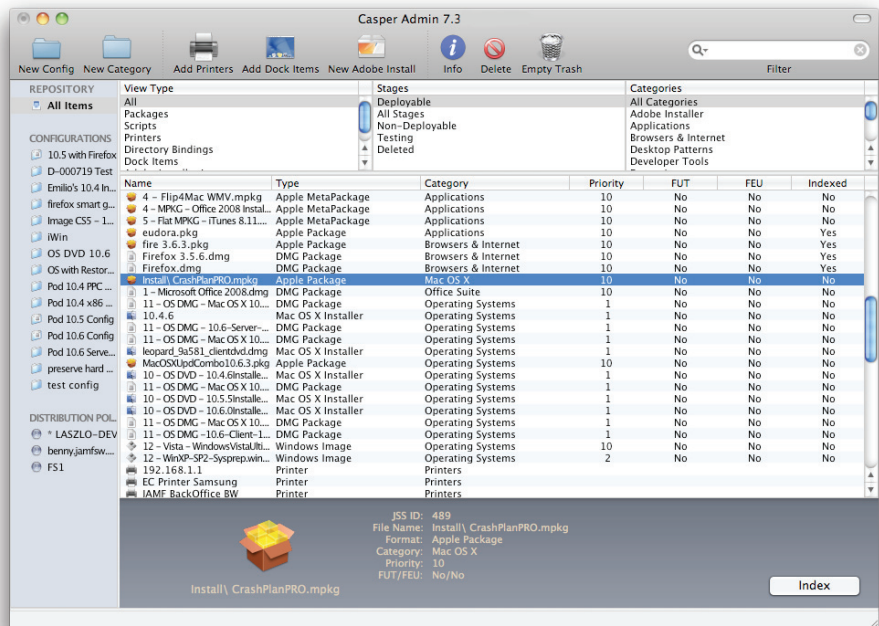
3. Press **Control + O**, and then press the **Enter** key to save your changes.

Deploying the CrashPlan PRO Client Installer

After customizing the CrashPlan PRO Client Installer, you must upload the installer to the JSS, and then create a login policy to deploy it to the Macs on your network.

Uploading the CrashPlan PRO Client Installer to the JSS
After customizing the CrashPlan PRO Client Installer, you must upload it to the package repository in the Casper Admin application.

1. Launch the Casper Admin application.
2. Drag the Install\ CrashPlanPRO.mpkg from your desktop to the package repository in Casper Admin.

