

Forum:[Hack Forums](#)

Thread: [Improving help in white hat section](#)

Bastille - April 8, 2020, 4:44 am

Hello guys

So as many of you already know, I spend most of my time on HF by helping members in the [White Hat](#) section.

For the time being I helped lot of members however I have to admit that sometimes it's more complicated for me, and it takes really much more time because I'm not on the computer, can't observe the problem by myself and people are not always skilled in computing so I have to describe each step even for basic actions, etc ... and I also have my main job aside of that.

- 1 - So first, I'm wondering if offering the same help through Teamviewer / Anydesk, or any other remote tool, is allowed or violate any rules of the forum ?
- 2 - Does it represent any risk for me ?
- 3 - What are your thoughts regarding this kind of help for cases which need more involving ? Would you be welcoming ? Would you be suspicious ?
- 4 - Should I wait to get (if I get it one day), the white hat helper award before offering this kind of help ? Could it reassure people ?
- 5 - Would you see any pro/cons ?

I know by seeing Infamous as my userbar could help some of you to trust me, however I don't want to involve them in anyway, and I have to say that I'm not in any way an "Official Helper" of HF, I'm not working with any staff regarding this or whatever. I'm just thinking about an option to optimize some requests.

Unfortunately there is not anymore groups such as MRT, and even if sometimes I can read old posts and threads I'm not entirely aware about how they proceeded, and if something like that should be considered bad or good.

This is just a quick thought for the time being. Obviously there is lot of other questions, lot of clauses as well that I have to determine (always open a thread for a problem, need to report what I did on the computer in order to help people who could encounter the same issue, only take remote control when I can't solve through posts, ...), and so on ...

If you think there is any point to emphasize feel free to share it, would be glade to receive your thoughts ! ?

Thanks guys, and take care of your computer !

Jivadi - April 8, 2020, 4:49 am

1 - So first, I'm wondering if offering the same help through Teamviewer / Anydesk, or any other remote tool, is allowed or violate any rules of the forum ?

- As far as I am aware there are no rules that say you cannot do this. There is a rule that says you cannot infect other members but as you mentioned this is a WhiteHat task so you would be exempt.

2 - Does it represent any risk for me ?

- TeamViewer and Anydesk offer secure services that pose no risk to the 'controller'. As long as you are mindful of what you are doing on their machine and you don't mess them around, you are at no risk.

3 - What are your thoughts regarding this kind of help for cases which need more involving ? Would you be welcoming ? Would you be suspicious ?

- I'd be welcoming, both services let me see exactly what you are doing and I can close off the connection at anytime. This would be a great help to members in need of more advanced support.

4 - Should I wait to get (if I get it one day), the white hat helper award before offering this kind of help ? Could it reassure people ?

- Personally, I don't care about your awards. Your past help and status on this forum is enough for me to trust you, I am not sure how others would see it.

5 - Would you see any pro/cons ?

- All pros. I don't see any problems with this other than trust issues but I don't think you will run into these.

SIM-1729678 - April 8, 2020, 5:06 am

1 - So first, I'm wondering if offering the same help through Teamviewer / Anydesk, or any other remote tool, is allowed or violate any rules of the forum ?

Helping members with their computer problems isn't against any rules. If you feel it would make it easier for you then go ahead. It is up to the person that is being helped to allow you to control their PC.

2 - Does it represent any risk for me ?

No?

3 - What are your thoughts regarding this kind of help for cases which need more involving ? Would you be welcoming ? Would you be suspicious ?

Very welcoming. I know that you do your best. This is really a matter of personal opinion but I feel that it just helps members more.

4 - Should I wait to get (if I get it one day), the white hat helper award before offering this kind of help ? Could it reassure people ?

The only reason you get that award is that you help people for example. Just help members, don't wait for a forum icon to pop up so you can help people.

5 - Would you see any pro/cons ?

No?...

Btw, if you feel that your Infamous group position would offer more respect/trust in you from members, feel free to brand it Infamous. I know you are a good dude.

Bastille - April 8, 2020, 9:28 am

Thanks you guys [Jivadi](#) and [SIM-1729678](#) for your opinion ?

Macbook - April 8, 2020, 10:26 am

I would be very careful when using TeamViewer. Correct me if I am wrong but you can get your computer sys keyed. There is even an option on TeamViewer to revoke your mouse and the other person can syskey you without you having enough time to quit the program. They can even set a password under user account settings.

Bastille - April 8, 2020, 11:19 am

(Apr 8, 2020 10:26 AM)Macbook Wrote: [\[CITE\]](#) I would be very careful when using TeamViewer. Correct me if I am wrong but you can get your computer sys keyed. There is even an option on TeamViewer to revoke your mouse and the other person can syskey you without you having enough time to quit the program. They can even set a password under user account settings.

Hum you are right, I work everyday with it and didn't think about, member can still unplug RJ 45 cable or manually shutdown the computer though. But I understand your point of view :) thanks

Macbook - April 8, 2020, 11:25 am

(Apr 8, 2020 11:19 AM)Yseurk Wrote: [\[CITE\]](#) Hum you are right, I work everyday with it and didn't think about, member can still unplug RJ 45 cable or manually shutdown the computer though. But I understand your point of view :) thanks

No problem, I admire your contribution to the community, keep up the good work but be careful out there.

Maskin - April 8, 2020, 12:56 pm

When I first joined HF, a member helped me out to remove this impossible adware on my pc through teamviewer. Can't remember his name but if you read this, thanks again!

