**S Y S T E M R E C O V E R Y**

|  |  |
| --- | --- |
| **Situation** | **Actions** |
|  |  |
| **Allowed someone remote access** | **While you should never ever do this except with someone you trust (i.e., not an outside company or someone who called you, if you did …**  **xxx**  **xxx** |
| **Really bad VIRUS has System Locked up** | **Bad VIRUS holding system ransom**  **you just can not eliminate it on a simple shutdown/restart** |