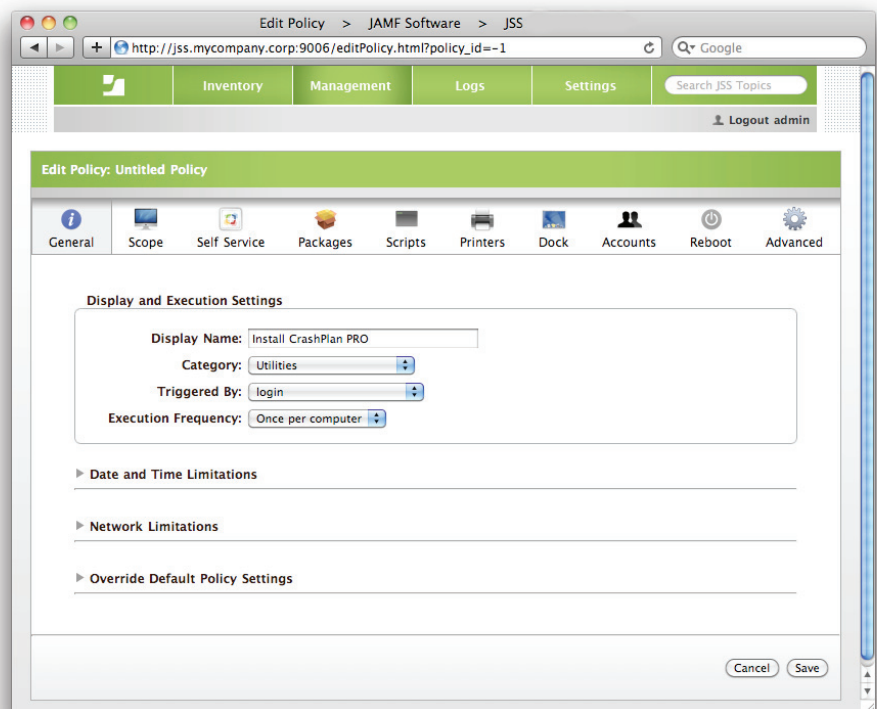


3. Choose the **File** menu in Casper Admin and select **Save** to save your changes.

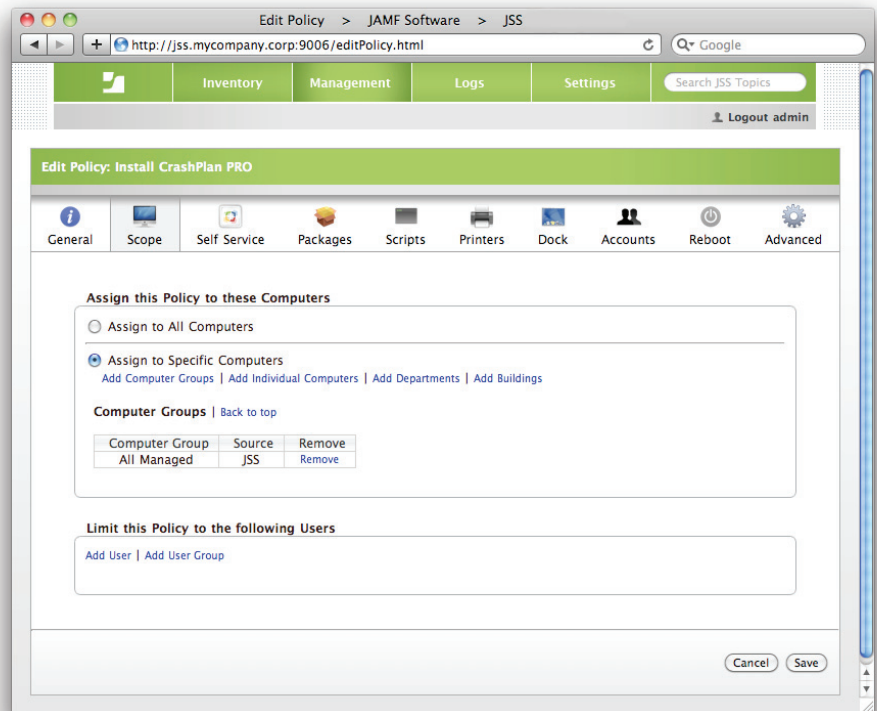
Creating a Policy to Deploy the CrashPlan PRO Client Installer

After copying the package to the package repository in Casper Admin, you must create a policy that will install the software as end users log in to their computers.

1. Log in to the JSS.
2. Click the **Management** tab.
3. Click the **Policies** link.
4. Click the **Create Policy** button in the toolbar.
5. Select the **Create policy manually** option and click the **Continue** button.
6. On the **General** pane, specify a display name for the policy, such as "Install CrashPlan PRO".
7. Select **Login** from the **Triggered By** pop-up menu.
8. Select **Once Per Computer** from the **Execution Frequency** pop-up menu.