Luffy-_- - April 8, 2020, 1:03 pm

Well First of all i want to say that i'm glad to see members like you here on HF :)

Now about teamviewer i'm not sure if i ever ask for help i would let someone over the internet connect to my pc remotely , well that's my opinion but i think some people don't mind .

Bastille - April 8, 2020, 1:22 pm

(Apr 8, 2020 12:56 PM)Ocarina Wrote: [\[CITE\]](#) When I first joined HF, a member helped me out to remove this impossible adware on my pc through teamviewer. Can't remember his name but if you read this, thanks again!

Thanks to him haha, so ok I'm not alone to think about Teamviewer, someone already did it

(Apr 8, 2020 01:03 PM)Luffy-_- Wrote: [\[CITE\]](#) Well First of all i want to say that i'm glad to see members like you here on HF :)

Now about teamviewer i'm not sure if i ever ask for help i would let someone over the internet connect to my pc remotely , well that's my opinion but i think some people don't mind .

Yeah I understand, that could be scary I believe, even more if you are a new comer in the community

Thanks for your thought buddy !

SuperiorUser - April 29, 2020, 2:43 am

bruh people are hating and spreading negativity when the guy obviously just wants to help out. I used to do a similar service and for the most part, teamviewer IS safe. as long as you keep an eye at what the "controller" is doing you should be just fine.

shitmaster - April 29, 2020, 4:53 am

I'd suggest not using any remote methods of helping anyone. If more incidents are to take place on their PC right after and it's not your fault, they'll end up blaming you.

Just go through the old school route of using stuff like Combifix and log reviews. I wish I knew how to do all these things and I would have been of help. Unfortunately, I can't. Got to learn.

humanbody - April 29, 2020, 5:02 am

1 - So first, I'm wondering if offering the same help through Teamviewer / Anydesk, or any other remote tool, is allowed or violate any rules of the forum ?

1 - There's no such a thing if I am not mistaken. However imagine helping someone through PM? It'll take even weeks until he solved or might not even succeed. I don't have that much of an experience with Anydesk however I think that the free version of Team Viewer lets you operate for like 20 minutes and that's it, while with Anydesk you are not limited at all.

2 - Does it represent any risk for me ?

2 - I don't understand what kind of risk are you talking in here? Like risk of getting your computer infected or what? I don't see any risk over helping someone through Teamviewer or Anydesk.

3 - What are your thoughts regarding this kind of help for cases which need more involving ? Would you be welcoming ? Would you be suspicious ?

3 - The help that you are offering is amazing, of course I would be welcoming, I wouldn't say suspicious at all. But it's simple, you do your thing, I do mine, I tell you what I need help with and thats it. Simple as that.

4 - Should I wait to get (if I get it one day), the white hat helper award before offering this kind of help ? Could it reassure people ?

4 - If you chasing for this award then do it man. Just don't beg because I assume it's gonna make you look bad. Just keep helping and you'll get it.

5 - Would you see any pro/cons ?

5 - To be honest not really.

Exposed74 - April 29, 2020, 5:13 am

I've seen few videos of someone retaliating against scammers by using teamviewer/anydesk, not sure how he does that though. But if you run it on a VM you'll be probably safe from syskey and shit.

About helping using it, ask the user if he'd like to deal with his problem with this method, or by message. Maybe if you see cases that are really similar and need the same fix you can do a video tutorial on how to fix it, if you do it properly it will be easy for the guys to follow and timesaving for you.

Bastille - April 29, 2020, 1:50 pm

(Apr 29, 2020 04:53 AM)shitmaster Wrote: [\[CITE\]](#) I'd suggest not using any remote methods of helping anyone. If more incidents are to take place on their PC right after and it's not your fault, they'll end up blaming you.

Just go through the old school route of using stuff like Combifix and log reviews. I wish I knew how to do all these things and I would have been of help. Unfortunately, I can't. Got to learn.

I wouldn't go further than what I have to do, and I wouldn't offer help if I can't fix the issue and could cause more damages, however you are right there is still people in bad faith

(Apr 29, 2020 05:02 AM)humanbody Wrote: [\[CITE\]](#) 1 - So first, I'm wondering if offering the same help through Teamviewer / Anydesk, or any other remote tool, is allowed or violate any rules of the

forum ?

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I have a Teamviewer licence via my job, thanks for your answers !

(Apr 29, 2020 05:13 AM)Exposed74 Wrote: [\[CITE\]](#) I've seen few videos of someone retaliating against scammers by using teamviewer/anydesk, not sure how he does that though. But if you run it on a VM you'll be probably safe from syskey and Clay Davis.

About helping using it, ask the user if he'd like to deal with his problem with this method, or by message. Maybe if you see cases that are really similar and need the same fix you can do a video tutorial on how to fix it, if you do it properly it will be easy for the guys to follow and timesaving for you.

Yeah, basically the guy put on his desktop a file called "all passwords", or "bank account information", then the scammer copy and paste it on his computer, try to open the file by double clicking on it and just execute a payload which allows the fake victim to remotely gain access to his computer.

Yeah there are well known problems, however they often depend about the current configuration of the computer, what people did before the problem, etc, etc, about lot of parameters, and I'm not really attracted by Youtube or whatever, besides there is already lot of YouTube channel with this kind of content, but why not one day maybe :) thanks for sharing your opinion