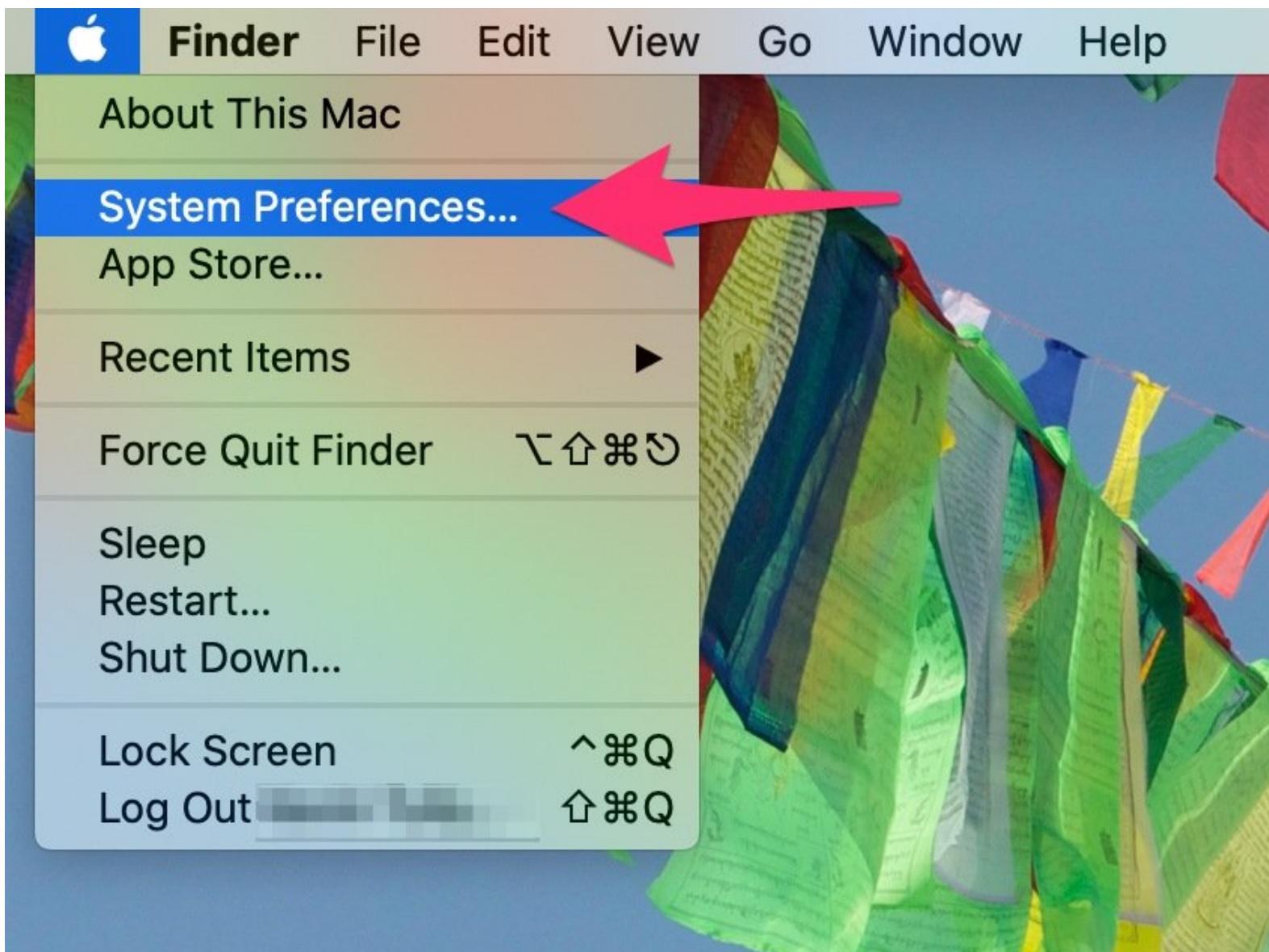




# Backup Personal Data On Crashplan

Follow these steps to allow Crashplan to backup personal files in macOS Catalina (10.15.\*)