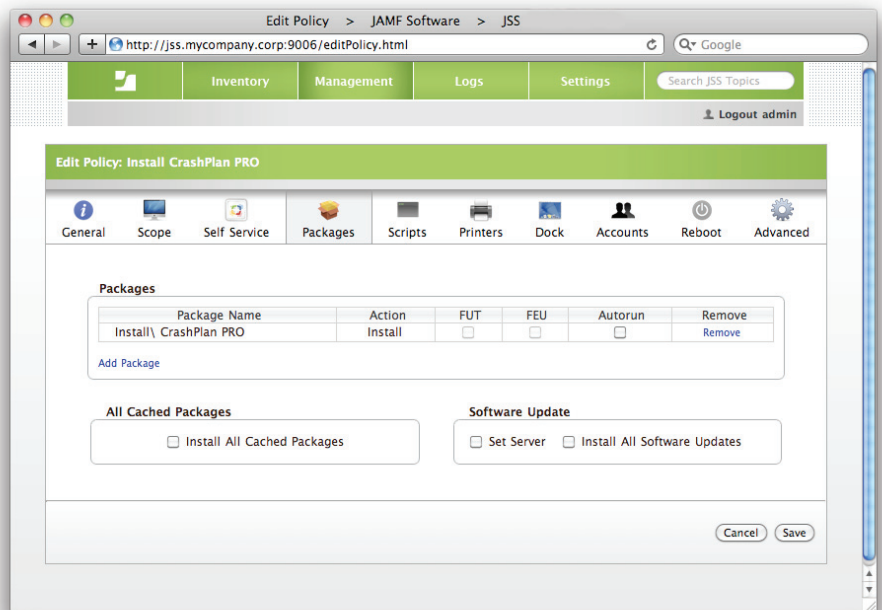
9. Click the **Scope** tab and assign the policy to the computers you want to receive CrashPlan PRO.



10. Click the **Packages** tab.

11. Click the **Add Package** link.

12.. Locate Install\ CrashPlanPRO.mpkg in the list of packages and select **Install** from the **Action** pop-up menu.



13. Click the **Save** button at the bottom of the pane.

After the policy is configured, CrashPlan PRO Client Installer is installed as each end user logs in to their computer.

If you configured CrashPlan PRO Server to use an LDAP server and your Mac systems are bound to that server, CrashPlan PRO automatically begins backing up each home directory.

Verifying User Backups

After deploying the CrashPlan PRO Client Installer, you may want to verify that the policy used to deploy the installer is running correctly. You can do this by viewing the status of the policy. Then, use the CrashPlan PRO Server web interface to verify backups are being created.

If you configured the CrashPlan PRO Server to use your LDAP server, backups were created automatically and do not require end user initiation.

Verifying the CrashPlan PRO Installation

Use JSS web interface to view a log of the computers that have run the policy.

1. Log in to the JSS.
2. Click the **Management** tab.
3. Click the **Policies** link.
4. Click the **View Status** link to the right of the policy you used to install CrashPlan PRO.
5. Review the logs to verify the policy is running on each computer and no errors have occurred. The number of computers waiting to run the policy is displayed near the top of the pane. As each computer runs the policy, a log for the computer appears.
6. Logs displayed in red indicate an error occurred during the installation process. To troubleshoot the error, click the **View Log** link next to the log you want to troubleshoot, or contact JAMF Support for further assistance.

Verifying User Backup Progress

Use the CrashPlan PRO web interface to view the status of each backup.

1. Log in to the CrashPlan PRO Server.
2. Click the **Organizations** tab.
3. Click the link that reflects the name of your organization.

Note: If you initially performed a default install of the CrashPlan PRO Server, click the **Default** link.

4. Use the list of computers to verify the backups are being created.

Useful Links on Related Topics

CrashPlan PRO

For additional information from Code 42 Software on installing CrashPlan PRO Server and configuring CrashPlan PRO Client, go to:

<http://www.crashplan.com>

JAMF Software

For additional information on the Casper Suite, go to:

<http://www.jamfsoftware.com>

Revision History

July 2009

Initial release of document.

October 2009

Updated folder names and command-line tasks to reflect the changes in CrashPlan PRO Server v6.11.2009 and CrashPlan PRO Client Installer v6.11.2009.

July 2010

Updated folder names and command-line tasks to reflect the changes in CrashPlan PRO Server v3.8.2010 and CrashPlan PRO Client Installer v3.8.2010.