May, 2019 Meeting at Pepin
Wednesday, May 8, 2019, 6:30PM
"New Windows Features in the next update"
and
"Some quick Chromebook Features"

Please plan to attend!

Remember that in June, July and August we suspend meetings for the summer.

Cleaning a Hacked PC
By Ron Weinberg, TPCUG
April 2019

My friend returned from the bank with a locked account, new password, and advice to have his PC cleaned. His Savings and Checking accounts had been fraudulently manipulated by a hacker. He asked for my help to clean his PC.

Before I undertook the job, I did some research. The prevailing opinion of experts was that once attacked there was no way to determine how far into the system malware had penetrated. The recommendations were tough, either discard the PC or vigorously scrub it clean it down to the bone.

I agreed to undertake the job.

Warning: this was expected to be a time-consuming process and it was.

Literally everything on the system would be lost. Like many layman users whose PC use and experience was limited, he had no backups of any kind and could not locate any OS disks. His was a Dell desktop, out of warranty, which had been updated to Windows 10.

Dell Support furnished a free download that would restore the system to its original configuration which included Windows 8. They would not provide free Windows 10.

1. My first step was to remove the victim hard drive and connect it to my PC as an external drive using a USB to SATA/IDE Adapter. As an external drive, used with care, my system would not be contaminated. I copied and saved his Documents and Pictures.
2. Completely wiped the drive to DOD standards using "Disk Wipe".
3. Formatted the drive.
4. Replaced the drive back in the Dell chassis.
5. Installed the Dell system and Windows 8.
6. Copied his Documents and Pictures back.
7. Reinstalled Windows 10 from created media.
8. Downloaded and installed Chrome, Avast Anti-Virus, and Adobe Acrobat Reader.
Email was web-based Yahoo and was not affected.

Job completed, with a little polite admonition about keeping better backups.

Officers and Board Members

President: John Witmer (president@tpcug.org)   813-404-4655
Vice President : Kevan Sheridan (kevan@tpcug.org)   813-988-6480
Treasurer: Doug Mullis (dmullis@tampabay.rr.com)   813-234-9343
Secretary: Merle Nicholson (merle@merlenicholson.com)   813-879-3602
Member at Large: Ron Weinberg (rswjbr@verizon.net)   813-960-4132

Appointed (Volunteers)

Website Editor: William LaMartin (william@lamartin.com)   813-251-3817
Programs: Doug Mullis (dmullis@tampabay.rr.com)   813-234-8343

Home Page: http://www.tpcug.org

Bits of Blue is published by the Tampa PC Users Group, Inc., a State of Florida registered non-profit corporation, to provide educational information about personal computer systems to its members. Our mailing address is 821 South Boulevard, Tampa, FL 33606.
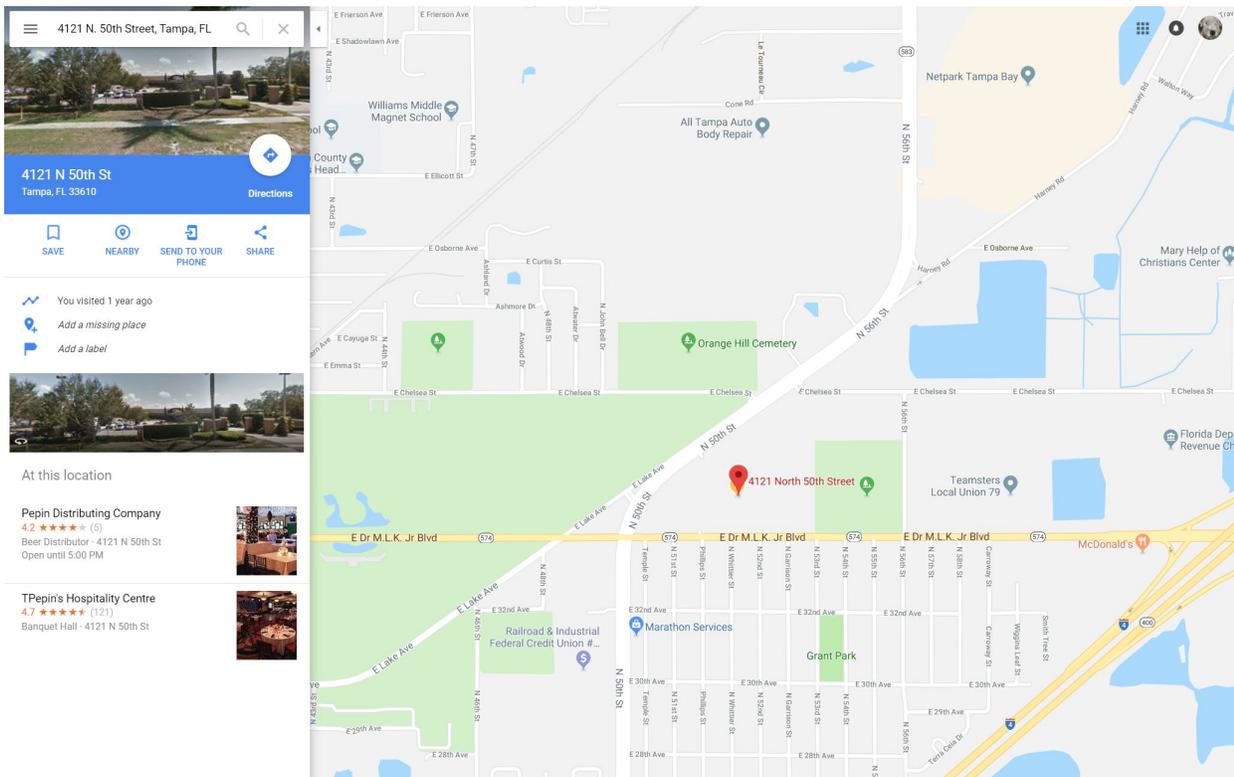
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Affiliations

Florida Association of Computer User Groups (FACUG) http://facug.org
Association of Personal Computer User Groups (APCUG) http://apcug2.org

Meeting Location: Pepin Distributing Company, 4121 North 50TH ST, Tampa FL 33610