

Deploying Code42 CrashPlan with Jamf Pro

Technical Paper
Jamf Pro 9.0 or Later
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Jamf has made all efforts to ensure that this guide is accurate.

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Introduction

What's in This Guide

This guide provides step-by-step instructions for deploying and reporting on Code42 CrashPlan with Jamf Pro (formerly the Casper Suite).

Note: This guide is intended for users who are deploying Code42 CrashPlan 5.0. If you are deploying the Code42 app 6.0 or later, see the [Deploying the Code42 App with Jamf Pro](#) Knowledge Base article for instructions.

Important Concepts

Administrators using this guide should be familiar with the following concepts related to the Jamf Pro:

- Package management
- Policies and scope
- Advanced computer searches
- Managing directory bindings

Additional Resources

For more information on applications, concepts, and processes related to Jamf Pro, see the [Jamf Pro Administrator's Guide](#).

For more information on deploying, configuring, and managing Code42 CrashPlan, view documentation articles, available at: <https://support.code42.com>

Requirements

To administer Code42 CrashPlan using the instructions in this guide, you need:

- Jamf Pro 9.0 or later
 - The Jamf Pro server (formerly the Jamf Software Server)
 - Jamf Admin (formerly Casper Admin)
 - Composer
- Code42 CrashPlan 5.0
Code42 CrashPlan Master Server
The Code42 CrashPlan Master Server integrates with a directory service and managed computers bound to the same service. For detailed information on how to integrate the Code42 CrashPlan Master Server with a directory service, see the [LDAP Reference](#) Code42 support article.
Note: This guide is intended for users who are deploying Code42 Crashplan 5.0. If you are deploying the Code42 app 6.0 or later, see the following Knowledge Base article for instructions: [Deploying the Code42 App with Jamf Pro](#)
- Managed computers with:
 - macOS 10.9 or later
 - Bound to directory service
For instructions on how to bind computers to a directory service using Jamf Pro, see [Managing Directory Bindings](#) and [Binding to Directory Services](#) in the *Jamf Pro Administrator's Guide*.

Deploying the Code42 CrashPlan App

Deploying the Code42 CrashPlan app involves the following steps:

1. Customize the Code42 CrashPlan App Installer.
2. Build a package of the Code42 CrashPlan app custom installation settings.
3. Upload the Code42 CrashPlan App Installer and the custom settings package to Jamf Pro.
4. Deploy the Code42 CrashPlan App Installer and the custom settings package using a policy.

Customizing the Code42 CrashPlan App Installer

This section explains how to customize the Code42 CrashPlan App Installer so that the installation process is completely automated and undisruptive to users. Code42 provides a script to make this customization easy.

Download and Modify the Code42 CrashPlan Installer

1. Download the Code42 CrashPlan App Installer customization resources from your Code42 CrashPlan server by navigating to: `https://YourServerAddress:4285/download/Code42CrashPlan_Custom.zip`
2. On an administrator computer, extract the `Code42CrashPlan_Custom.zip` file.
3. Open the `userInfo.sh` file in the `Code42CrashPlan_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 Code42 CrashPlan server during installation, locate the `user` element and modify the value.

Use the following command to select the user logged in last, before the deployment:

```
user=`last | grep console | grep still | awk '{print $1}' | head -1`
```

You can find more information on this in the `userInfo.sh` file or online in the following Code42 support article:

https://support.code42.com/Administrator/5/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Prepare_the_Code42_app_for_deployment

6. Save and close the `userInfo.sh` file.

Create the Code42 CrashPlan Custom Installer Package

1. Open Terminal.
2. Navigate to the directory containing `custom.sh`.
For CrashPlan apps version 5.x and later:

```
cd /Users/admin/Downloads/Code42CrashPlan_Custom
```

