

Lessons From a Laptop Theft

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**Once upon a time, not so long ago,
in the heart of Barcelona, Spain...**

Setting my backpack down to help my wife...

... it's gone!



And in that backpack was...



... and numerous bits & pieces

A photograph showing two boats on the water at sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boats are dark silhouettes against the bright background. The boat in the foreground is larger and has a red light visible on its side. The boat in the background is smaller and further away.






What was **not** lost?

- **My/our hide**
- **Passport**
- **Money**
- **Travel documents**
- **Private or sensitive information on computer***
- **Clothes, etc.**

* RoboForm & TrueCrypt used



Incidence of Stolen Laptops

- **½ million laptops are stolen or lost each year (2 million?)**
 - **2-3% of those stolen are recovered**
- **1,200/week lost or stolen at LAX with 33% recovered**
- **Vulnerable locations?**
 - **Wherever tourists congregate**
 - **Airports (especially going through security)**
 - **Large cities (London, New York, Paris, Rome, etc.)**
- **Various horror stories:**     **← Click here**
- **See the FTC for advice on keeping laptops safe** 

A photograph showing two large ships, possibly cargo or fishing vessels, on the water. The scene is set during sunset or sunrise, with a warm, orange-red glow in the sky and water. The ships are silhouetted against the bright light, and their masts and rigging are visible. The water shows gentle ripples and reflects the light from the sky.

Theft Prevention—Laptop

- **Treat your laptop like cash on the table**
- **Do not put in checked baggage**
- **Watch very carefully going through airport security**
 - **“Sorry, I thought it was mine; they all look alike!”**
 - **Put name, address & phone number in battery compartment**

A photograph showing two boats on the water during sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boats are silhouetted against the bright background. The boat in the foreground is larger and has a red light visible on its side. The boat in the background is smaller and further away.

Theft Prevention—Baggage

- **Place critical items (passport, credit cards, money, etc.) in cabled pouch**
- **Do not set easily carried baggage on the ground**
- **Watch for distractions**
 - **Someone asking directions**
 - **An argument or fight**
- **Have photos of bags, backpack, credit cards, passports, etc. in cabled pouch and/or on encrypted thumb drive**


A photograph showing two boats on the water at sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boats are silhouetted against the bright light of the setting sun. The boat in the foreground is larger and has a red light visible on its side. The boat in the background is smaller and further away.

Actions to Take ASAP

- **Notify local authorities of theft**
 - **Have the make, model & serial number available**
- **Notify front desk if in hotel**
- **Cancel credit cards (if appropriate)**
- **Contact U.S. embassy or consulate for passport**





A photograph showing two boats on the water at sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boat in the foreground is dark, with a red light visible on its side. The boat in the background is also dark and partially obscured by the sunset light.

Later Actions to Take

- **Make insurance claim**
 - **Police report**
 - **For each item: make, model, serial number & value**
 - **Receipts**
- **Notify computer manufacturer**
- **Replace stolen items**
- **Reconfigure replacement laptop (Belarc Advisor )**
- **Recover data from backup**

A photograph of two boats on the water at sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boats are silhouetted against the bright background.

Computer Recovery Software

- **Prey (free)** 
- **LoJack for Computers (\$39.99 to \$109.99)** 
- **GadgetTrak (\$34.95 to \$199.95)** 
- **Laptop Cop (\$49.94 to \$99.95)** 

From: <http://control.preyproject.com/devices>



List view | Grid view



Sony-Laptop

Missing - Sending new reports every 20 minutes.

Reports: 0







Garson3

OK - Prey checking every 20 minutes.

Reports: 0



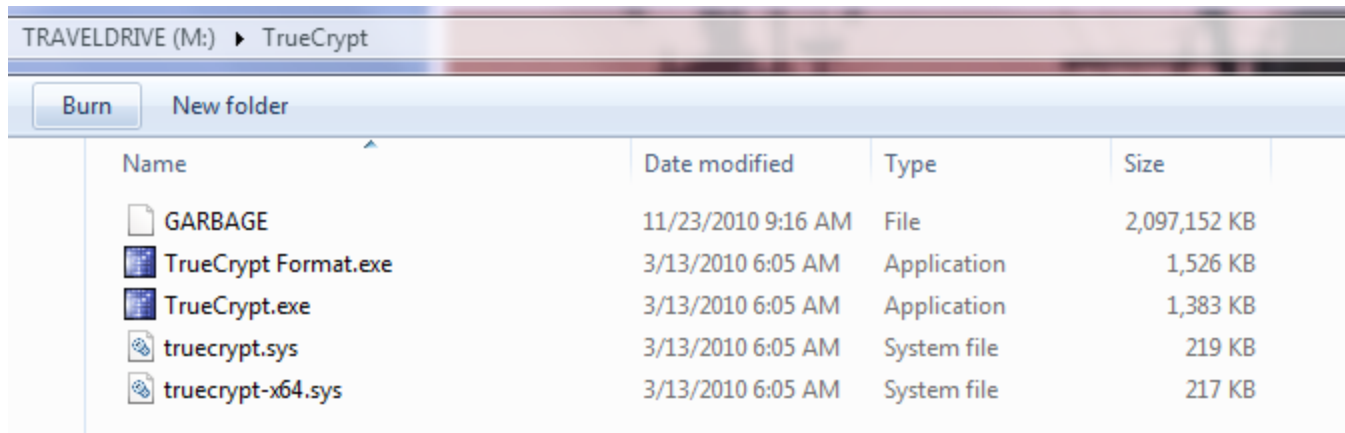
Securing Your Laptop






- **Encrypt sensitive and private information**
 - TrueCrypt and Portable TrueCrypt (free) 
 - Cryptainer (free and \$29.95+) 
- **Password managers**
 - RoboForm (\$29.95 & \$9.95) 
 - LastPass (free) 
- **Password protect all user accounts**
- **Have only one user account for Administrator, all others as Standard user**



Portable TrueCrypt

Encrypted data *and* application on a thumb drive 



Name	Date modified	Type	Size
 GARBAGE	11/23/2010 9:16 AM	File	2,097,152 KB
 TrueCrypt Format.exe	3/13/2010 6:05 AM	Application	1,526 KB
 TrueCrypt.exe	3/13/2010 6:05 AM	Application	1,383 KB
 truecrypt.sys	3/13/2010 6:05 AM	System file	219 KB
 truecrypt-x64.sys	3/13/2010 6:05 AM	System file	217 KB

A photograph of two boats on the water at sunset. The sky is a mix of orange and pink, and the water reflects these colors. The boats are silhouetted against the bright background.

Differently Next Time?

- **Computer—maybe...**
 - something more robust than Prey?
 - one non-administrator user without password?
- **Backpack—not place on ground; leave on back or in hand**
- **No paper copies of credit cards or important documents**
- **Thumb drive with Portable TrueCrypt & important documents in cabled pouch**

In conclusion...

Take thoughtful, prudent preventative action

Keep FUD in perspective

Avoid paranoia

Thanks for listening!