

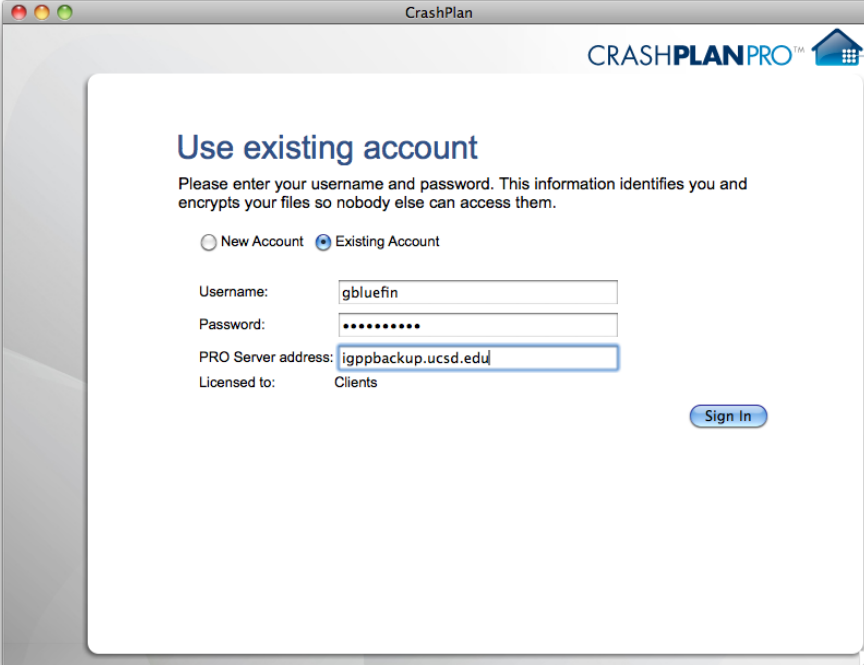
Re-Authorize a Computer in CrashPlan Pro

Description

This wiki describes how to resume your CrashPlan Pro backup when it's paused by the IGPP Helpdesk on the server side.

Steps

1. Open the **CrashPlan Pro** application in the Applications folder.
2. Click **Existing Account**.
3. Enter your **AD username and password** (as if logging into your email).



The screenshot shows the 'CrashPlan' application window. The title bar reads 'CrashPlan'. In the top right corner, there is a logo for 'CRASHPLANPRO™' with a house icon. The main content area has the heading 'Use existing account' in blue. Below the heading is a paragraph: 'Please enter your username and password. This information identifies you and encrypts your files so nobody else can access them.' There are two radio buttons: 'New Account' (unselected) and 'Existing Account' (selected). Below these are four input fields: 'Username:' with the text 'gbluefin', 'Password:' with masked characters '.....', 'PRO Server address:' with the text 'igppbackup.ucsd.edu', and 'Licensed to:' with the text 'Clients'. A blue 'Sign In' button is located at the bottom right of the form area.

4. For Pro Server address, enter the server address as pictured above.
5. Click **Sign in**.

6. Your backup client should now begin synchronizing.

