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State Bar
Association

Serving the Public. Serving the Profession.

Basic Technical Troubleshooting When Working at Home |





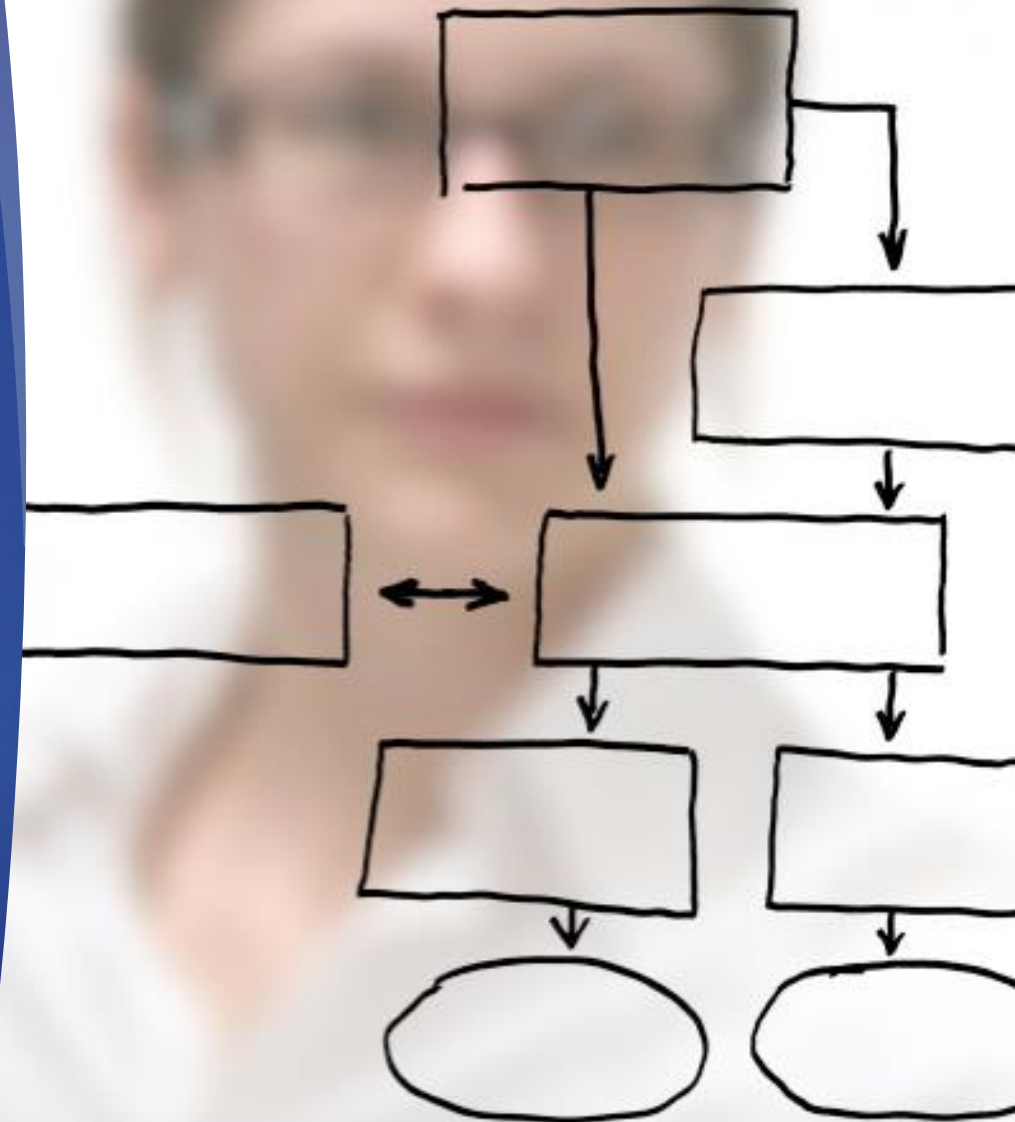
YOUR PRESENTER

TOM O'CONNOR, J.D.