3. Make the `custom.sh` file executable with the following command:

```
chmod +x custom.sh
```

4. Run the following command:

```
./custom.sh
```

5. Review the default settings in the script. At the end, a prompt is displayed: `Change settings (yes, no, or revert) [no]?`
6. Type "yes".
7. When prompted for the "primary address and port to the authority that manages the accounts and issues licenses", type the URL of your master server and press the Enter key. For example: "crashplan-master.example.com:4282".
8. When prompted for the "secondary address and port to the authority that manages the accounts and issues licenses", type the second URL configured for your master server and press the Enter key. For example: "192.0.2.50:4282".
9. When asked whether to hide the address from the user, type "yes".
10. When asked whether to "Lock server address setting so that user cannot change server address", type "yes".
11. When prompted, type your registration key.
Use the registration key specific to the default organization for new user registration. For example: "AAAA-BBBB-CCCC-DDDD".
For more information on Code42 organizations, see the following Code42 support article: https://support.code42.com/Administrator/5/Administration_console_reference/Organizations_reference
12. When prompted for the username, press the Enter key.
13. When prompted for the password, type "`${deferred}`".
Note: In non-LDAP environments, a password can be automatically generated by the CrashPlan app by using `${generated}`. This will only work for the initial deployment, not for installation with an already known user.
14. When a proxy is used, type "yes". Otherwise, press the Enter key.
15. (Optional) When a proxy is used, type the URL of your .pac file.
16. To enable Single Sign-On (SSO), press the Enter key. Otherwise, type "no".

17. If SSO is not required, press the Enter key. Otherwise, type "yes".
18. Close the configuration by typing "no".
19. Type the URL of the Code42 CrashPlan server. For example: "https://master-server.example.com:4285".
The installation script will download the client installer package from the Master Server and create the custom installer package.

When finished, the following file is added to the Code42CrashPlan_Custom directory:
Code42CrashPlan_Mac.dmg

The Code42CrashPlan_Mac.dmg file contains the Code42 CrashPlan App Installer Install Code42 CrashPlan.pkg and a hidden .Custom directory that contains the custom installation settings you just configured. These are the files you will use to deploy the Code42 CrashPlan app.

For more information on how to create a custom installer package, see the following Code42 support article:

https://support.code42.com/Administrator/5/Planning_and_installing/Manage_app_installations_in_your_Code42_environment/Prepare_the_Code42_app_for_deployment

Building a Package of the Code42 CrashPlan Custom Installation Settings

Use Composer to build a package of the Code42 CrashPlan custom installation settings so that you can deploy them using Jamf Pro.

The following steps need to be done on a system that does not have the CrashPlan app already installed.

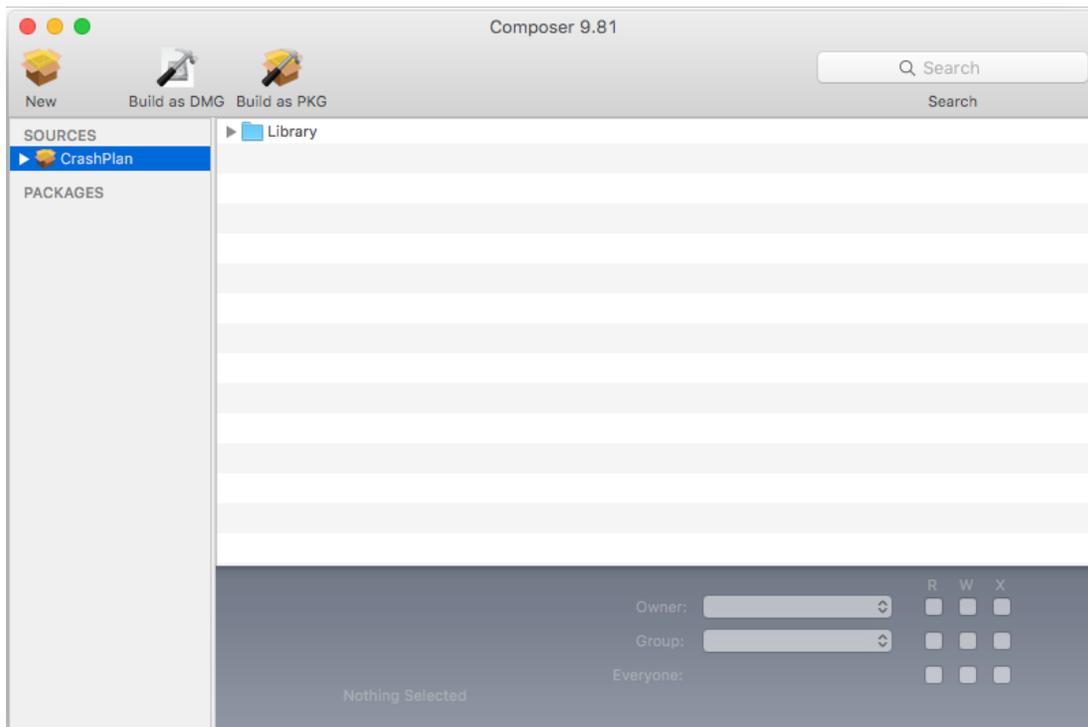
Build a package of the Code42 CrashPlan Custom Installation Settings:

