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## System Service

### Windows

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#### Software

- **Restart Windows**

*Force Restart Windows now to provide a clean environment before proceeding*  
`shutdown -r -f -t 00`

- **System Restore**

- Check System Restore configuration

*Make sure System Restore is Enabled on C: and set the allocation to 7%*

- Create a new System Restore point

`COPS - Pre System Service`

- **Task Manager**

- Disable unwanted startup items

- **Wintoys**

- Install Wintoys

`winget install wintoys`

or

`winget install 9P8LTPGCBZXD`

or

`ms-windows-store://pdp/?ProductId=9P8LTPGCBZXD`

- Performance Tab

- Ultimate performance power plan

Turn ON if Desktop

Turn OFF if Laptop

- HAGS (hardware-accelerated GPU scheduling) | Turn ON

- VBS (virtualization-based security) | Turn ON

- Startup apps | Disable unwanted startup items

- Search indexing | Turn ON

- Delivery optimization | Turn ON

- Network adapter onboard processor | Turn ON

- Health Tab

- Fast startup | Turn ON

- **Drive optimization** | Turn ON and run (click config icon and optimise each drive)
- **Storage sense** | Turn ON and run (click config icon and click 'Run Storage Sense now')
- **Cleanup** | Run 'Junk' + 'Microsoft Store' + 'DNS'
- **System updates** | Set to 'Default'
- **App updates** | Turn ON
- **Graphics driver** | Click 'Restart'
- **Icons cache** | Click 'Rebuild'
- **Tweaks Tab**
  - **Desktop** | Turn ON 'This PC' + 'Recycle Bin'
- **Updates**
  - **Update Windows**  
*old Windows 10 builds can use the Windows 10 Update Assistant to jump to the latest build*
  - **Update Apps via Winget**
  - **Update Apps via Microsoft Store**
  - **Update Office Apps**  
"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe"  
/update user forceappshutdown=true
- **Drivers**
  - **Update Drivers using SDIO**
  - **Verify Drivers using verifier**
- **System Maintenance/Repair**
  - **Open a Terminal as Administrator**  
Run `wt` or `powershell` or `cmd`
  - **Run the following commands:**  
`winget source reset --force`  
`winget source update`  
`winget upgrade --all --silent`  
`sfc /scannow`  
`dism /online /cleanup-image /startcomponentcleanup`  
`/resetbase`  
`dism /online /cleanup-image /restorehealth`  
`sfc /scannow`  
`defrag /c /o`  
`chkdsk c: /r /scan /perf`
  - **Disk Cleanup**
    - Run `cleanmgr /sageset:10`
    - Click Clean up system files

- Tick all checkboxes EXCEPT: System error memory dump files    System error minidump files    Windows error reports and feedback diagnostics User file history
- Click OK
- Run `cleanmgr /sagerun:10`
- Memory Diagnostics
  - Run Windows Memory Diagnostics
  - Click 'Restart now and check for problems (recommended)'
  - After Windows boots back up, check results: **Event Viewer** - Windows Logs - System - Filter Current Log... - Event sources - Tick 'MemoryDiagnostics-Results' - Click OK
- Create a new System Restore point  
COPS - Post System Service

## Hardware

- Check all buttons and ports are free from debris and working functioning correctly
- Air compress out system as required
- Wipe down device and clean surfaces
- Add a Serviced by COPS sticker or replace old worn stickers as required

## Data Transfer

### Windows

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#### Backup

#### Windows

- Restart Windows  
*Force Restart Windows now to provide a clean environment befor proceeding*  
`shutdown -r -f -t 00`
- [ OPTIONAL ] Create a new System Restore point

#### Antivirus

- Disable the Antivirus  
*Some of our extraction tools prompt false positives in the majority of security software*

#### Transfer Drive

- Create a Job folder on the Transfer Drive *naming convention:*  
Job#5000

- *Create a new folder with the current job number to save User Data to*

## User Profiles

- *Copy C:\Users\ folder to the Job folder on the Transfer Drive*

**Web Browsers** For each installed web browser complete the following:

- **Export Bookmarks**

*naming convention:*

Web Browser - Google Chrome - Bookmarks - 2024-07-15.html

or

web-browser\_google-chrome\_bookmarks\_2024-07-15.html

- *Google Chrome URL: chrome://bookmarks*
- *Microsoft Edge URL: edge://favorites*
- *AVG Secure Browser URL: secure://bookmarks*
- *Mozilla Firefox Hotkey: Ctrl+Shift+0*
- *Microsoft Internet Explorer: %USERPROFILE%\Favorites*
- **Export Passwords**

*naming convention:*

Web Browser - Google Chrome - Passwords - 2024-07-15.csv

or

web-browser\_google-chrome\_passwords-2024-07-15.csv

- *Google Chrome URL: chrome://password-manager or chrome://settings/passwords (older Chrome versions)*
- *Microsoft Edge URL: edge://wallet/passwords or edge://settings/passwords (older Edge versions)*
- *AVG Secure Browser URL: secure://password-manager or secure://settings/passwords (older Secure Browser versions)*
- *Mozilla Firefox URL: about:logins*
- *Microsoft Internet Explorer: use Nirsoft IE PassView*

