

Email 18.8.21

Accountant General Audit Bihar Patna

**[Cag-all-offices] Compromise of email account**

**From :** Prabhakaran <sao5is@cag.gov.in>  
**Subject :** [Cag-all-offices] Compromise of email account  
**To :** CAG-ALL-OFFICES@ismgr.nic.in  
**Cc :** 'Director IS' <diris@cag.gov.in>,  
 'Prabhakaran' <sao5is@cag.gov.in>

Tue, Aug 17, 2021 03:26 PM

Tr. No - 247  
 मॉले (ले०प०) का सचिव  
 दैनन्दी सं० EM No 124  
 तारीख 17.08.2021

**Office of the Comptroller and Auditor General of India, New Delhi**No264-ISW/282-2020  
17.08.2021

To,  
 All Heads of Department  
 (As per mailing list)  
 Sub: Compromise of email account

Dy. No. 399  
 D.A.G. (Admin) Sectt.  
 Date 18.08.2021

Sir/Madam

A suspicious email from one Bikash Ch. Dash OPS with email id [spjds.orpol@nic.in](mailto:spjds.orpol@nic.in) with an attachment was received by some of the NIC e-mail account holders of the Department. The email contained a PDF document which when clicked leads to an external weblink.

As per the report received from NIC, the mail is a SPAM and NIC is taking necessary steps at their end. NIC has also informed that in case the end-user has clicked on the link given in the mail, the end user has to take the following necessary action:

- 1) Make sure that the user device is scanned with latest Anti Virus.
- 2) Check for key loggers and malicious codes, if any. (**Procedure attached in Annexure to this mail**)
- 3) Change the email password using self-service password reset module.

It is requested that all users who have received the above SPAM to carry out the above steps.

Yours faithfully,

-sd/-

(P. Prabhakaran)

Sr. Administrative Officer(IS)

Annexure

**Procedure for checking for key loggers and malicious codes**

f 17.8.21

DAG/ Admin (AMS)

SAO/AMS

P1. Calculate has  
 issue an office order that  
 primary responsibility  
 of official devices is  
 resp. of concerned  
 official.  
 12/8  
 15/8



### Step no. 1- Task Manager

An effective way to check computer for keylogger is in Task Manager. You see the active applications in Task Manager. If a hidden keylogger is running, you can see it there. Follow the below step to identify the hidden keylogger which running:

1. Press Ctrl+Alt+Del
2. When Task Manager opens, click on the Processes tab
3. Look for any suspicious application in the list(application which you may be running in the background).
4. Click on it and end the process

This will stop the keylogger activities on the computer.

You need to uninstall the application from Programs and Features.

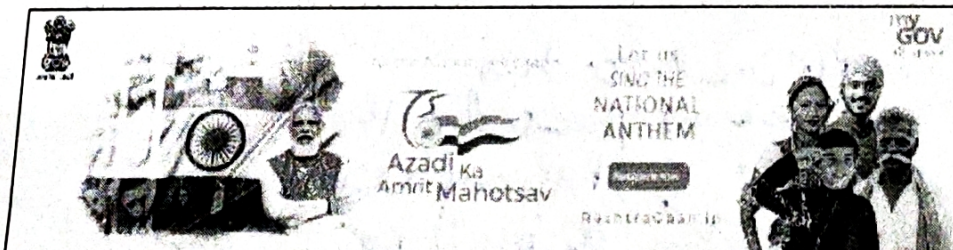
### Step no. 2- Programs and Features

After spotting a keylogger in Task Manager, uninstall it in Programs and Features to get rid of it completely. Step as follows:

1. Click on Start
2. Click on Control Panel
3. Go to Programs and Features
4. Look for the same file you found in Task Manager
5. Right click on it uninstall it
6. Exit and restart the PC

#### Note:

1. Please take support of your office IT wing for this process, if needed,
2. Inform IS Wing in case, any key-logger is detected in the system.



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CAG-ALL-OFFICES mailing list -- [cag-all-offices@lsmgr.nic.in](mailto:cag-all-offices@lsmgr.nic.in)  
To unsubscribe send an email to [cag-all-offices-leave@lsmgr.nic.in](mailto:cag-all-offices-leave@lsmgr.nic.in)

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