- Director, Gulf Coast Legal Tech Center
- Member of EDRM & Sedona Conference
- Faculty at Georgetown Law School EDiscovery Training Academy
- Life Fellow of American Bar Foundation
- Masters Conference Inaugural Scarpitti Award for Professional Achievement

AGENDA

- I. PHYSICAL ISSUES
- II. DATA ISSUES
- III. FILE STORING ISSUES
- IV. VIDEO AND AUDIO CALLS
- V. WHAT TO DO



I. INTRO

Ethical Considerations

- Duties of Confidentiality & Competence
- Must exercise reasonable care and efforts, especially as to:
 - technology
 - data security
- Duty of Ongoing Supervision

II. PHYSICAL ISSUES

Microsoft
Google

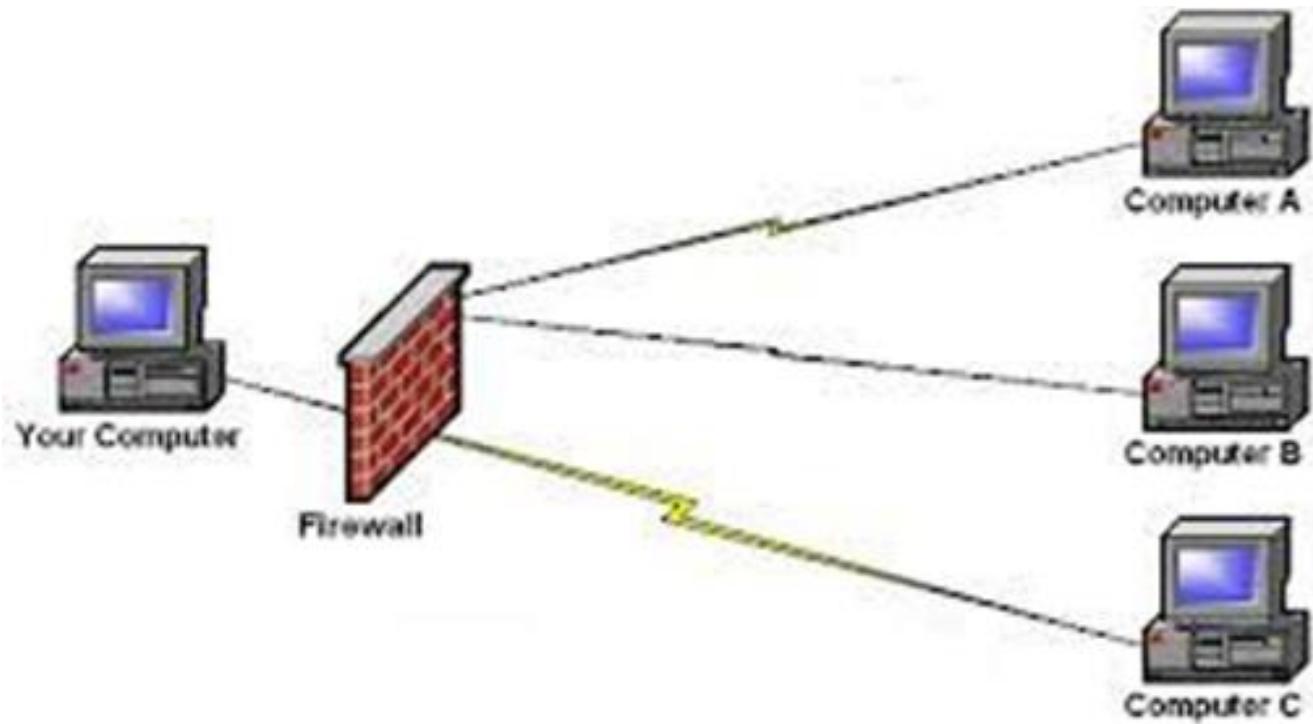




Routers and Modems



Secure your home router



Set up firewalls



Use a VPN

WiFi



II. DATA SECURITY

HACKERS . . .



- Phony + Fishing = Phishing
- Phishing still considered biggest data threat
 - [FBI, Scams and Safety; Common Fraud Schemes](#) (last visited 4/26/20)
- Not always covered by cyber insurance
- RansomWare doubling every year . . .

Wana Decrypt0r 2.0

Ooops, your files have been encrypted!

English



What Happened to My Computer?