- **Sync Accounts**

*Try to sync each browser with their relevant accounts if available*

*Manual exports of Bookmarks + Passwords is good, but syncing the entire browser is better*

- *Google Chrome: Google Account*
  - *chrome://sync-internals*

- Check Enabled: `Sync Feature Enabled = true`
- Check Account: `Username`
- Checked Synced: `Last Synced = Just now`
- Check Not Actively Syncing: `Sync Cycle Ongoing = false`
- Force Sync (if required): `chrome://extensions` - enable Developer mode - click Update
- *Microsoft Edge: Microsoft Account*
  - `edge://sync-internals`
  - Check Enabled: `Sync Feature Enabled = true`
  - Check Account: `Username`
  - Checked Synced: `Last Synced = Just now`
  - Check Not Actively Syncing: `Sync Cycle Ongoing = false`
  - Force Sync (if required): `edge://extensions` - enable Developer mode - click Update
- *AVG Secure Browser: AVG Account*
- *Mozilla Firefox: Mozilla Account*

## Programs

- **Export Installed Programs List**  
*naming convention:*  
 Installed Programs - Nirsoft Uninstallview - 2024-07-15.html  
 or  
 installed-programs\_nirsoft-uninstallview\_2024-07-15.html
  - Use Nirsoft UninstallView, save all as Horizontal HTML
- **Export Winget**  
*naming convention:*  
 Winget - Export - 2024-07-15.json  
 or  
 winget\_export\_2024-07-15.json
  - Open a Terminal as Administrator  
 Run `wt` or `powershell` or `cmd`
  - Check Winget is installed `winget -v` (this will throw an error if winget is unavailable)

- Update Winget `winget source update`
- Export Winget's list of installed programs `winget export -o "REPLACE-WITH-TARGET-FILE"`  
(*update REPLACE-WITH-TARGET-FILE with the target winget export file on the transfer drive*)
- Optionally export a list of all programs that Winget does cannot re-install at the same time with this extended command `winget export -o "REPLACE-WITH-TARGET-FILE" >-"winget_unavailable.txt"`

#### Licenses *naming convention:*

License Keys - Nirsoft Product Key Scanner - 2024-07-15.html

or

license-keys\_nirsoft-product-key-scanner\_2024-07-15.html - *use Nirsoft Product Key Scanner or Nirsoft ProduKey, save all as Horizontal HTML*

#### Emails / Calendars / Contacts

- Extract Passwords and Server Settings
  - Nirsoft Mail PassView
  - Nirsoft WinMailPassRec
  - Nirsoft PstPassword
- Backup any accounts set up as POP
  - *How to export emails to file in Outlook*
- Export Calendars
- Export Contacts

Drivers TRANSFERDRIVE:\\Job#5000\Drivers - 2024-07-15\

or

TRANSFERDRIVER:\\Job#5000\drivers\_2024-07-15\ - *Open PowerShell as an Administrator and run the following script:*

`Export-WindowsDriver -Online -Destination "REPLACE-WITH-TARGET-FOLDER"`

(*update REPLACE-WITH-TARGET-FOLDER with the target drivers folder on the transfer drive*)

#### Other

- **Check C: Drive for unusual files/folders**
  - *copy to Job folder copying the C: Drive file structure (Transfer-Drive:\\Job#5000\C\FolderToSave)*
- [ OPTIONAL ] Create Winget Install Script
  - *<https://winstall.app/> - Select Desired Programs - Generate Script - Download both Batch (.bat) and PowerShell (.ps1) scripts*

### Prepare New Device (*if required*)

- **Create a Local Account during Windows 10/11 Out of Box Experience (OOBE)**

- **Option 1: No Internet Connected**

Bypass Network Registration

- *Open Command Prompt: Shift+F10 (may require pressing Fn on some devices)*
    - *Run command: OOBE\BYPASSNRO (this will restart the OOBE if successful)*
    - *Proceed through OOBE like normal until you get to the Network Selection screen*
    - *Select I don't have an internet connection (if this button is not available the bypass didn't work, proceed to Option 2)*
    - *Select Continue with limited setup*
    - *Create a Local Account: COPS (no password)*
    - *Complete the OOBE as normal*

- **Option 2: Internet Connected**

Force Local Account Creation

- *Proceed though OOBE like normal until you get to the Login with a Microsoft Account screen*
    - *Open Command Prompt: Shift+F10 (may require pressing Fn on some devices)*
    - *Run command: start ms-cxh:localonly*
    - *Create a Local Account: COPS (no password)*
    - *Complete the OOBE as normal*

- **Note regarding Windows 10/11 S Mode**

In some cases you won't be able to open the Command Prompt, you may only see it's black box flash up on the screen and quickly disappear. This is could be a indication of the Windows 10/11 install being in S Mode (Store Mode), which disables access to terminals (i.e. Command Prompt) and execution of non Microsoft Store apps. If you encounter this, you will not be able create a Local Account during the OOBE, and you will need to complete the OOBE with the customer's Microsoft Account. After the OOBE is complete and you've reached the Windows Desktop environment, you may need to Switch Out of S Mode to proceed with the Data Transfer, as S Mode

restricts us from running our tools if required.

