Collector restore procedure

The following procedure will restore the normal connectivity of your Collector server.

Follow this procedure strictly in the order specified.
Do not skip any step and if any issue arises, please immediately contact the Support.

1. Disconnect the Internet cable from the Collector

Unplug the Internet cable from the back of the Collector server(s).
If unsure, unplug all the cables, taking note of their original position.

Keep the cables unplugged until point 5.

2. Power on the Collector server

Power on the server(s), wait for Windows to boot.

3. Log in and clean all Infection Vectors

Log in Console with a user with the role System Administrator enabled.
Open the *System* → *Frontend* panel, then open the *File Manager* (top right, in the menu bar).
Select all the entries, then *Delete*.

4. Delete all the files in C:\RCS\Collector\public

On each Collector server, browse to *C:\RCS\Collector\public* and check that the folder is empty.
If files are still present, delete them.

If you have external webservers where installation vectors are hosted, please delete all the vectors, format the servers then dismiss them.

5. Plug in the Internet cable

Connect the Internet cable in the back of the Collector server.
If you have unplugged all the cables, please reconnect them in their original positions.

6. Check the anonymizer chain

Verify that your anonymizers are powered on.
Open the *System* → *Frontend* panel and check that all the anonymizers are marked green.
If any anonymizer is marked red, consider it compromised.
Please remove it from the chain and format the VPS. Do not use that vps anymore, dismiss it!

To avoid further exposure to AV companies, strictly follow the directions:

- DO NOT ACTIVATE THE GHOST FEATURE
- DO NOT MODIFY THE AGENTS' CONFIGURATIONS
- DO NOT UPGRADE ANY AGENT