

# DOWNLOADING FILES FROM THE CODE42 CRASHPLAN APP

Applies to: Code42 CrashPlan (previously CrashPlan PROe)

## Overview

We recommend using the CrashPlan app to download files whenever you have access to one of your devices. The [administration console \(http://support.code42.com/CrashPlan/5/Restoring/Downloading\\_Files\\_From\\_The\\_Web\)](http://support.code42.com/CrashPlan/5/Restoring/Downloading_Files_From_The_Web) and the [CrashPlan mobile app \(http://support.code42.com/CrashPlan/5/Restoring/CrashPlan\\_Mobile\\_App\)](http://support.code42.com/CrashPlan/5/Restoring/CrashPlan_Mobile_App) are convenient for downloading files when you are not near one of your devices. However, the CrashPlan app offers you the most flexibility. This article describes how to download files from the CrashPlan app.

## Considerations

If you need to download all of your files because you recently replaced a device or the hard drive containing your operating system, refer to our [Downloading All Files On A New Device Or Drive \(http://support.code42.com/CrashPlan/5/Restoring/Downloading\\_All\\_Files\\_On\\_A\\_New\\_Device\\_Or\\_Drive\)](http://support.code42.com/CrashPlan/5/Restoring/Downloading_All_Files_On_A_New_Device_Or_Drive) guide instead.

## Downloading Files From The Code42 CrashPlan App

### Downloading A Single File

1. Sign in to the CrashPlan app.
2. From the list of your devices, select **Get Files** for the device containing the original files.
3. *(Optional)* If you want to download an earlier version of your files, click **As of Today** to select a previous date from a calendar.
4. Navigate to the file you wish to download.  
*Learn more about [finding files](#) (including hidden or deleted files) below.*
5. Mouse over the file, and click the **download icon**

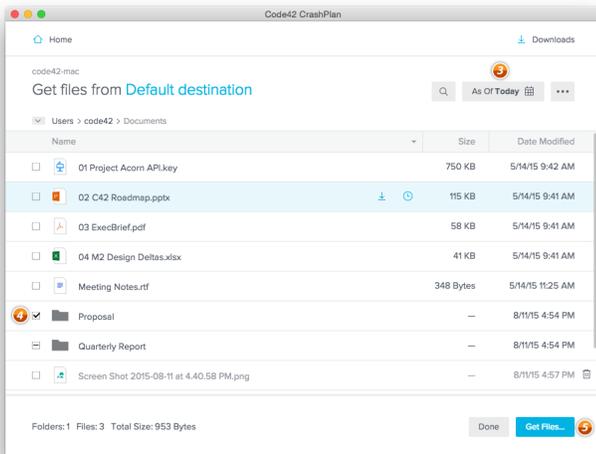


Your download is added to the [downloads manager \(http://support.code42.com/CrashPlan/5/Code42\\_App\\_Reference/Code42\\_App\\_Reference#Downloads\)](http://support.code42.com/CrashPlan/5/Code42_App_Reference/Code42_App_Reference#Downloads) with the default [get files options](#). The [downloads manager \(http://support.code42.com/CrashPlan/5/Code42\\_App\\_Reference/Code42\\_App\\_Reference#Downloads\)](http://support.code42.com/CrashPlan/5/Code42_App_Reference/Code42_App_Reference#Downloads) displays the status of your download.

### Downloading Multiple Files

1. Sign in to the CrashPlan app.

2. From the list of your devices, select **Get Files** for the device containing the original files.
3. (Optional) If you want to download an earlier version of your files, click **As of Today** to select a previous date from a calendar.
4. Select the checkboxes for the folders and files you want to download.  
Learn more about [finding files](#) (including hidden or deleted files) below.
5. Select **Get Files**.  
The **Get Files Options** window appears.
6. Update the [get files options](#) to specify the download location, naming guidelines, and permissions for your downloaded files.
7. Click **Go**.  
Your download is added to the [downloads manager \(http://support.code42.com/CrashPlan/5/Code42\\_App\\_Reference/Code42\\_App\\_Reference#Downloads\)](http://support.code42.com/CrashPlan/5/Code42_App_Reference/Code42_App_Reference#Downloads). The downloads manager displays the status of your download.