- [ OPTIONAL ] Switch Out of S Mode  
WARNING: SWITCHING OUT OF S MODE IS A PERMANANT CHANGE AND CANNOT BE REVERTED
  - *Connect to the internet*

- *Run* `ms-windows-store://pdp/?productid=BF712690PMLF&OCID=windowssmodesupportp`

- *Follow the prompts to Switch Out of S Mode*  
*(this will change the Windows edition installed to Windows 10/11 Home or Pro as per it's installed license)*

- **Configure System Restore**

- **Check installed Windows' Edition**

- *Run* `winver`

- **Create a new System Restore point**

COPS - Fresh Windows 10/11 Home/Pro Install (use 10 or 11 and Home or Pro as per `winver`)

- **Connect to the Internet** (if not already)

- **Check Windows is activated**

TODO: `ms-settings:activation` or `ms-settings:activation?activationSource=SMC-Article-12440`

- **Configure Time/Date**

- **Configure Windows Update**

- Open Windows Update  
`Run control update`
  - Click **Resume updates** if updates are currently paused
  - **Disable Get the latest updates as soon as they're available**
  - **Advanced options**
    - **Enable Receive update for other Microsoft products**
    - **Disable Get me up to date**
    - **Enable Notify me when a restart is required to finish updating**
    - **Delivery Optimization**
      - **Enable Allow downloads from other devices**
      - **Select Devices on my local network**

- **Update Microsoft Store Apps**

- Open Microsoft Store  
`Run ms-windows-store:`
    - Click **Downloads**
    - Click **Check for updates**
    - Click **Update all**

- **Update Winget Apps**



- Open a Terminal
  - Run `wt` or `powershell` or `cmd`
- Run the following commands:
  - `winget source update`
  - `winget upgrade --all --silent`
- **Update Windows**
  - `control update`
- **Update Office apps**
  - Run "`C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe`"
    - `/update user forceappshutdown=true`
- **Check Drivers**

Bangs(!) exclamation marks in Device Manager indicates missing, incorrect, or corrupt drivers

  - Open Device Manager to check for Bangs(!)
  - Run Snappy Driver Installer Origin (SDIO) as an Administrator
  - Select TODO: Create a new system restore point
  - Select all missing/incorrect/corrupt drivers (as per bangs! in Device Manager)
  - Click Install
- **[ OPTIONAL ] Update Outdated Drivers**
- **Verify Drivers**
  - **Turn On Windows Verifier:**
    - Run verifier
    - Select Create standard settings
    - Click Next
    - Select ☐ Automatically select all drivers on this computer
    - Click Finish
    - Restart Windows shutdown `-r -f -t 00`
      - *Windows Verifier works by stressing out drivers as they're loaded (it is expected that the computer's performance will be impacted while verifier is enabled)*
      - *If Windows loads into the desktop OK and does not crash with Verifier enabled, then all is good and you can proceed to turn it off*
      - *If Verifier induces a crash, Windows should produce a Blue Screen of Death (BSOD) with a STOP Code error and information on the driver that crashed, you can use this information to identify the faulty driver that caused the crash and replace it*
  - **Turn Off Windows Verifier:**

- Run verifier
- Select Delete existing settings
- Click Finish
- Restart Windows shutdown -r -f -t 00

## Restore

- **Install Programs**
  - you can use the winget install script for this if you made one - *install programs before restoring the user profile, as otherwise some required registry entries may not exist yet*
- **Restore User Profiles**
  - make Administrator, make default user, set no password and set password does NOT expire
- **Copy over any C: Drive files/folders that were backed up**
- **Restart Windows** (this should log in to the restored user profile)
  - open a command prompt window (or similar) as Administrator to ensure account has admin privileges
- **Install Printer Drivers**
  - If you can not install the printer drivers + software without the printer present, save the printer package installer to C:\COPS\ and create a shortcut to it on the customer's desktop
- **Check Web Browsers and restore Bookmarks and Passwords from backups as required**
- **Activate software using extracted keys or accounts as required**
- **Configure email accounts as required**
- **Install additional drivers as required**
- **Move any USB Dongles from the old device (Wireless mice, wifi, blue adapters, etc...)**
- **Update Apps**
  - via Microsoft Store
  - via Winget
- **Update Windows**
- **Update Office apps** (if installed)
- **Restart Windows**
- **Remove 'COPS' user account**
  - Run netplwiz - Select COPS - Click Remove
  - Delete C:\Users\COPS\ folder
    - Windows may prevent you from removing this folder if it's currently accessing it in the background, if this happens just restart Windows and try to remove it again*
  - Empty Recycle Bin
- **System Maintenance/Repair**
  - Open a Terminal as Administrator
    - Run wt or powershell or cmd

- Run the following commands:  
`winget source reset --force`  
`winget source update`  
`winget upgrade --all --silent`  
`sfc /scannow`  
`dism /online /cleanup-image /startcomponentcleanup`  
`/resetbase`  
`dism /online /cleanup-image /restorehealth`  
`sfc /scannow`  
`defrag /c /o`  
`chkdsk c: /r /scan /perf`

#### Useful Tip

You can queue up multiple commands in PowerShell by pressing **Shift+Enter** to add a new line before pressing **Enter** to execute the all of the queued up commands one after another

- **Restart Windows**
- **Create a new System Restore point** COPS - Completed Data Transfer