1. Mount the Code42CrashPlan_Mac.dmg file in the Code42CrashPlan_Custom directory by double-clicking it.
2. Create a new CrashPlan directory inside the root-level /Library/Application Support/ folder: `sudo mkdir /Library/Application Support/CrashPlan`
3. Copy the hidden .Custom directory to /Library/Application Support/CrashPlan/ by executing the following command:

```
sudo cp -r /Volumes/Code42CrashPlan/.Custom /Library/Application Support/CrashPlan
```

4. Open Composer and authenticate locally.

5. Locate the CrashPlan directory in /Library/Application Support/ and drag it to the sidebar in Composer. The directory will appear under the Sources heading.



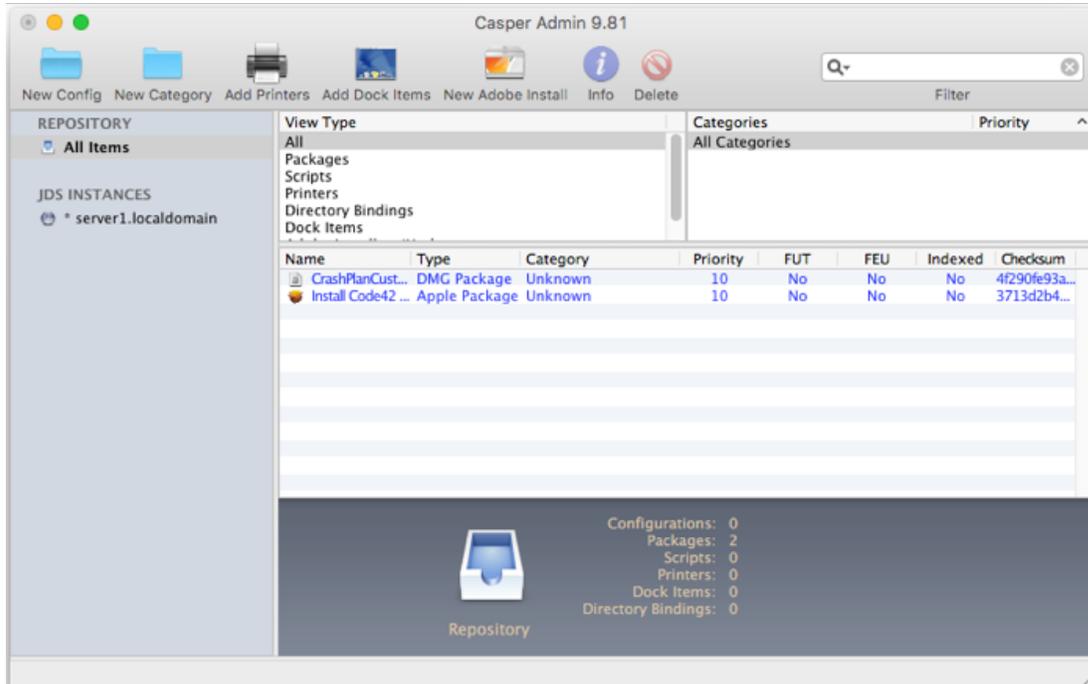
6. Rename the CrashPlan package source to "CrashPlanCustomInstallation".
7. Select the CrashPlanCustomInstallation package source in the sidebar and click **Build as DMG**.
8. Choose a location to save the package and click **Save**.