Your important files are encrypted. Many of your documents, photos, videos, databases and other files are no longer accessible because they have been encrypted. Maybe you are busy looking for a way to recover your files, but do not waste your time. Nobody can recover your files without our decryption service.

Can I Recover My Files?

Sure. We guarantee that you can recover all your files safely and easily. But you have not so enough time. You can decrypt some of your files for free. Try now by clicking <Decrypt>. But if you want to decrypt all your files, you need to pay. You only have 3 days to submit the payment. After that the price will be doubled. Also, if you don't pay in 7 days, you won't be able to recover your files forever. We will have free events for users who are so poor that they couldn't pay in 6 months.

How Do I Pay?

Payment is accepted in Bitcoin only. For more information, click <About bitcoin>. Please check the current price of Bitcoin and buy some bitcoins. For more information, click <How to buy bitcoins>. And send the correct amount to the address specified in this window. After your payment, click <Check Payment>. Best time to check: 9:00am - 11:00am GMT from Monday to Friday.

Payment will be raised on
5/16/2017 00:47:55
Time Left
02:23:57:37

Your files will be lost on
5/20/2017 00:47:55
Time Left
06:23:57:37

[About bitcoin](#)
[How to buy bitcoins?](#)
[Contact Us](#)

Send \$300 worth of bitcoin to this address:
12t9YDPgwueZ9NyMgw519p7AA8isjr6SMw

Law Firm Sues Insurer After Ransomware Attack, \$700K Lost Billings

By William Vogeler, Esq. on May 3, 2017, 2:57 PM

Like other embarrassing crimes, malware attacks often are not reported -- especially when law firms are the victims. It took a lawsuit for this one to come out.

A Rhode Island law firm has sued its insurance company for lost income suffered during a cyber attack last year. For three months, the firm's computers were held hostage by ransomware -- a form of malware that criminals use to extract ransom payments from victims.

Moses Afonso Ryan, a commercial litigation firm, says it lost about \$700,000 in billable fees before hackers freed the computer system. The law firm wants Sentinel Insurance Company to pay for it.

\$25,000 Ransom

In the lawsuit, the law firm says the malware invaded the computer network after a lawyer clicked on an email attachment. It locked up all of the firm's documents and information, effectively shutting down the workflow.

Dozens of Big Firms Targeted by Hacker Seeking M&A Info

A Russian hacker living in Ukraine reportedly tried to gain access to the computer systems of 48 law firms involved in M&A deals, according to a story by Crain's Chicago Business, citing data by intelligence firm Flashpoint.

By **Nell Gluckman** | **UPDATED** Mar 31, 2016 at 02:05 AM | Originally published on **The American Lawyer**

**"Consider litigators unable to access motions on a deadline.
Trial lawyers preparing for arguments without key documents.
Transactional lawyers unable to communicate with clients
attempting to close multibillion-dollar deals."**

— Roy Strom, *The Am Law Daily*


ATTENTION DLA EMPLOYEES-

All network services
are down, Do
NOT turn on your
computers! Please
remove all laptops from
docking stations & keep
turned off.

* No exceptions *

How to spot a Spoof Email


Mon 6/12/2017 11:14 AM

 William Scott via DocuSign <william_scott@flexovitportal.com>

Please review your document Invoice 4684360 for optiable.com

To Craig Bayer

Retention Policy Junk Email (30 days) Expires 7/12/2017

 This item will expire in 29 days. To keep this item longer apply a different Retention Policy. Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox.

This message was marked as spam using a junk filter other than the Outlook Junk Email filter. We removed extra line breaks from this message.

This message was marked as spam using a junk filter other than the Outlook Junk Email filter. We removed extra line breaks from this message.

Your document is ready to review. [REVIEW DOCUMENT <http://digitalactionist.com/file.php?document=Y3JhaWcuYmFSZXJAb3B0aWFibGUuY29t>](http://digitalactionist.com/file.php?document=Y3JhaWcuYmFSZXJAb3B0aWFibGUuY29t)

Your Invoice 4684360 from optiable.com for May Document is Ready for Signature.

Please review and sign your Invoice 4684360 from optiable.com for May via DocuSign by clicking on the "Review Document" button above. Signing will be complete until you have reviewed the document and confirmed your signature. Please contact us if you have any questions. Thank you.

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This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.