## Virus/Malware Removal

### Windows

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#### Pre Scans

- **[ IMPORTANT ] Air Gap Device**  
*Ensure device is disconnected from all networks before RKill is run successfully and RATs ( Remote Access Tools ) removed, to ensure malicious actors do not re-connect to the device while it's still compromised*
- Enable System Restore (set to 7% allocation if enough free disk space)
- **[ OPTIONAL ] Create a new System Restore point**  
**COPS - Pre Virus/Malware Removal**  
*This System Restore point will be wiped out in a later step (post-virus/malware removal), as malware can persist in old System Restore points*
- **Restart Windows**  
*Force Restart Windows now to provide a clean environment before proceeding*  
`shutdown -r -f -t 00`
- **COPS Folder**  
Create C:\COPS\ folder on the system
  - **[ OPTIONAL ]** Add C:\COPS\ to the installed antivirus's exclusion list  
Trend Micro

## Windows Security

- **Disable Antivirus**

Trend Micro  
Windows Security

- **RKill**

- Copy RKill folder from your USB Tool to the COPS folder  
RKill can't run from a write-blocked drive, so you'll usually need to copy the executables out first
- [ **IMPORTANT** ] Run any RKill executable as Administrator
- Wait for RKill to complete, it will then generate a report RKill.txt on the current user's desktop
- Move RKill.txt from %USERPROFILE%\Desktop to COPS folder

- **Revo Uninstaller**

- **Disk Cleanup**

- Run `cleanmgr /sageset:10`  
*This will open the Disk Cleanup utility to create settings for Profile 10*
- Click **Clean up system files**
- Select all checkboxes except for the following system error options:  
System error memory dump files  
System error minidump files

### Useful Tip

You can click on an option, and then use the UP + DOWN arrows + Space Bar to quickly check or uncheck options

- Click OK
- Run `cleanmgr /sagerun:10`  
*This will run the Disk Cleanup utility to using Profile 10's settings*

## Scans

- Connect to Internet
- [ **OPTIONAL** ] AdwCleaner  
*AdwCleaner crashes out of UVK's automation, so run it now instead if you want to use it*
- [ **OPTIONAL** ] Spybot - Search & Destroy  
*Spybot is a thorough malware removal tool, but it can take a very long time to complete it's scans*
- [ **OPTIONAL** ] Windows Defender Offline Scan
- [ **OPTIONAL** ] Create a new System Restore point COPS - Pre Virus/Malware Removal
- Ultra Virus Killer (UVK)
  - Install UVK
  - Open UVK
    - Do not disable Hybrid Shutdown if asked when opening UVK

- Do Update UVK if asked when opening UVK
  - Click System Repair
  - Select the following repair actions: (*left menu*)
- Useful Tip
- You can click on an option, and then use the UP + DOWN arrows + Space Bar to quickly check or uncheck options
- **Pre-Repair Actions**
    1. Set technician power settings
    2. Kill all non system processes
    3. Delete all restore points
    4. Create a system restore point
    5. Free physical memory
    6. Backup the registry
    7. Un-immunize all areas
    8. Disable the User Account Control
    9. Enable the legacy (F8) boot menu
    10. Enable Windows Recovery Environment
    11. Prevent rebooting until all is done
  - **Third-Party Built-in Apps**
    12. Ultra Adware Killer scan
    13. MalwareBytes AntiMalware scan
    14. Super AntiSpyware scan
    15. RogueKiller scan
    16. Kaspersky TDSSKiller scan
    17. Avast! Browser Cleanup
  - **Reset Actions**
    18. Reset the DNS cache
    19. Reset the Windows Store
    20. Reset all print jobs
  - **Fixes for Common Windows Problems** *n/a*
  - **File System Related Actions**
    21. Rebuild icon cache
  - **Essential Installes/Updates** [ If Google Chrome is installed ]
    22. Insall/Update Chrome
    23. Install uBlock Origin for Chrome
    - [ If Mozilla Firefox is installed ]
    24. Install/Update Firefox
    25. Install uBlock Origin for Firefox
    26. Install uBlock Origin for Edge
    27. PatchMyPC - Update all apps
  - **Privacy Cleanup**
    28. Clear all browsers history (all users)
    29. Delete browsers cookies (all users)
  - **Maintenance Actions**
    30. Empty all users temp folders
    31. Empty browsers cache (all users)
    32. Unattended disk cleanup
  - **System Repair and Optimization** *n/a*
  - **Windows Troubleshooters** *n/a*
  - **Post-Repair Actions**
    33. Restore the previous UAC state
    34. Restore previous immunization
    35. Delete all restore points (post repair)
    36. Create restore point (post repair)
    37. Reset power settings
    38. Uninstall Malwarebytes Antimalware
    39. Uninstall Super AntiSpyware
    40. Uninstall RogueKiller
    41. Uninstall this application
    42. Restore normal boot
  - Select the following loadout settings: (*right menu*)
    1. Third party full scans
    2. Use unattended mode
  - Click Run selected fixes/apps

## Post Scans

- [ OPTIONAL ] Create a new System Restore point COPS - Pre Windows

#### Update

- Update Windows (no preview updates)
- Update Apps via Microsoft Store
- Update Apps via Windows Package Manager (winget)  
winget source update  
winget upgrade --all --silent

