

Dr.Web Rescue Pack

Recover files compromised by encryption ransomware

The license covers:

- Decryption utility
- Dr.Web Security Space licensing for 1 PC for 2 years



[Request decryption](#)

The decryption service is available free of charge to

owners of valid commercial licenses for [Dr.Web Security Space](#), [Dr.Web Enterprise Security Suite \(Comprehensive protection\)](#) and to Dr.Web Anti-virus service subscribers ([Dr.Web Premium](#) subscription package) – provided that the [following requirements were met at the moment the incident occurred](#).

The service is provided on a paid basis to users of other anti-viruses

We will only send you an order payment link once we are certain that we will be able to help you. That's why we need to analyse your encrypted files first.

[Request decryption](#)

IMPORTANT!

If your data gets corrupted by encryption ransomware, do not perform any actions with the infected computer until you receive a reply from Doctor Web's support service regarding the recovery of your files.

[Rules of conduct in the event of a virus-related computer incident:](#)

Doctor Web statistics

In 2006

the first encryption ransomware appeared. And now several thousand modifications exist.

In over 90% of incidents users themselves launch them on their computers

The probability of restoring corrupted files **is roughly 10%**

[Learn more](#)

Encryption ransomware—a global challenge

Doctor Web has already helped users in these countries.



Worth knowing

No anti-virus can, at any point in time, detect all malicious programs.

This means that any system can be infected by new, **unknown** ransomware.

To keep your files safe from Trojans:

- Use the latest version of your anti-virus
- Never disable the anti-virus.
- If it incorporates proactive protection features, never toggle them off.
- Enable the Data Loss Prevention feature (available in Dr.Web Security Space) or use backup tools.

If you don't follow these rules and your system gets infected, you will have only yourself to blame, not the anti-virus.

Dr.Web Data Loss Prevention

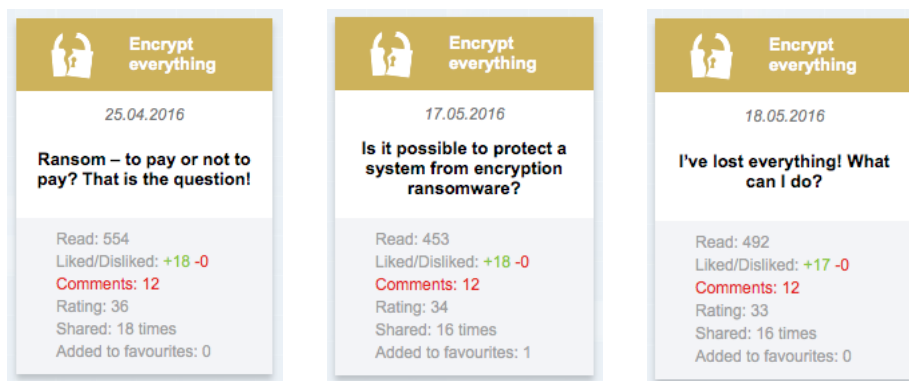
To avoid the loss of valuable information in ransomware attacks, use Dr.Web Data Loss Prevention. Unlike conventional back-up programs, Dr.Web not only creates a storage for backups, but also protects it from intruders. And, even if a Trojan encrypts your files (as many as 10), you will be able to restore them on your own without having to request support from Doctor Web.

| Video | Training course |
|--------------------------------------|---|
| Data Loss Prevention | Protection for PCs and file servers against encryption ransomware |

Data Loss Prevention is included in [Dr.Web Security Space](#), [Dr.Web Enterprise Security Suite \(Comprehensive protection\)](#) and is also available to Dr.Web Anti-virus service subscribers (the [Dr.Web Premium](#) package).

Follow basic computer security rules to avoid ransomware infections

In the educational project Anti-virus Times, we also tell users how to protect their systems against ransomware.



All issues in the column [Encrypt everything](#)

New issues on various aspects of IT security are published every banking day—join Anti-virus Times readers and tell all of your family members, friends, and colleagues about the project! [All project publications](#)

Help other users learn about Dr.Web Rescue Pack

Spread the word that corrupted files may be recovered.



About Doctor Web

Doctor Web is the Russian developer of Dr.Web anti-virus software. Dr.Web products have been in development since 1992. The company is a key player on the Russian market for software that meets the fundamental need of any business – information security.

Doctor Web is one of the few anti-virus vendors in the world to have its own technologies to detect and cure malware. The company has its own anti-virus laboratory, a global virus-monitoring service, and a technical support service.

Doctor Web's strategic goal upon which the efforts of its entire staff are focused is to create superlative anti-virus software that meets all the current demands of this market segment, and to develop new technologies that allow users to be fully armed against all types of computer threats.

Training

[My Dr.Web Training Portal](#) (registration required)
[Courses for engineers](#) | [Courses for users](#) | [Brochures](#)

Education

[The Anti-virus Times](#) | [WebIQmetr](#) | [Brochures](#)

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