Adding the Installer and the Custom Settings Package to Jamf Admin

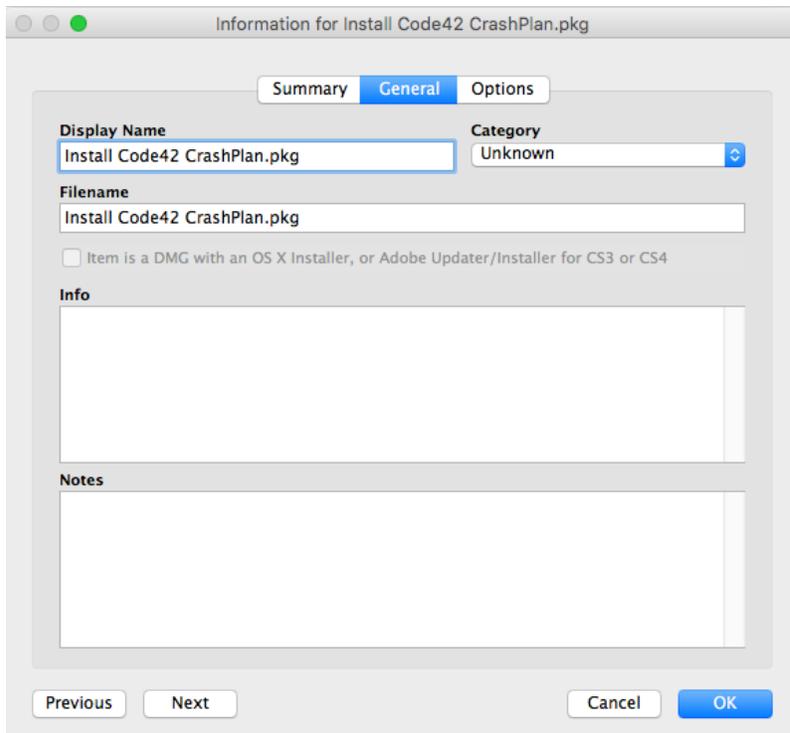
Add the installer and the custom settings package to Jamf Admin so you can deploy them using a policy.

Upload the Code42 CrashPlan App Installer and the Custom Settings Package

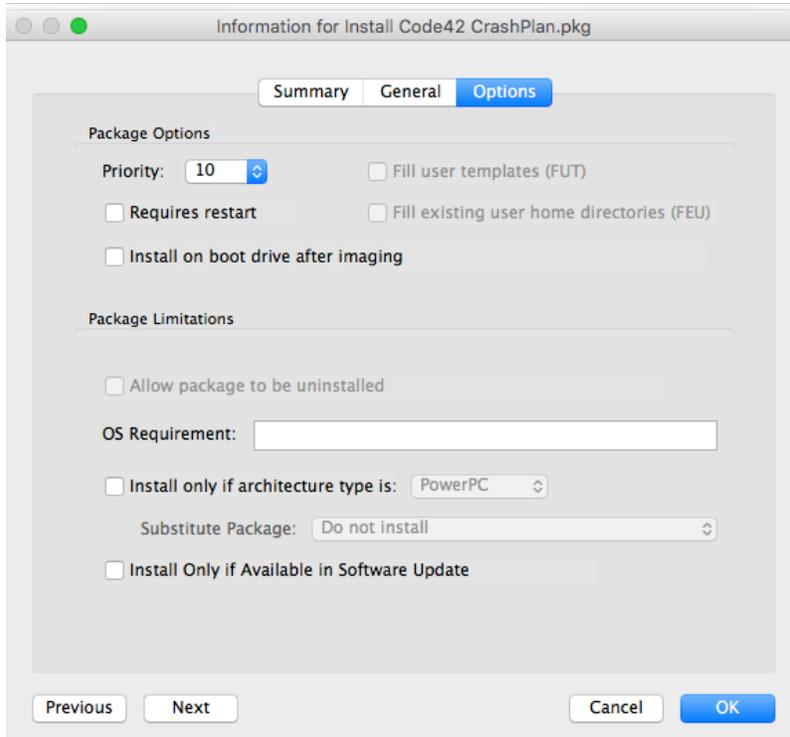
1. Open Jamf Admin and authenticate to the Jamf Pro server.
2. Drag the installer `CrashPlanPROe.pkg` and the custom settings package `CrashPlanCustomInstallation.dmg` to the main repository in Jamf Admin. The packages are displayed in blue text until you add them to a category.