#### Useful Tip

You can queue up multiple commands in PowerShell by pressing **Shift+Enter** to add a new line before pressing **Enter** to execute the all of the queued up commands one after another

- [ OPTIONAL ] Create a new System Restore point COPS - Pre Driver Update
- Update Drivers (SDIO)
- Verify Drivers
  - **Turn On Windows Verifier:**
    - Run verifier
    - Select Create standard settings
    - Click Next
    - Select Automatically select all drivers on this computer
    - Click Finish
    - Restart Windows (shutdown -r -f -t 00)  
*Windows Verifier works by stressing out drivers as they're loaded (it is expected that the computer's performance will be impacted while verifier is enabled)*  
*If Windows loads into the desktop OK and does not crash with verifier enabled, then all is good and you can proceed to turn it off*
  - **Turn Off Windows Verifier:**
    - Run verifier
    - Select Delete existing settings
    - Click Finish
    - Restart Windows  
shutdown -r -f -t 00
- **System Maintenance/Repair**
  - Open a Terminal as Administrator  
Run wt or powershell or cmd
  - Run the following commands:  
winget source reset --force  
winget source update  
winget upgrade --all --silent  
sfc /scannow  
dism /online /cleanup-image /startcomponentcleanup  
/resetbase

```
dism /online /cleanup-image /restorehealth
sfc /scannow
defrag /c /o
chkdsk c: /r /scan /perf
```

#### Useful Tip

You can queue up multiple commands in PowerShell by pressing **Shift+Enter** to add a new line before pressing **Enter** to execute the all of the queued up commands one after another

- Create a new System Restore point COPS - Post Virus/Malware Removal

## Android

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### Pre Scans

- **Remove Intrusive Full-Screen Pop-Ups**

These relentless pop-ups make the device impossible to work with, so deal with these first (*if applicable*)

#### More Info

These full screen pop-ups/ads aren't a sign of an injection, but merely a malicious use of the native Android notification system.

Users don't intentionally give these apps permission to do this, but it's often caused by Tapjacking or simply users ignorantly agreeing to permission prompts.

- Open Play Store
  - Install Ad Virus Cleaner - ROX Security
- Open ROX Security
  - Tap Scan
  - Wait for the scan to complete
  - Tap on Pop-up Ad Detector
    - Tap on Give Permissions
 

This will open a required permissions settings panel

      - Enable ROX Security
      - Tap < (*back button*)
  - Wait for an intrusive full-screen pop-up
  - Tap ||| (*app switch button*)
    - Switch back to Rox Security Rox Security should have logged recent app activity under it's Pop-up Ad Detector
  - Tap : (*kebab button*) next to the offending app
    - Tap Show in Play Store
    - Verify the app is not important

*If the app is published by Google or the device's manufacturer*

*(i.e. Samsung) think twice before removing*

- Tap **Uninstall**
- Uninstall **ROX Security** when done
- **Safe Mode**  
Reboot the device in Safe-Mode *(if available)*
- **Malicious or Suspicious Apps**
  - Remove any remote access apps *(i.e. AnyDesk, TeamViewer, etc..)*  
*These are used by scammers to access devices remotely*
  - Remove any malicious or bloatware apps  
*The following are common types of apps that are unnecessary often load their own malware*
    - Any free 3rd-party “Cleaner” apps
    - Any free 3rd-party “QR Scanner” apps
    - Any free 3rd-party “PDF Reader” apps *(excluding Adobe Acrobat Reader)*
    - Any free 3rd-party “File Manager” apps
  - Remove any “Crypto” apps *(after verifying the customer does not genuinely use them)*  
*Scammers often load on crypto apps to try and steal currencies the device has access to*
- **Web Browsers**  
Clear Cache + Data for all Web Browsers installed on the device.  
*The following steps are for Google Chrome, but other apps are managed that same way*
  - Open **Settings**
    - Tap **Apps**
      - Tap **Chrome**
      - Tap **Storage**
        - Tap **Clear cache**
        - Tap **Clear data**

### 1st Party Scans

- Play Protect Scan
- [ If Samsung Device ]
  - Samsung Device Care Scan

### 3rd Party Scans

- Install and Run at least 3 of the following free malware scanners:
  - Malwarebytes Mobile Security
  - AVG AntiVirus & Security
  - Bitdefender Antivirus
  - Sophos Intercept X for Mobile
  - Avira Security Antivirus & VPN



- Trend Micro Mobile Security & Antivirus
- ESET Mobile Security Antivirus
- TotalAV Mobile Security *untested if can be used without an account*
- Panda Dome Antivirus and VPN *untested if can be used without an account*
- Avast Antivirus & Security *untested if can be used without an account*

## Updates

- Update Apps via **Play Store**
- [ If Samsung Device ]
  - Update Apps via **Galaxy Store**
- Update **Android OS**  
This may take multiple updates and reboots, as customers often neglect updating their devices

## Backup / Export

### Windows

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### macOS

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### Backup Device

- Use Time Machine

### iOS

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### Export Messages

- imessage-exporter

### Export Photos

- Connect the iOS device to a macOS device  
You may need to unlock the iOS device and tap **Trust** if prompted
- Open **Image Capture** app
- Click on the iOS device  
The connected iOS device should show up under **DEVICES** on the left
- Change **Import To:** folder  
Make a Job# folder to import the photos/videos to