Alternate Signing Method
Visit DocuSign.com, click 'Access Documents', and enter the security code:
4C408
EC8F62G50E7A681B8212817
E2171

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If you are having trouble signing the document, please visit the Help with Signing <<https://support.docusign.com/en/knowledgeSearch?by=topic&topic=signing&product=all>> page on our Support Center <<https://support.docusign.com/>> .

Tue 4/17/18 1:07 PM

 Diana Sanchez <dsanchez@citimed.com>

Onedrive Secure file: 2407 W. Flournoy unit B Sale contract

To Craig Bayer

OneDrive for Business

Secure Message Notification from Law Offices of James R. Ackley

<https://josmentecologia.net.ve>
Click or tap to follow link.

[Click here](#) by 2018-04-17 15:37 EST to read your message, This link is available for **One day** from the date of the email.

Use encrypted communications



III. FILE STORAGE ISSUES

File Storage/Sharing



- Encrypt data at rest and in transit
- For very large data sets, use a file transfer protocol site (.ftp) **INSTEAD OF** Dropbox, Evernote, Google Docs, iCloud or SugarSync
- Examples:
 - [Citrix ShareFile®](#)
 - [FileZilla](#)
 - [onehub](#)

USE A DMS

Upload / Change

Allow documents to be moved from this repository's cabinets to other repositories.

Download warning threshold An email will be sent to all repository administrators if any user downloads more than this number of documents during a single login session.

iOS app access

ndConnect Access (Beta) Provide this URL to all users to set up their ndConnect account: <https://ndc.netdocuments.com/ndConnect>



netdocuments[®]

Content Elevated

ENCRYPTION



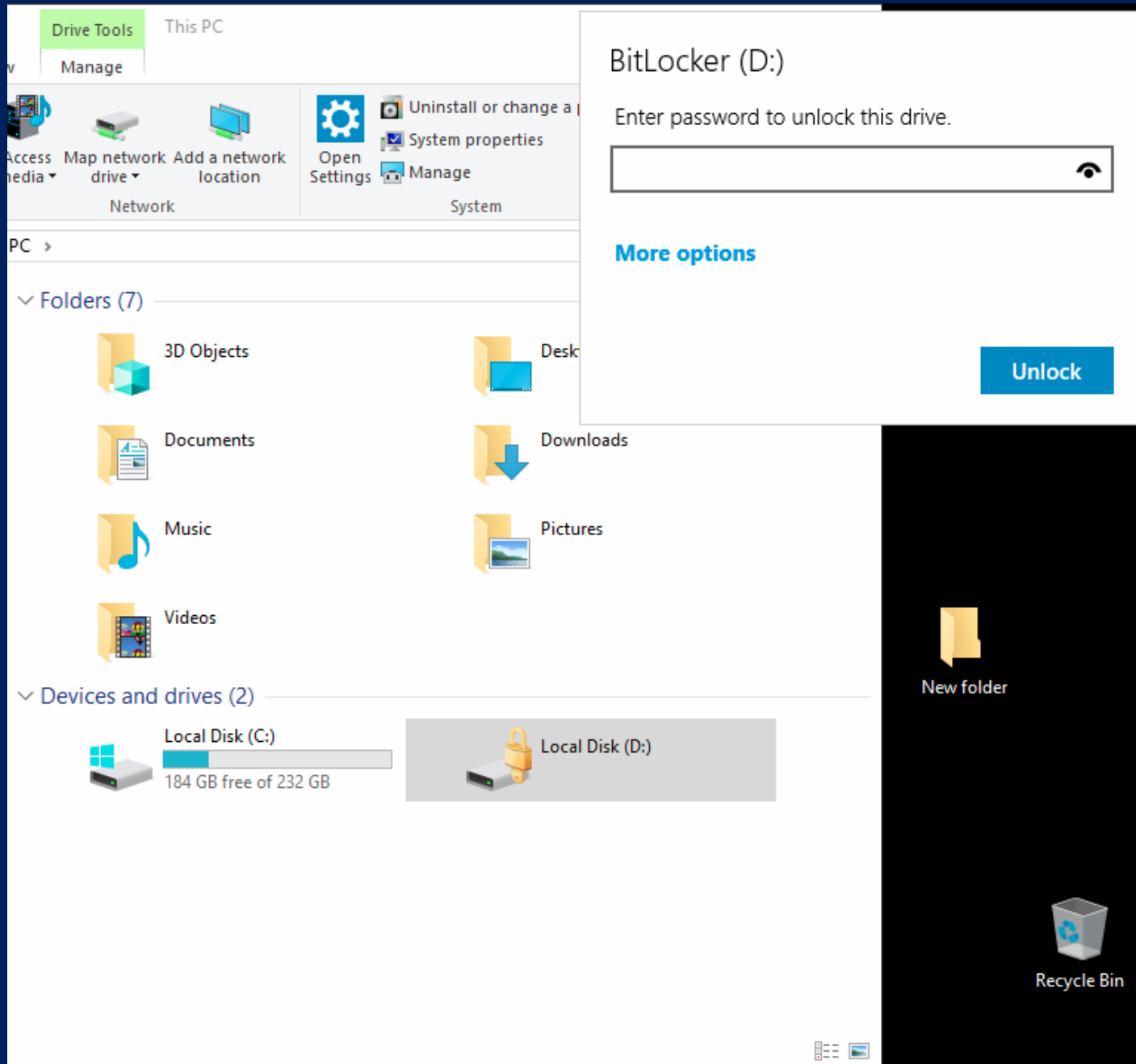
For Only \$4.95 I can read your hard drive