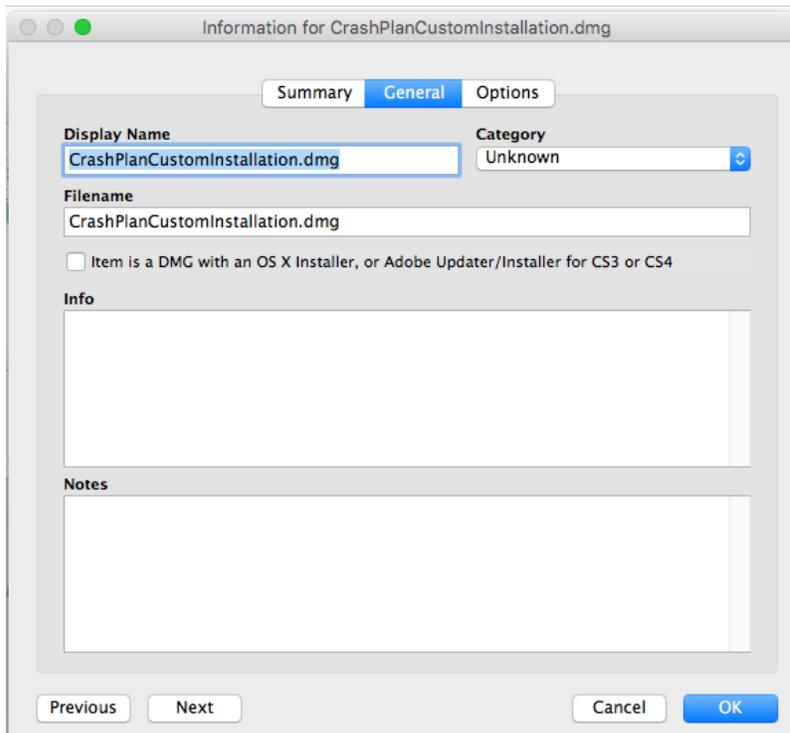
3. Double-click the installer in the main repository.
4. Click the **General** tab and choose a category for the package.



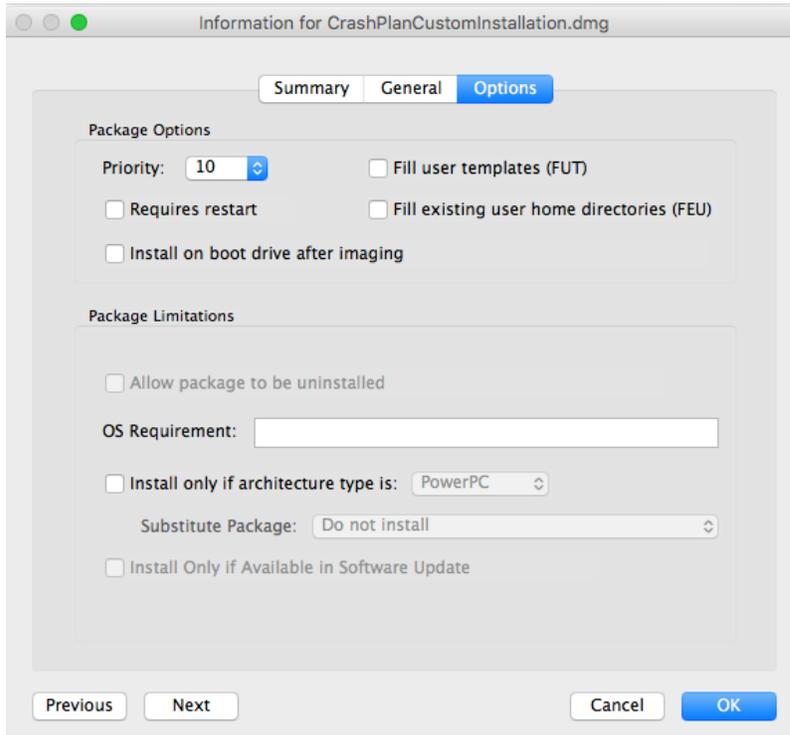
5. Click the **Options** tab and choose a priority for the package. The recommended priority for the installer is "10".



6. Click **OK**.
7. Double-click the custom settings package in the main repository.
8. Click the **General** tab and choose a category for the package.



- Click the **Options** tab and choose a priority to determine the order for installing the package. The recommended priority for the custom settings package is "8".



