

Thursday August 29, 2019
6:15 am

MORNING UPDATE FROM PERCSOFT:

Morning everyone. We are continuing to process offices as we did through the night. I know that a lot of you have complained about us not getting back to calls and email. I am setting up another email for Chelsea to catalog and respond to the communication as it comes in. Please use this email restore@percsoft.com for your questions related to this event. Please please please try to just send one email though. The main reason we are slow or unresponsive is that people are emailing and calling 20 or 30 times a day. I absolutely understand your urgency, but if 100 offices call / email in 20 times this is 2000 responses we have to process instead of working on decryptions.

Our goal right now again is to get everyone seeing patients so please let us know if you are having issues after restores, but be aware we are trying to prioritize the offices that are still coming back on line first and then taking the after restore issues as second priority.

Thank you and I will update again at noon. <https://www.facebook.com/percsoft>

Best,
PC

Wednesday August 28, 2019
12:17 pm

AFTERNOON UPDATE FROM PERCSOFT:

Good afternoon. I want to supply a quick update for everyone on the current status and then please visit this page to get updates as we continue to work through this virus issue. Between yesterday and today we have been turning up practices. I know some of you are still running the decryption and others are up, but only partially. We are continuing to forge through with these. Our priority is to get the practice management up and you able to take xrays. Just like the last two nights we will be working all hours to get this taken care of. I know the responses are slow, but we are trying very hard to get everyone up as soon as possible. We are hoping all decryption software is complete today and we get as many people up and then continue tomorrow with anyone left over and begin with the nuances of issues after the recoveries for individual PCs.

I do want to thank my team also at this time. I could not have wished for a better crew to attack this problem. We did not create this, but my guys are owning it with great dedication to you and your practices.

I will send another update through facebook at 5. <https://www.facebook.com/percsoft>

Best,
PC
help@percsoft.com

Wednesday August 28, 2019
8:00 am

RECENT UPDATE FROM PERCSOFT:

All, Thank you for your patience. We have been running the decryptor with good success for a number of you. It has taken longer than expected obviously for some of these to complete. Some of you we have needed to get a second decryptor that we received this morning around 5a. The morning team has been running these on the servers where the first one was not complete. From yesterday's experience this will most likely take a few hours at least. You will see functionality start to come back as these complete. Please try to email your questions to help@percsoft.com for the best response. We are again 100% focused on getting these all decrypted so our responses are slow so that we can get to everyone that needs these decryptations. I will also be posting an update at noon to the PerCSoft Facebook page and then at 5 again. Please jump on there for further updates as I know these do not reach absolutely everyone. Please also inform your dental friends that are having the same issue to look there for updates.

Thank you, PC

The Digital Dental Record
800-243-4675

THE **DIGITAL**
Dental Record

Tuesday August 27, 2019
3:30 pm

UPDATE:

We are continuing to work through the list of practices impacted. If you have not already done

so, please send a service request to help@percsoft.com or you may reach out to The Dental Record team at 800-243-4675.

Due to heavy call volume there may be response delay, however be assured we will return your call as soon as possible.

Thank you again for your patience.

THE **DIGITAL** **Dental Record**

Tuesday August 27, 2019

1:30 pm

UPDATE:

Thank you again for your patience as we work to restore the practices that have been impacted by the DDS Safe ransomware virus.

Restores have been started, however we do not have a definitive timeline as to completion. If you have not already done so, please send a service request to help@percsoft.com or you may reach out to The Dental Record Team at 800-243-4675.

We will continue to update you throughout the day.

THE **DIGITAL** **Dental Record**

Tuesday August 27, 2019

7:46 am

From the team at PercSoft and The Digital Dental Record:

As many of you are aware our cloud remote management software was hit with a ransomware virus attack Monday August 26th at 8:44am. We worked feverishly with the software company to shut it down and remove the threat, but many of you were hit in the process prior to them removing it and locking down the system. We tried to get back to as many of you as we could to communicate what we knew.

We worked with the software company to remedy the issue and will have a decryptor for the ransomware this morning (between 10 and 11) and then I have the entire team dialing in to apply the fix to restore your files. This fix takes between 30 minutes and 4 hours typically.

This did NOT affect all customers, but we will be going through each to verify this am as we were also doing yesterday. Please, if you have questions email the team at help@percsoft.com as if everyone calls at once it overloads our voicemail system. Thank you for your time and your patience. Please be patient with my team as they take care of this issue today. The more they can be focused on fixing the issue the faster it will be complete and your system will be back to normal.

Please also note this was a virus attack, not a data hack. No data is accessed or moved in these instances, it is locked and then has to be unlocked.

Our sincere apologies for the inconvenience and frustration this incident has caused.
Thank you,

Percy
PercSoft
help@percsoft.com

Mara Roberts
The Digital Dental Record
800-243-4675
info@dentalrecord.com