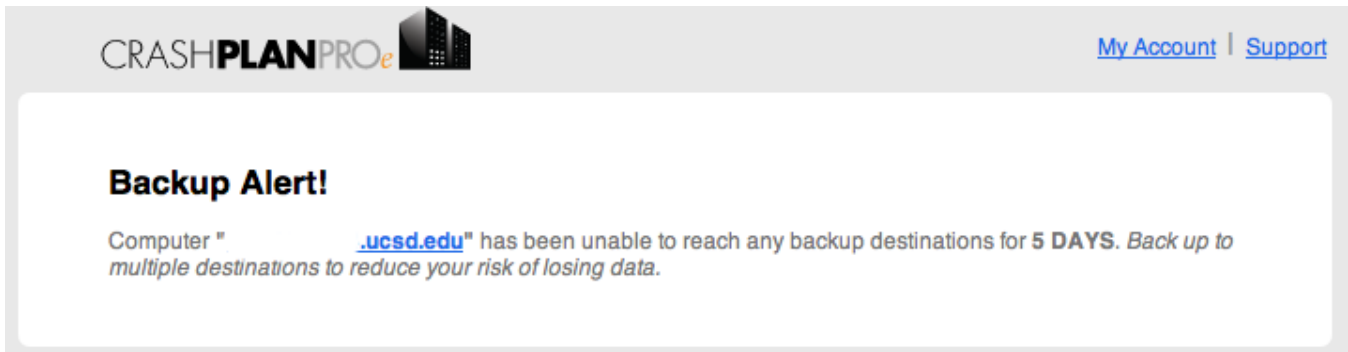


CrashPlan Why am I Receiving Emails Saying My Computer is Not Backed Up

Questions Addressed

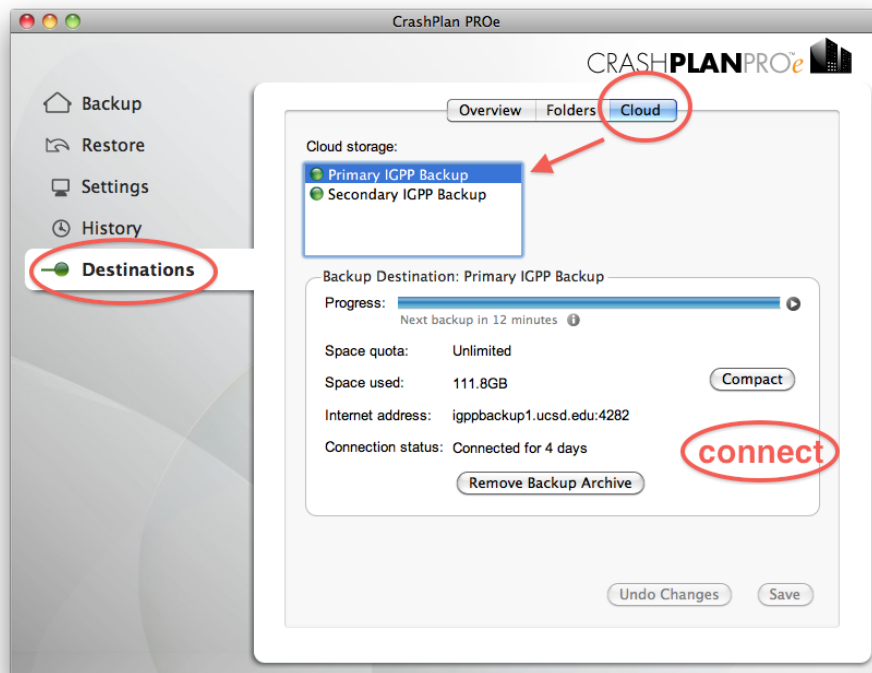
- Why am I receiving emails warning me that my computer is unable to reach any backup destinations?
- How do I reconnect to IGPP backup servers?

By default CrashPlan is set to send a Backup Status Notification email once a day. If you receive an email notification that looks like the one below, you may need to reconnect to IGPP backup servers.



Verifying your Connection to IGPP Backup Servers

1. Navigate to your **Applications** folder.
2. Open the **CrashPlan** application.
3. Click **Destinations** in the left sidebar.
4. Click the **Cloud** tab.



- a. Check if the circles next to "Primary IGPP Backup" and "Secondary IGPP Backup" are green.
- b. If the circles are not green, there will be a connect button to reconnect for each server. Click **Connect**.

If you need further assistance, please [contact IGPP Net Ops](#).