- Click Download All

## Backup iCloud Photos

- Submit Apple Privacy Data Request
  - Sign in Apple's Data and Privacy page with the customer's Apple Account
  - Click Request a copy of your data
  - Tick iCloud Photos
  - Click Continue
  - Choose the largest bundle/zip size (*this will make downloading the files easier, as you can only download 3 of the part files at a time*)
- Check confirmation email

Apple will send a confirmation email to the customer's Apple Account email address, if this does not come through now then you may have issues receiving the download link email later
- Wait for the download link email

Apple will have to compile and zip up all of the data you requested, this can take many days
- Open download link
- Download all .zip files Apple prepared for download
- Unzip all .zip files
- Combine the unzipped data in to one folder

## Android

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## OS Install Media Creation

### Windows

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#### Download

- Download from [massgrave.dev](https://massgrave.dev)

#### Verify

- Verify checksums against [rg-adguard.net](https://rg-adguard.net)

#### Flash

- Flash image to USB using Rufus  
`winget install rufus.rufus`

## Inject Drivers

- **Prep**
  - Have a folder with extracted drivers ready to go  
C:\drivers\ for this example
  - Create an empty directory ready to mount the Windows image to for editing  
C:\mount\ for this example
  - Have a Windows image ready to go  
F:\sources\install.wim for this example
- **Mount**
  - Open Powershell as admin
  - Find index of the Windows image you want to mount  
Get-WindowsImage -ImagePath F:\sources\install.wim
  - Mount the Windows image  
Mount-WindowsImage -Path C:\mount\ -ImagePath F:\sources\install.wim -Index 1
- **Add Drivers**
  - Add-WindowsDriver -Path C:\mount\ -Driver C:\drivers\  
-Recurse -ForceUnsigned
- **Unmount**
  - Dismount-WindowsImage -Path C:\mount\ -Save

## Sideloadng

### Android

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#### Download

- Download desired .APK from 3rd party source or directly from the Google Play store using Aurora Store
- [ If you can only download an App Bundle (.APKS, .XAPK, .APKM) ]
  - Use AntiSplit M to merge the bundle components back in to a .APK file

#### Upload

- Connect the Android device to a computer
- Navigate to it's mounted file system (*i.e. in This PC*)
- Open Downloads folder
- Copy .APK file in to the Downloads folder

## Install

- Enable Sideloading  
*Depending on the manufacturer of the device, you may need to enable Sideloading before you can install .APK files*  
Samsung
- Open **Files** app
- Navigate to **Downloads** folder
- Tap on the .APK file
- Tap **Install**

## USB Tool

### Ventoy

### Medicat

### Bootable Tools

### Windows Tools

### COPS Extras (scripts, etc..)

## Reference

### Apps

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#### Windows

App	Install	Description	Use Case
AMD Adrenalin			
Apple iTunes	<code>winget install Apple.iTunes</code>		DEPRECATE- DUse Apple Devices instead
Apple Devices	<code>winget install "Apple Devices"</code>		
Clear Disk Info	<code>winget install Carifred.ClearDiskInfo</code>		
CPUID CPU-Z	<code>winget install CPUID.CPU-Z</code>		
CPUID	<code>winget install</code>		
HWMonitor	<code>CPUID.HWMonitor</code>		

App	Install	Description	Use Case
CrystalDiskInfo	<code>winget install CrystalDewWorld.CrystalDiskInfo</code>		DEPRACATED- Misreports SMART data on some drives, use Clear Disk Info instead
CrystalDiskMark	<code>winget install CrystalDewWorld.CrystalDiskMark</code>		
Display Driver Uninstaller (DDU)	<code>winget install Wagnardsoft.DisplayDriverUninstaller</code>		
FileZilla			
ForensiT	<code>winget install ForensiT.Transwiz</code>		DEPRECATED- Breaks with newer OneDrive and Windows 11 releases, manually copy %USER- PROFILE% instead
Transwiz			
Furmark	<code>winget install Geeks3D.FurMark.2</code>		
GPU-Z	<code>winget install TechPowerUp.GPU- Z</code>		
Intel HD Graphics			
Libre Office	<code>winget install TheDocumentFoundation.LibreOffice</code>		
Microsoft Office	<code>winget install Microsoft.Office</code>		
Microsoft PC Health Check	<code>winget install Microsoft.WindowsPCHealthCheck</code>		
Microsoft Visual Studio Code	<code>winget install Microsoft.VisualStudioCode</code>		
Microsoft Windows Terminal	<code>winget install Microsoft.WindowsTerminal</code>		
Microsoft Verifier			
MiniTool	<code>winget install</code>		
Partition Wizard	<code>MiniTool.PartitionWizard.Free</code>		
NirSoft	<code>winget install</code>		
BlueScreenView	<code>NirSoft.BlueScreenView</code>		

