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: \\cdevice_ip_address>\cshare_name> /USER:<device_ip_address>\cusername> <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.

B (2) CD Drive (D:)
 CD Drive (D:)
 Sisconnected Network Drive (S:)

🗉 🧝 dev on 'mspdevds1 server (Samba 3.0.22) (m:

In CrashPlan destination / source file broswer:



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

? 💌
Object Types
Locations
Check Names
OK Cancel

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

When running the task, use the following user account:
SYSTEM
Change

Change User or Group...

3. Triggers

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

🖳 New Trigger		
Begin the task: At log o Settings	n 🔓	•
Any user		
Specific user or group:	CPVistaTest\Code 42	Change User or Group

Completed Trigger:

neral Triggers	Actions Conditions Settings	
When you create	a task, you can specify the conditions that will trigger the	task.
when you create		
when you create		
Trigger	Details	Status

4. Actions

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

New Action	×
You must specify what action this task will perform.	
Action: Start a program	•
Settings	
Program/script:	
C:\tmp\mount.bat Browse	
Add arguments (optional):	
Start in (optional):	

Completed Action:

eate Task		
General Triggers A	ctions Conditions	Settings
When you create a t	ask, you must speci	ify the action that will occur when your task start
Action	Details	

5. Press OK to create the task.

Your task will appear within the Active Tasks list.

Active Tasks	
Active tasks are tasks that are cur	rently enabled
Summary: 18 total	
Task Name	Next R 📍
Mcbuilder	
Mount Share for CrashPlan	
NAPStatus UI	6
OptinNotification	

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