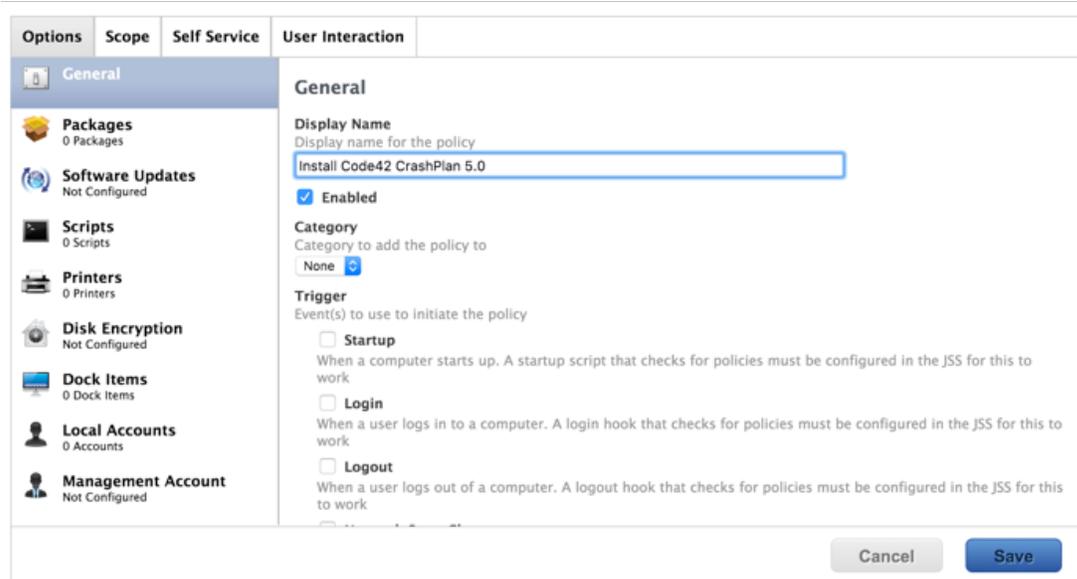
- Click **OK**.

Deploying the Code42 CrashPlan Installer and the Custom Settings Package

Deploy the installer and the custom settings package using a policy.

Deploy the Code42 CrashPlan Installer and the Custom Settings Package

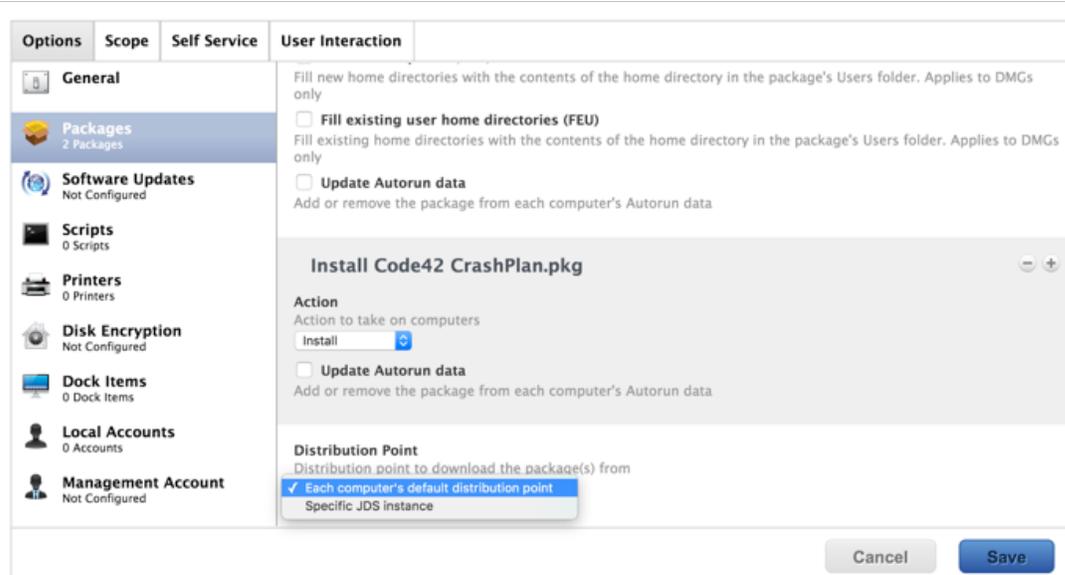
- Log in to Jamf Pro.
- Click **Computers** at the top of the page.
- Click **Policies**
On a smartphone or iPod touch, this option is in the pop-up menu.
- Click **New** .
- In the General payload, enter a display name for the policy. For example, "Install Code42 CrashPlan 5.0".