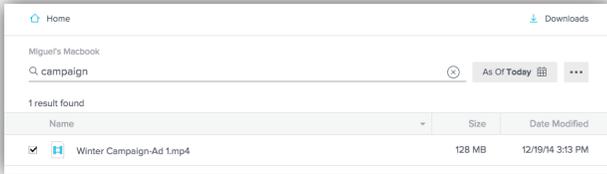
### Download Tips

- It is safe to close the CrashPlan app while the files download in the background.
- If you are downloading a large amount of data, consider [optimizing your computer settings \(http://support.code42.com/CrashPlan/5/Getting\\_Started/Optimizing\\_Energy\\_Settings\)](http://support.code42.com/CrashPlan/5/Getting_Started/Optimizing_Energy_Settings) to prevent disruptions.
- Alternatively, if you don't want to download all of the files at once, you can shut down or put your device to sleep and the download will resume where it left off when it is powered on again.

## Finding Files To Download

# Search

To download a specific file, first search for it by providing all or part of the file name or extension. Click the **search icon** and enter your search term.



Search Rule	Example	Results
Search for any part of a file name	<code>win</code>	winter.txt, winters.txt, winner.txt
Searches are not case-sensitive	<code>Winter.txt</code>	winter.txt
Spaces are treated the same as any other character	<code>winter c</code> <code>winte c</code>	Winter Campaign-Ad 1.mp4  (0 results found)
Question mark ( ? ) is a placeholder for one character  <i>CrashPlan app version 5.3.x and later only</i>	<code>winter?.txt</code>	winters.txt
Asterisk ( * ) is a placeholder for any number of characters, including no character  <i>CrashPlan app version 5.3.x and later only</i>	<code>win*.txt</code>	winter.txt, winters.txt, winner.txt

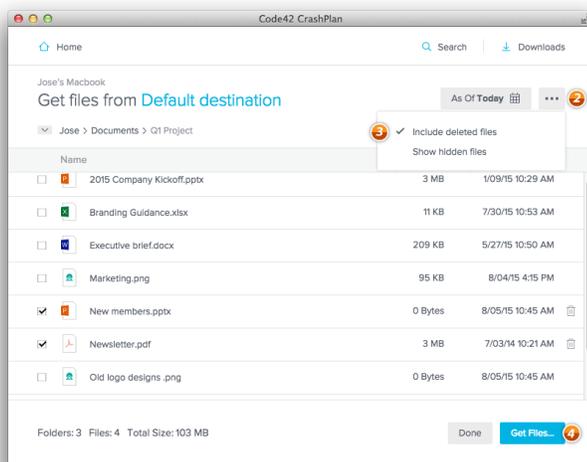
## Toggle Between Searching And Browsing

You can click a folder within your search results to resume browsing. To return to your search results, click the search icon. Your search term is retained until you clear the term, close the search bar, or exit the **Get Files** view. Files selected for download remain selected when toggling between search and browse.

## Deleted Files

CrashPlan stores deleted files based on your [version retention settings \(http://support.code42.com/CrashPlan/5/Configuring/Specifying\\_Version\\_Settings\)](http://support.code42.com/CrashPlan/5/Configuring/Specifying_Version_Settings). To display or search for deleted files:

1. From **Home**, select **Get Files**.
2. Click the **options menu**.
3. Choose **Include deleted files**.
4. Select the files you want to download, and click **Get Files**.