App	Install	Description	Use Case
NirSoft Product			
Key Scanner			
NirSoft			
ProduKey			
Nvidia App			
RevoUninstaller	winget install RevoUninstaller.RevoUninstaller		
Snappy Driver	winget install		
Installer Origin (SDIO)	GlennDelahoy.SnappyDriverInstallerOrigin		
Sublime Text	winget install SublimeHQ.SublimeText.4		
TeamViewer	winget install TeamViewer.TeamViewer		
UltraViewer	winget install DucFabulous.UltraViewer		
Ultra Virus Killer (UVK)			
Google Chrome	winget install Google.Chrome		
Mozilla Firefox	winget install Mozilla.Firefox		
Mozilla	winget install		
Thunderbird	Mozilla.Thunderbird		
eM Client	winget install eMClient.eMClient		
Disk Drill	winget install CleverFiles.DiskDrill		
HWiNFO	winget install REALiX.HWiNFO		
Cinebench	winget install Maxon.CinebenchR23		
VLC	winget install VideoLAN.VLC		
GitHub Desktop	winget install GitHub.GitHubDesktop		
Trend Micro	winget install		
Internet Security	"Trend Micro Internet Security"		
Trend Micro	winget install		
Maximum	"Trend Micro		
Security	Maximum Security"		

App	Install	Description	Use Case
HashCheck Shell Extension	<code>winget install idrassi.HashCheckShellExtension</code>		
Git	<code>winget install Git.Git</code>		
MakeMKV	<code>winget install GuinpinSoft.MakeMKV</code>		
HD Tune Pro	<code>winget install EFDSSoftware.HDTunePro</code>	HDD / SSD	Benchmark drive speed over time with graph
7-Zip			
AltSnap			
BandiZip			
BandiView			
Bitwarden			
Winget			
Chocolatey			
FFmpeg			
FileBot			
HandBrake			
iPerf			
JDownloader			
HexChat			
qBittorrent			
MediaInfo			
Microsoft OneDrive			
Google Drive			
DropBox			
NVIDIA GeForce Experience			DEPRECATE- DUse NVIDIA App instead
Papa's Best STL Viewer			
PowerToys			
Proton VPN			
ReNamer			
Rufus			
BalenaEtcher			
SD Card Formatter			
Raspberry Pi Imager			
WinRAR			

App	Install	Description	Use Case
Win32 Disk Imager WizTree Everything yt-dlp	<code>winget install yt-dlp.yt-dlp</code>		
Audacity Exact Audio Copy (EAC) OpenOffice Inkscape	<code>winget install Inkscape.Inkscape</code>		
Intel PresentMon Chocolatey		Alternative Windows package manager	
Scoop		Alternative Windows package manager	
iMazing Converter iMazing	<code>winget install DigiDNA.iMazingHEICConverter winget install DigiDNA.iMazing</code>		

## macOS

App	Install	Description	Use Case
Apple Image Capture		Download photos/videos from digital cameras or iOS devices	Useful for backing up photos/videos from iOS devices, even if their iCloud account isn't working, as it treats the iOS device like a digital camera and simply imports the local copies on the device



App	Install	Description	Use Case
Microsoft Remote Desktop			DEPRECATE- DUse Microsoft Windows App instead
Microsoft Windows App			

## iOS

## Android

App	Description	Use Case
Appwatch	Snitch on app activity	DEPRECATEDUse Rox Security instead
Aurora Store	Alternative Google Play Store app	Install apps from the Play Store repository without needing to log in with a Google Account, and can download .APKs from the Play Store for later sideloading
Rox Security	Multi-tool for identifying unusual/unwanted app behaviour, including snitching on app activity	Identify apps that are responsible for intrusive full-screen pop-ups

## Commands

### Windows

Command	Description	Use Case
\	Opens %SYSTEMDRIVE% folder	Quick access to C:\
appwiz.cpl	Opens Programs and Features control panel window	
calc	Opens Calculator app	
charmap	Opens Character Map app	

Command	Description	Use Case
chrome	Opens Google Chrome app <i>(if installed)</i>	
cmd	Opens Command Prompt app <i>(if installed)</i>	
code	Opens Visual Studio Code app	
compmgmt.msc	Opens Computer Management snap in	
control	Opens Control Panel	
control folders	Opens File Explorer Options window	
control keyboard	Opens Keyboard Properties window	
control printers	Opens Bluetooth & devices settings window	Quick access to Printers & scanners
control update	Opens Windows Update settings window	
desk.cpl	Opens Display settings window	
devmgmt.msc	Opens Device Manager snap in	
diskmgmt.msc	Opens Disk Management snap in	
diskpart	Opens Microsoft DiskPart command line interface	
documents	Opens current user's Documents folder	
downloads	Opens current user's Downloads folder	
dxdiag	Opens DirectX Diagnostic Tool app	
eventvwr.msc	Opens Event Viewer snap in	
explorer	Opens Windows Explorer	
firefox	Opens Mozilla Firefox app <i>(if installed)</i>	
firewall.cpl	Opens Windows Defender Firewall control panel window	
fonts	Opens Fonts folder	