6. Select "Login" as a trigger.
7. Choose "Once Per Computer" from the **Execution Frequency** pop-up menu.
8. Select the **Packages** payload, and then click **Configure**.
9. Click **Add** for the installer.
10. Choose "Install" from the **Action** pop-up menu.
11. Click **Add** .
12. Click **Add** for the custom settings package.
13. Choose "Install" from the **Action** pop-up menu.
14. Click the **Scope** tab and **edit** the scope of the policy.



15. Specify a distribution point for computers to download the package from.



16. Click **Save**.

Code42 CrashPlan is installed the next time the computers in scope check in with Jamf Pro and meet all of the criteria. Once Code42 CrashPlan is installed, it automatically begins backing up users' home directories.

Code42 App Life Cycle

Deployment of App Updates

Updates and upgrades of the Code42 CrashPlan app do not need to be deployed via Jamf Pro. Instead, the updates are directly distributed from the Code42 CrashPlan Master Server. You will need to choose the organizations that should be upgraded and the Code42 CrashPlan Master Server will do the rest automatically.

For more information, see the following Code42 support article:
https://support.code42.com/Administrator/5/Planning_and_installing/Upgrade_the_CrashPlan_app_to_version_5.x

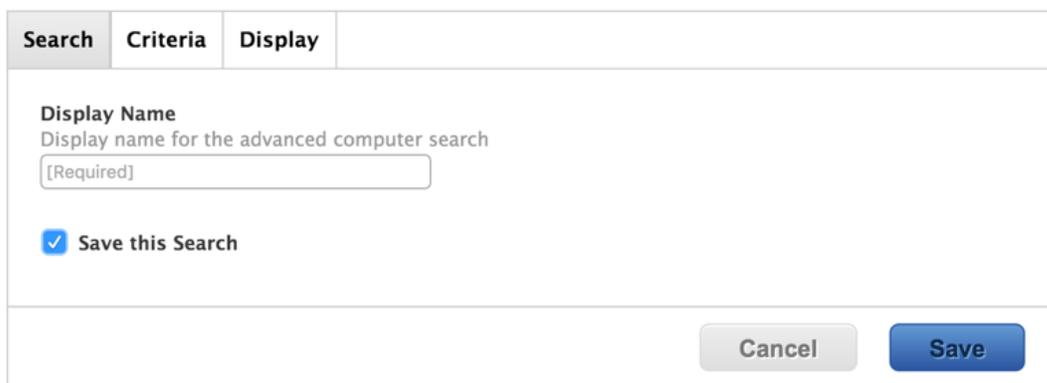
When to Update the Deployment Package

In general, CrashPlan is able to take care of client upgrades on its own. It is best practice to create a new deployment package with the next major release.

Reporting on Code42 CrashPlan App Usage

After deploying Code42 CrashPlan, you can create and save an advanced computer search to report on computers that have Code42 CrashPlan installed.

1. Log in to Jamf Pro.
2. Click **Computers** at the top of the page.
3. Click **Search Inventory**.
On a smartphone or iPod touch, this option is in the pop-up menu.
4. Click **New** .
5. Select the **Save this Search** checkbox.



The screenshot shows a dialog box with three tabs: **Search**, **Criteria**, and **Display**. The **Display** tab is selected. Inside the dialog, there is a section titled **Display Name** with the subtitle "Display name for the advanced computer search". Below this is a text input field containing "[Required]". Underneath the input field is a checked checkbox labeled **Save this Search**. At the bottom right of the dialog are two buttons: **Cancel** and **Save**.

6. On the Search pane, enter a display name for the search.
7. Click the **Criteria** tab.
8. Click **Add** .
9. Click **Choose** for "All Criteria", and then click **Choose** for "Application Title".
10. Type "Code42 CrashPlan" in the **Value** field.

Search	Criteria	Display	
<div style="background-color: #333; color: white; padding: 5px; display: flex; align-items: center;">+ Add</div>			
And/Or	Criteria	Operator	Value
<input type="checkbox"/>	Application Title	has	Code42 CrashPlan <input type="checkbox"/> Delete
Cancel Save			

11. Click **Save**.

The results of a saved search are updated each time computers check in with Jamf Pro and meet or fail to meet the specialized search criteria. To view the search results, click **View**.