

Unfortunately we do not support backing up mapped drives on Windows. There is a reason for it, and it's not us trying to prevent you from doing something so handy. CrashPlan (for many reasons) runs as a Windows service. One of the key benefits is it's running even if you're logged out. This means backup continues and people can back up to you (if you allow them). The problem is, our service can't see the drives you mount for yourself. It's the way Windows works.

Unlike other backup software - CrashPlan is designed as Windows service. This means that it's running when you're not logged in, backing you up. This is an important security feature. If your laptop was stolen, you'd want to be able to remotely track it even if they couldn't log in, or perhaps restore data, or perhaps (when we add the feature) remotely wipe the machine.

From a day to day perspective, this means that you can "lock" or "log out" of your Windows machine without giving up backup security. Most products run in "user space" which means they have access to "user space" mounted drives. We run in system space, so we only have access to "system space" drives. Microsoft designed it so the system could not see user space mounted drives.

We're not giving up though, we have some features in the works that allow us to go directly do device and bypass your "user space" mounted drive. This has other advantages as well.

Now customers have "hacked around" this limitation of Windows by having a script that runs on boot do a "net use" for "system" to attach the drive. There is a work around for those technically minded, and I've included it below.

Steps to get a network mounted drive to work for CrashPlan on Windows:

1. Create a .bat to mount your drive. The KEY element of the net use command is the /USER:ip\username syntax. Without the IP (or desktop name if Windows) it does not work.

The raw command is this (replace the bolded elements, remove the angle brackets):

```
net use S: \\<device_ip_address>\<share_name> /USER:<device_ip_address>\<username> <password> C:\tmp\mount.log 2>&1 2>&1
```

Sample File Contents:

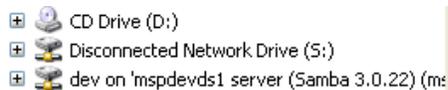
```
echo %date% %time% : "%cd%\mount.bat" >> C:\tmp\mount.log 2>&1 2>&1
net use S: \\10.10.42.50\plindqui /USER:10.10.42.50\plindqui <password> >> C:\tmp\mount.log 2>&1 2>&1
```

Create a Task that will run the .bat as the system user on Windows XP

Now that you have your bat file, creating the task on XP is easy.

```
C:\Windows\tasks > Add Scheduled Task
Browse to your .bat
Perform task When I log on
user name of 'system'
Finish
```

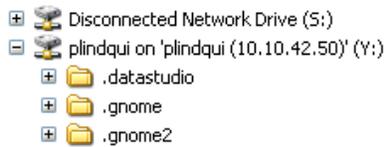
When you login with your Owner account you can see that there is a network mapped drive that you do not have permission to read (the Disconnected) drive.. that's the mapping CrashPlan will be using.



In CrashPlan destination / source file browser:



Of course you can map it with your Owner account as well.. so you can interact with the files. In this case the two mappings are both valid:

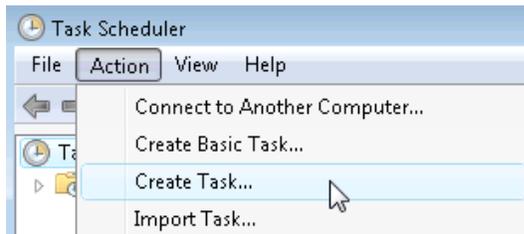


Create a Task that will run the .bat as the system user on Windows Vista

For Vista the batch file remains the same, but the steps to create a Scheduled Task are different.

Start > All Programs > Accessories > System Tools > Task Scheduler

1. Action > Create Task



2. General

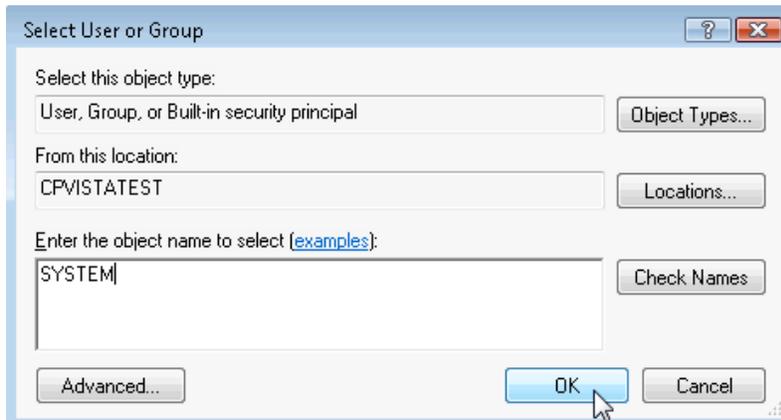
- a. Enter a Name and a suitable Description
- b. Change User or Group...