Command	Description	Use Case
gpedit.msc	Opens Local Group Policy Editor snap in	Quick access to Proxy server settings Use to test game controller inputs Powerful control over User Accounts and Groups, but does not work on Windows Home editions
iexplore	Opens Internet Explorer app	
inetcpl.cpl	Opens Internet Properties window	
joy.cpl	Opens Game Controllers window	
lusrmgr.msc	Opens Local Users and Groups snap in	
main.cpl	Opens Mouse Properties window	
manage-bde c: -off	Run in a terminal to decrypt and disable BitLocker on C: drive	
manage-bde -status	Run in a terminal to show BitLocker status of all drives	
mdsched	Opens Windows Memory Diagnostic app	
mmc	Opens empty Microsoft Management Console snap in	
mmsys.cpl	Opens Sound window	
mrt	Opens Microsoft Windows Malicious Software Removal Tool app	
msconfig	Opens System Configuration window	
msedge	Opens Microsoft Edge app	
msinfo32	Opens System Information	
mstsc	Opens Remote Desktop Connection app	Quick access to Safe boot or Windows boot entries
ms-windows-store:	Opens Microsoft Store app	

Command	Description	Use Case
<code>ncpa.cpl</code>	Opens Network Connections control panel window	
<code>netplwiz</code>	Opens User Accounts window	Less powerful control over User Accounts, but does work on Windows Home editions
<code>notepad</code>	Opens Notepad app	
<code>onedrive</code>	Opens current user's OneDrive folder	
<code>osk</code>	Opens On-Screen Keyboard	
<code>pictures</code>	Opens current user's Pictures folder	
<code>powercfg.cpl</code>	Opens Power Options control panel window	
<code>powershell</code>	Opens Powershell app	
<code>regedit</code>	Opens Registry Editor app	
<code>resmon</code>	Opens Resource Monitor app	
<code>services.msc</code>	Opens Services snap in	
<code>shell:appsfolder</code>	Opens Applications folder	Useful for creating shortcuts to Microsoft Store apps
<code>shell:mycomputerfolder</code>	Opens This PC folder	
<code>shell:recyclebinfolder</code>	Opens Recycle Bin folder	
<code>shell:startup</code>	Opens Startup folder	
<code>shutdown -h</code>	Hibernate computer	
<code>shutdown -l</code>	Log off	
<code>shutdown -r -fw</code>	Restart Windows and boot in to BIOS / UEFI	
<code>shutdown -r -o</code>	Restart Windows and boot in to Recovery Environment	
<code>shutdown -r -f -t 00</code>	Force Restarts Windows immediately	
<code>shutdown -s -f -t 00</code>	Force Shuts down Windows immediately	
<code>snippingtool</code>	Opens Snipping Tool app	
<code>sysdm.cpl</code>	Opens System Properties window	Quick access to System Restore

Command	Description	Use Case
<code>taskmgr</code>	Opens Task Manager app	
<code>taskschd.msc</code>	Opens Task Scheduler snap in	
<code>timedate.cpl</code>	Opens Date and Time window	
<code>verifier</code>	Opens Driver Verifier Manager app	
<code>videos</code>	Opens current user's Videos folder	
<code>vlc</code>	Opens VLC Media Player app ( <i>if installed</i> )	
<code>winver</code>	Opens About Windows window	Quick way to check installed Windows edition ( <i>Home/Pro/Enterprise</i> ), version, and build
<code>wt</code>	Opens Windows Terminal app	
<code>%APPDATA%</code>	Opens current user's AppData\Roaming folder	
<code>%LOCALAPPDATA%</code>	Opens current user's AppData\Local folder	
<code>%SYSTEMDRIVE%</code>	Opens the root folder of the system drive	
<code>%TEMP%</code>	Opens current user's Temp folder	
<code>%USERPROFILE%</code>	Opens current user's profile folder	
<code>%WINDIR%</code>	Opens Windows folder	

## Hotkeys

## Windows

## Resources

## Hardware

iFixIt - Electronics Skills	Learn general device repair and electronics skills
iFixIt - Repair Guides	Repository of repair guides for specific devices

Repair Wiki	Guides for troubleshooting more specific or niche device issues
Keyboard Checker	Keyboard tester
HardwareTester - Midi Tester	Test MIDI input devices
HardwareTester - Gamepad Tester	Test Gamepads / Controllers
HardwareTester - Microphone Tester	Test Microphones
PassMark - CPU Benchmarks	Compare CPU's
PassMark - Videocard Benchmarks	Compare Videocards
PassMark - Memory Benchmarks	Compare Memory Modules
PassMark - Hard Drive Benchmarks	Compare HDD's / SSD's

## Networking

Port Forward	Repository of router port forwarding guides and ports for common software
Router Passwords	Repository of default router usernames/passwords and IP addresses
SpeedTest	Test internet connection download, upload, ping speeds

## chr ### Security

Bitwarden Password Generator	Great password generator to create unique Passphrases
Have I Been Pwned	

## Software

winstall	Make winget install scripts to batch install software
Ninite	Make standalone batch software installers
Adobe PDF Tools	Free to use PDF tools, use Incognito/Private mode to exceed free 'try' limits
Photopea	Free Photoshop alternative that runs in the web browser
PrintFriendly	Convert various file formats to PDF

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Watermark Remover	AI watermark removing tool, use Incognito/Private mode to exceed free 'try' limits
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### Phonetic Alphabet

The NATO Phonetic Alphabet can be very useful when trying to provide remote support over the phone

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A	Aplha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliett
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

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