EXPIRED OFFER Read a HDD or SSD external w/ this USB 3.0 adapter for \$4.50 Prime shipped

Patrick Campanale · Mar. 30th 2018 3:00 pm ET [@pcamp96](#)

\$4.50 >





Encrypt Your Flash Drives if You Mail Data

Use
Portable
Drive
With A
Lock

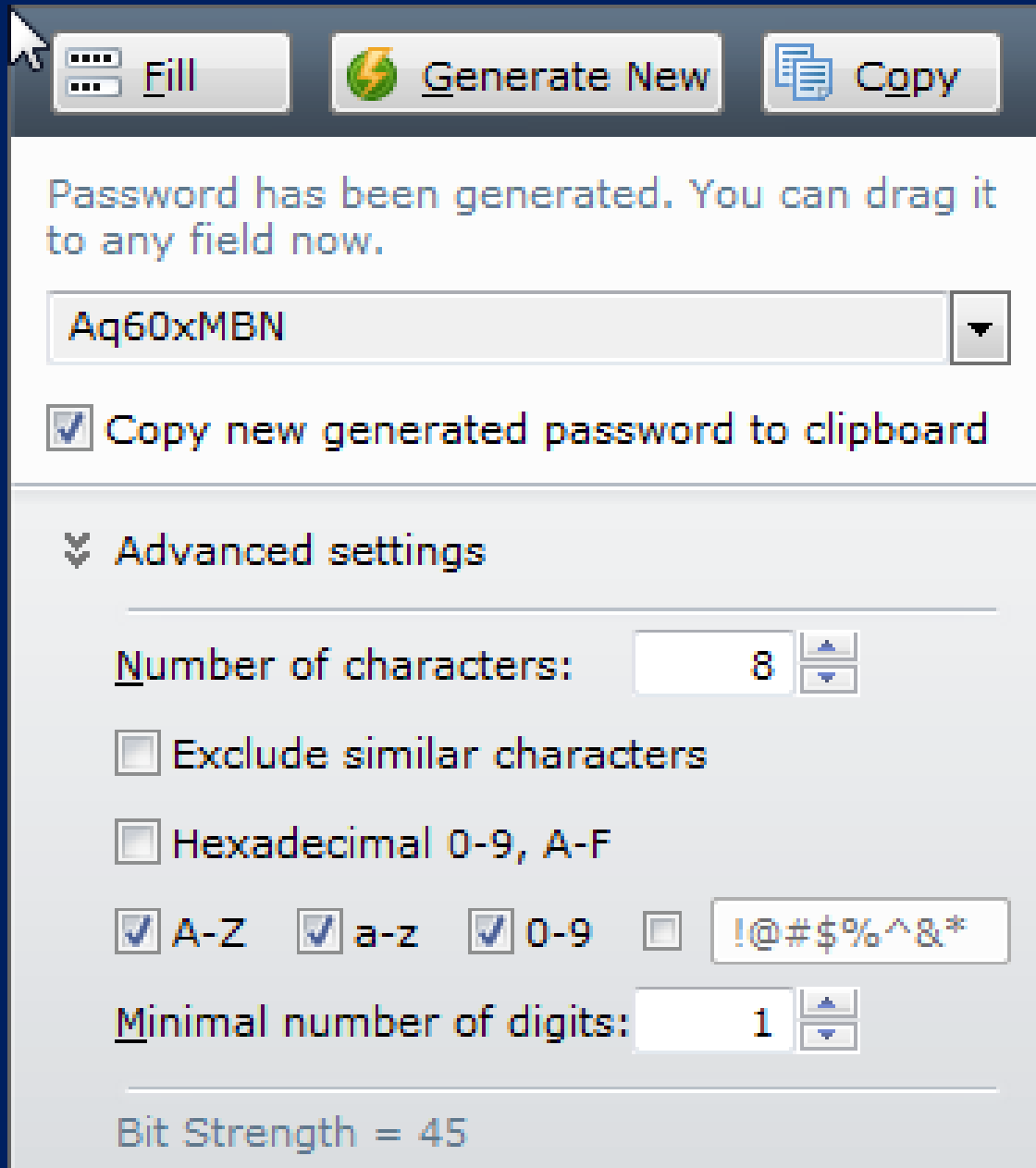


IV. WHAT TO DO



Use strong passwords and a password manager

Create Complex Passwords



Fill Generate New Copy

Password has been generated. You can drag it to any field now.

Aq60xMBN

Copy new generated password to clipboard

Advanced settings

Number of characters: 8

Exclude similar characters

Hexadecimal 0-9, A-F

A-Z a-z 0-9 !@#\$%^&*

Minimal number of digits: 1

Bit Strength = 45

The password “norman” has 320,000,000 different combinations and can take less than a second to hack.

The password “Aq60xMBN#\$” has 60,510,648,114,517,017,120 combinations and would take 20 years to hack.

Two Factor Authentication

Help us protect your account

We've sent you a text message with a verification code.



craig.bayer@optible.com
+x xxxxxxxx18

Sign in

[Use a different verification option](#)

[Sign out and sign in with another account](#)

[More information](#)