When running the task, use the following user account:

CPVistaTest\Code 42

Change User or Group...

c. enter SYSTEM as the object to select



d. After confirmation, the task will run as the SYSTEM user:

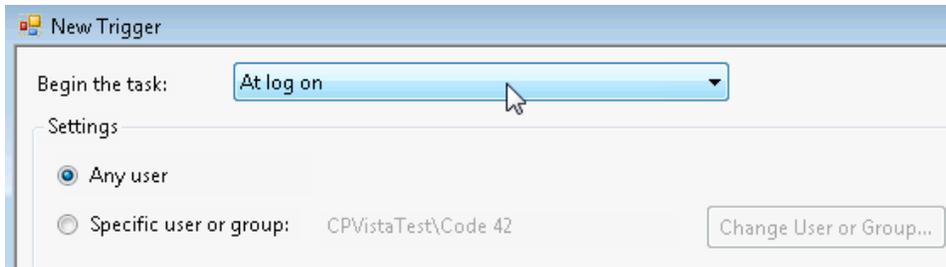
When running the task, use the following user account:

SYSTEM

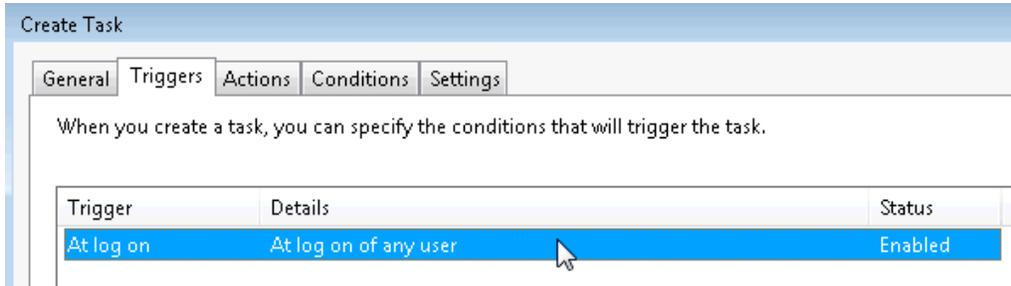
Change User or Group...

3. Triggers

Add a New Trigger that will run at Log On of Any User

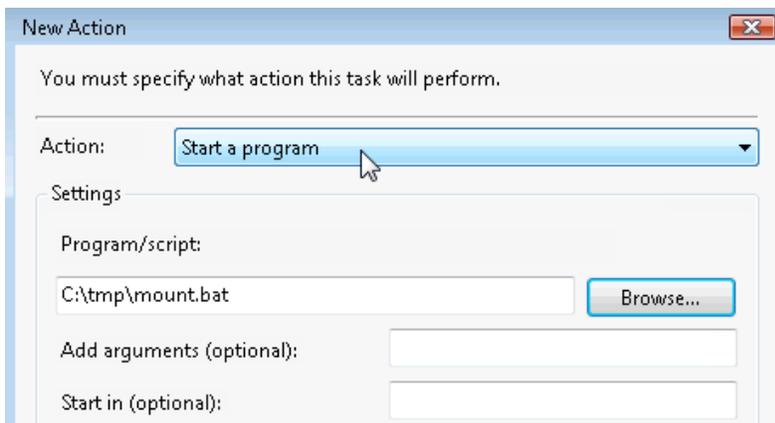


Completed Trigger:

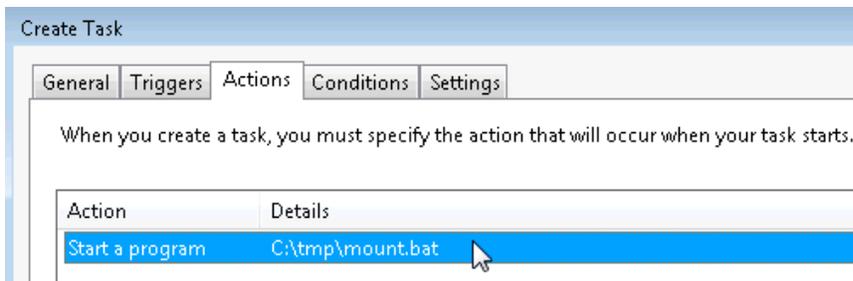


4. Actions

Choose the "Start a Program" action and select your bat file that should be run.

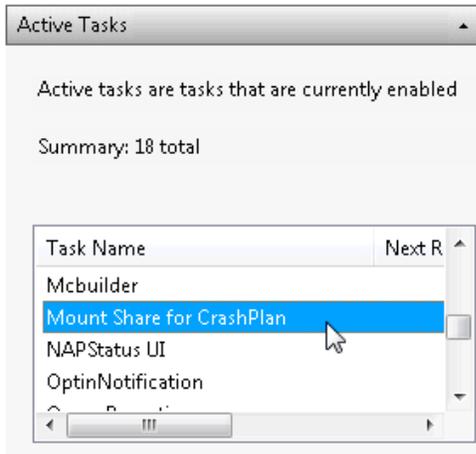


Completed Action:



5. Press OK to create the task.

Your task will appear within the Active Tasks list.



6. Log out and in to test the new Task.