Ransomware Rescue
How to recognize and avoid a data hostage situation

Stay alert to ransomware—malware designed by cyberthieves to hold your customer’s computer or data hostage until they pay a ransom.

Threats seem innocent when they arrive from seemingly trusted sources via:

- Email
- Internet
- PDF

A ransomware infection means:

1. Temporary or permanent data loss
2. Rate or access to systems and applications
3. Disruption to your regular operations
4. Financial costs
5. Loss to your organization's reputation

Patch every device to keep up with security updates
Back up all critical files often, preferably off-site—all on-site backups connected to the network are vulnerable
Heed all warnings and act on alerts from your antivirus or endpoint detection and response solution
Ensure customers stick to trusted sites and watch out for scams (e.g., "you're a winner!" banners)

If you think your customer has been infected, unplug their computer from the network before troubleshooting.

Protect yourself and your customers

Check emails carefully before opening them

- They know the sender of this email
- It makes sense that this was sent to them
- They can verify the link or attached file is safe
- The email doesn’t threaten to close accounts or cancel cards if they don’t provide information

When they hover over a link, the URL matches where they expect to go

Your ransomware prevention kit

- Train customers to be wary of email attachments, like bogus shipping receipts
- Ask customers to bookmark their favorite web pages to avoid visiting a fake site due to a misspelling (e.g., gogle.com)
- Ensure customers stick to trusted sites and watch out for scams (e.g., “you’re a winner!” banners)

Fight Back Against Ransomware
N-able can arm you with the tools to help you tackle ransomware threats, including patch management, antivirus, EDI mail protection, backup, and more.

Fight Back Against Ransomware
N-able.com/products

16.2 days: the average number of days businesses experienced the end of 2019 saw for ransomware attacks
1 business: the predicted frequency a business will fall victim to ransomware attacks in 2021
$20 billion: the predicted cost of damages due to ransomware by 2021