Step 1

Email/Username

Password

Login

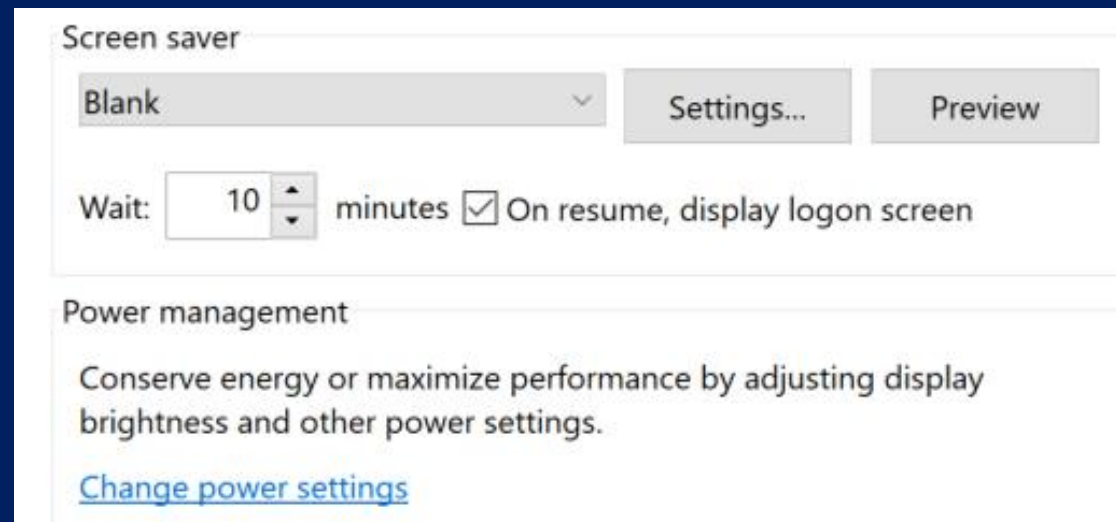
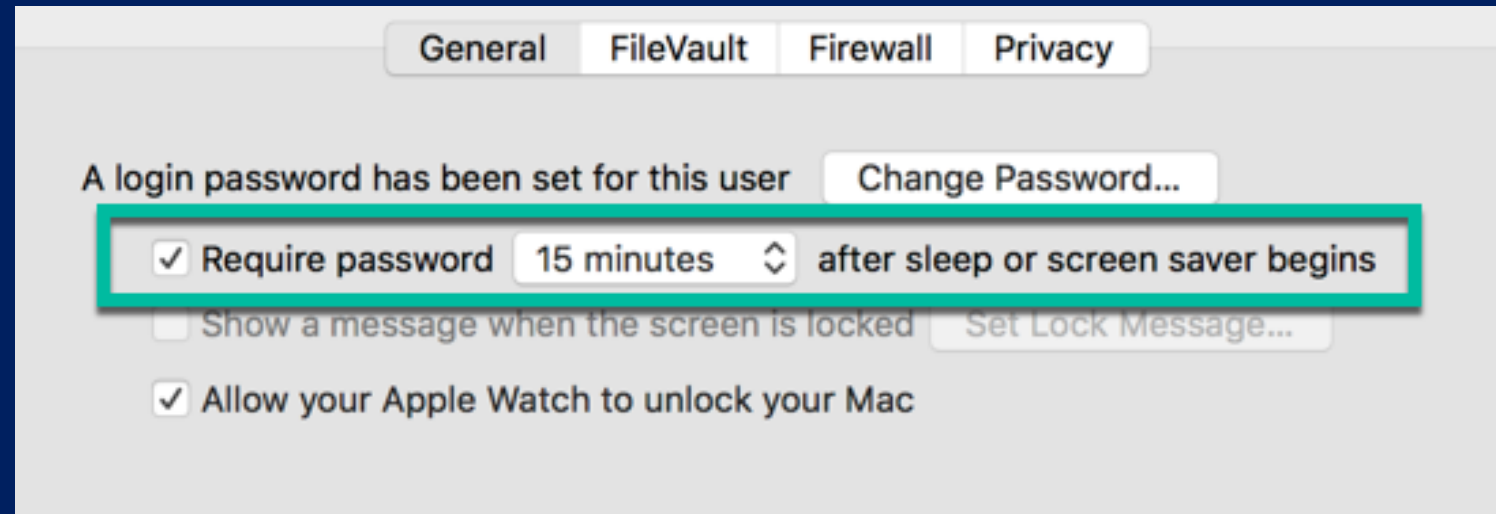
Step 2



Enter code

Verify

Lock Computer After Inactivity



Install updates regularly



Working on updates
20% complete
Don't turn off your computer

Use antivirus software





**Back up
your data**

IV. AUDIO and VIDEO CALLS

VOIP Phones



VIDEO CALLS



Can You Hear/See Me Now?

- | | |
|---|--|
| • <u>Blue Jeans (Verizon)</u> | • <u>GoToMeeting (LogMeIn)</u> |
| • <u>Facebook Messenger</u> | • <u>RingCentral®</u> |
| • <u>Facetime (Apple)</u> | • <u>WebEx (Cisco)</u> |
| • <u>Fuze</u> | • <u>WhatsApp (Facebook)</u> |
| • <u>Google Meet (Hangouts)</u> | • <u>Zoom</u> |

Resources



- [Zoom's Biggest Rivals Are Coming for It](#), NYT, by Mike Isaac and Sheera Frenkel (4/24/20)
- [Zoom's Security Woes Were No Secret to Business Partners Like Dropbox](#), NYT, by Natasha Singer & Nicole Perlroth (4/20/20)
- [Video Conferencing and Recording: Know the Risks Before You Connect](#), ALM LTN, by Gina M. Vitiello, Chamberlain Hrdlicka (4/23/20)
- Zoombombing
 - Craig Ball, [Protect your Meetings From Zoombombers](#), Ball in your court (3/23/20)
 - [4/3/20 NYT](#) | [4/2/20 CNN](#) | [3/25/20 TO Acorn](#) | [3/12/20 NYT](#)





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