Written By: Kevin Tully



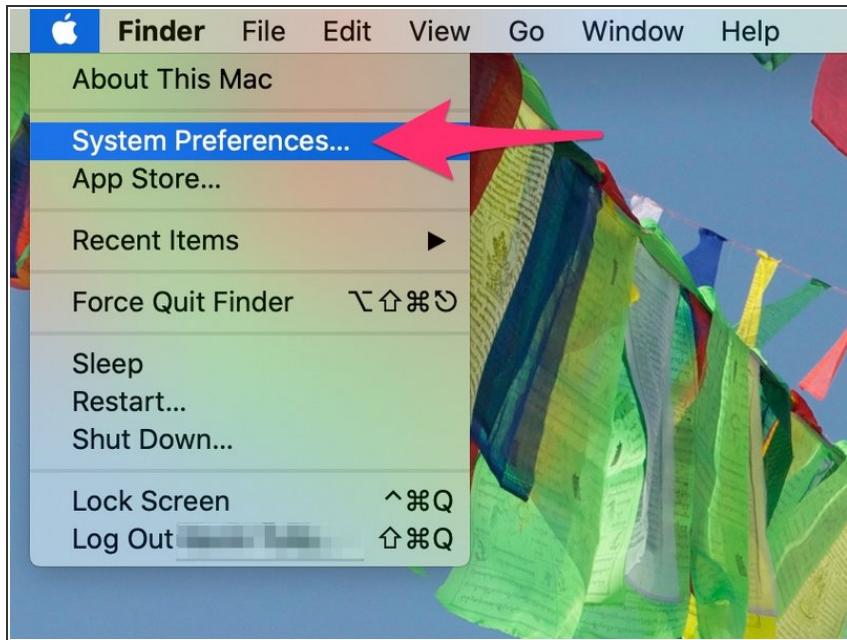
## INTRODUCTION

Apple recently introduced new privacy settings in macOS Catalina 10.15. This release impacts Code42's ability to access some files from locations like the desktop, Contacts, Photos, Mail, documents and downloads that contain personal data.

Due to Apple's restrictions, these items will not be backed up until you give Code42 permission to access them.

Follow the instructions at the link below to update your privacy settings and ensure files and folders from locations like the desktop, Contacts, Photos, Mail, documents and downloads continue to back up on Mac devices running macOS Catalina 10.15.

## Step 1 — Open Apple System Preferences



- Click in the Apple logo in the top left hand corner of the screen, then select "System Preferences"

## Step 2 — Open Security and Privacy



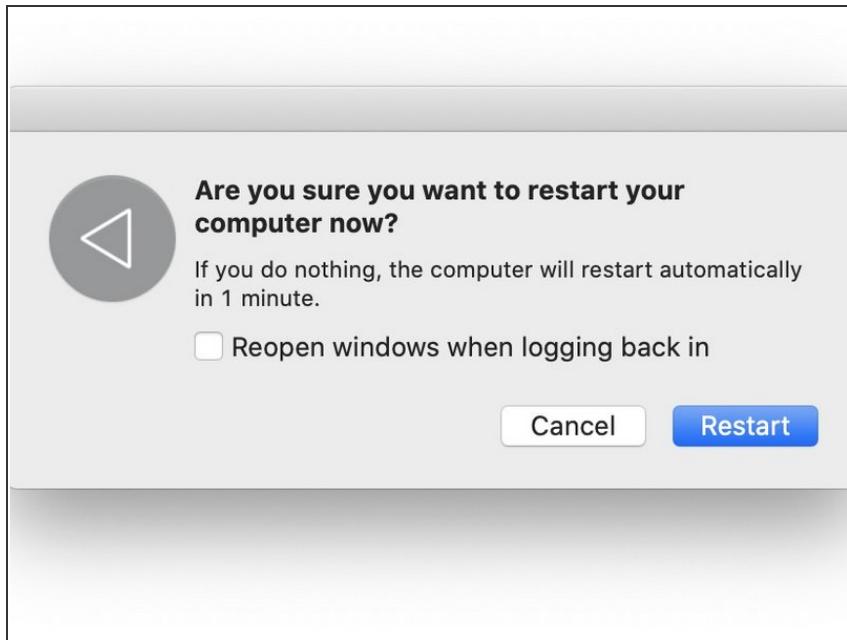
- Select "Security and Privacy"

## Step 3 — Select the Privacy Tab



- If necessary, unlock the preference pane by clicking on the padlock in the lower left corner of the window, then enter your password. Once the padlock icon is in the open position, select the "Privacy" tab
- Once in the Privacy tab, Scroll through the box on the left and select "Full Disk Access"
- Check the box next to "Crashplan" in the "Full Disk Access" settings pane to allow Crashplan to backup your your personal files.
- The following message appears: "CrashPlan" will not have full disk access until it is quit. Click Quit Now.

## Step 4 — Restart Your Mac



- Restart your computer to allow the changes you've made to take effect. The next time Crashplan launches, it should have the permission it needs to access your home folder and backup your Desktop, Documents, Mail, Contacts, Photos, and more.
- For more information on this change, see Code42's documentation at:  
<https://support.code42.com/CrashPlan/6/T...>