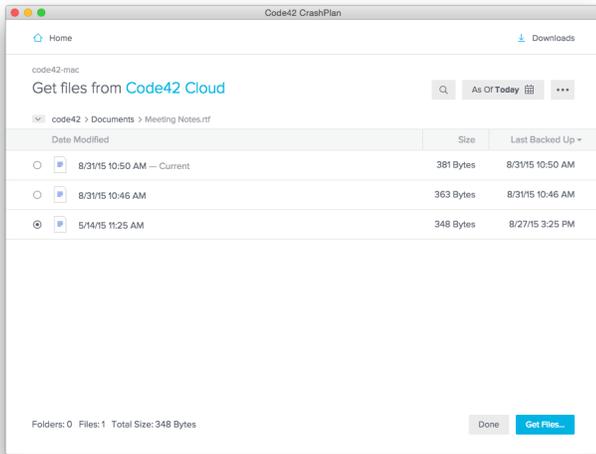
After you enable **Include deleted files**, your deleted files appear in the file browser and can be downloaded. You may also search for deleted files by entering a term in the search bar.

## Previous File Version

To browse all of the file versions backed up for a particular file, mouse over the file in the **Get Files** view and click the **versions icon**



. All versions of the file backed up prior to the selected **As Of** date display.



To download a previous version, you can either:

- Mouse over the version and click the **download icon**



to add the file to the downloads manager.

- Select the radio button for the version. Then, either browse back to the folder containing the file to select additional files, or click **Get Files** to view options for downloading the file.

## Hidden Files

Some temporary and system files are hidden in the **Get Files** view because you do not typically need to interact with these files. Hidden files and locations do not appear in the file selection list by default. To view hidden files:

1. Choose the **options menu**



2. Select **Show hidden files** to view hidden files.

## Get Files Options

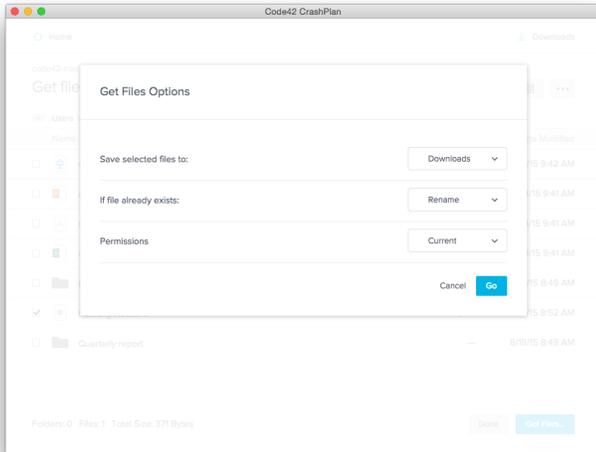
CrashPlan suggests default settings for downloading your files. You can change these settings before downloading your files.

### Customize Options For Get Files

If you modify the default settings, CrashPlan will use the modified settings until you either exit the **Get Files** view or close the CrashPlan app. However, when you use the download icon



to download a single file, CrashPlan will always use the default Get Files options.



## Save Selected Files To

By default, CrashPlan downloads files to your device's Downloads folder. To change the download location, select **Downloads**.

Choose one of the following download locations:

- Desktop
- Original location  
*In version 5.1 and later, original location is disabled if you are downloading files to a different operating system than the original device.*
- Other (opens a file browser for selecting a folder on your device)

### **Original Location No Longer Exists**

If you download files to their original location, but that location no longer exists, CrashPlan recreates the folders used by the original location.

For example, suppose you back up the folder C:\Users\Jim\Documents. Later, you replace your device and use a different username. Your new **Documents** folder is located at C:\Users\James\Documents. If you download your **Documents** folder to the original location, CrashPlan creates a folder labeled **Jim** under the C:\Users directory and downloads the **Documents** folder there. In this scenario, you probably don't want to download files to their original location.

## If File Already Exists

If a file is downloaded to a location that already contains a file with the same name, CrashPlan defaults to renaming the original file with the prefix original1. Choose how CrashPlan handles matching file names by clicking **Rename**:

- **Overwrite**: If a duplicate name is detected, CrashPlan replaces the existing file with the downloaded file.
- **Rename**: If a duplicate name is detected, CrashPlan renames the existing file with the prefix original1.

### Rename Your Files

If you aren't sure whether you want to rename or replace, choose the **rename** option. You can always delete duplicate files later.

## Permissions

In most cases, we recommend downloading files with current permissions. That way, even if the file was originally backed up on a different device, you can still access the file on your current device. However, if necessary, you can download files with the original permissions.

