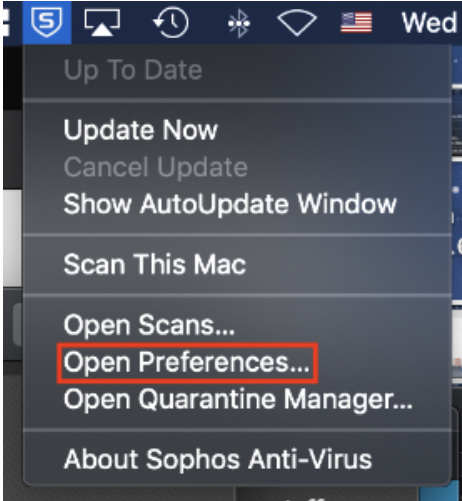


Excluding CrashPlan Cache from Sophos Scans

There is a known issue in CrashPlan that causes backup to fail if Sophos finds a false positive issue with the cache directory. The resolution to this issue is to whitelist the cache directory from Sophos scans.

The procedure to perform this is as follows:

Open the Sophos menu through the icon in the upper right corner of your desktop, and select **Open Preferences**.



In the Preferences window select the **On Access** panel. Select **Excluded Items**, click the **+** button, and enter **/Library/Caches/CrashPlan**. You may then close the preferences window. **Note:** to perform these steps you may need to unlock the application using the lock icon in the lower left corner.