To download files with the original permissions, click **Current** and select **Original**.

## Downloading Files To A Different Operating System

These considerations apply if you are, for example, moving from a Windows device to an OS X device.

- Download your files to a specific location rather than the original location because the device you are downloading to has a different file-system structure than the original device.
- In CrashPlan app version 5.1 and later, the option to save selected files to Original Location is automatically disabled when downloading files from a different operating system.
- Some file metadata may be lost when downloading files to a different operating system. To preserve all file metadata, download to a device with the same operating system as the original.

- Filenames containing characters that are illegal on the operating system you download to cannot be downloaded to that device. Download those files to a device of the same operating system or use the [administration console to download those files](http://support.code42.com/CrashPlan/5/Restoring/Downloading_Files_From_The_Web) ([http://support.code42.com/CrashPlan/5/Restoring/Downloading\\_Files\\_From\\_The\\_Web](http://support.code42.com/CrashPlan/5/Restoring/Downloading_Files_From_The_Web)).

#### Downloading OS X Files To A Windows Device

If you plan to download OS X files to a Windows device, we recommend using the more restrictive [Windows naming rules](https://msdn.microsoft.com/en-us/library/aa365247.aspx) (<https://msdn.microsoft.com/en-us/library/aa365247.aspx>) with your OS X files to prevent any potential problems.

## Downloading An External Hard Drive

If you are downloading files that were originally stored on an external hard drive, and that hard drive is not currently connected to the source device, CrashPlan treats the files as missing. To download:

- If you are replacing the original drive (due to failure or another loss), see our guide to [Downloading Files After Replacing A Drive](http://support.code42.com/CrashPlan/5/Restoring/Downloading_Files_After_Replacing_A_Drive) ([http://support.code42.com/CrashPlan/5/Restoring/Downloading\\_Files\\_After\\_Replacing\\_A\\_Drive](http://support.code42.com/CrashPlan/5/Restoring/Downloading_Files_After_Replacing_A_Drive)).
- If you are not replacing the drive, but it is not currently available (or you don't want to connect it because you are only downloading a few files), you can select **Show deleted files** to download the files.

## Download Order

When downloading files, CrashPlan starts with the parent folder you selected followed by all of the folders and files inside it. For example, if you select Folder 1 and Folder 2 for download, and those folders look like this in your file browser:

- Folder 1
  - Folder 1.1
  - Folder 1.2
- Folder 2

CrashPlan will download the files and folders in this order:

- Folder 1 and its contents
- Folder 1.1 and its contents
- Folder 1.2 and its contents
- Folder 2 and its contents

## Related Articles

- [Backup Status Report Reference \(http://support.code42.com/Administrator/3/Administration\\_Console\\_Reference/Backup\\_Status\\_Report\\_Reference\)](http://support.code42.com/Administrator/3/Administration_Console_Reference/Backup_Status_Report_Reference)
- [Configuring Device Backup Settings \(http://support.code42.com/Administrator/3/Configuring/Configuring\\_Device\\_Backup\\_Settings\)](http://support.code42.com/Administrator/3/Configuring/Configuring_Device_Backup_Settings)
- [Supported Metadata \(http://support.code42.com/Administrator/3/Configuring/Supported\\_Metadata\)](http://support.code42.com/Administrator/3/Configuring/Supported_Metadata)
- [Best Practices For Custom Roles & Permissions \(http://support.code42.com/Administrator/3/Monitoring\\_And\\_Managing/Best\\_Practices\\_For\\_Custom\\_Roles\\_And\\_Permissions\)](http://support.code42.com/Administrator/3/Monitoring_And_Managing/Best_Practices_For_Custom_Roles_And_Permissions)
- [Introduction To The Code42 API \(http://support.code42.com/Administrator/3/Monitoring\\_And\\_Managing/Introduction\\_To\\_The\\_Code42\\_API\)](http://support.code42.com/Administrator/3/Monitoring_And_Managing/Introduction_To_The_Code42_API)