



I'm Sorry to Inform You...

Dr. Marie Moe



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How we met...

I was a "youngish" Mphil student It was my first time disclosing 10K vulnerable systems

Neither of us had met...

Funny story about that...













I was a "youngish" incident responder I was at a security meetup on my first week as duty officer ...until FIRST MALTA



How did I come to trust him?

Information sharing with NorCERT I read his thesis We met in person several times Responsive and professional contact Others vouched for him

How did I come trust her?

Face to Face contact

Willingness to use strong cryptography in emails

She provided feedback (where others didn't)

Independent verification of facts

Yearly communication

Working futher incidents

Core question:

How do I know this info doesn't flow straight to the offensive national team?



Information sharing

I inform DHS (How do I verify a "CERT"?)

DHS informs national CERTs

The CERTs Investigates

NorCERT informs ISP

ISP informs
its
customers
(vulnerable
system
owners)



In retrospect

I should have included vulnerabilities

- I was uncomfortable sending both IPs and vulnerabilities to one country for distribution
- So I just sent IPs to ICS-CERT
- That mean Marie couldn't have much traction
- Since she didn't have evidence of vulnerability
- The context was challenging to convey to the asset owners

In the future I'd give more details



Informing by proxy.

I used ICS-CERT/DHS in 2011

They shared with 52 certs

I worked with 12 certs in 2012

Codesys Vulnerabilities (detailed later)

Basic Process

- Send them an email about what you have
- Attach GPG key and sign email
- Offer them data
- When they respond, send it to them encrypted

How do you approach companies?

- Describe who you are
- Allow them to verify you

Find the Point of Contact

Explain what you have

- Don't speculate it's impact on them
- Clarify *precisely* the evidence you have

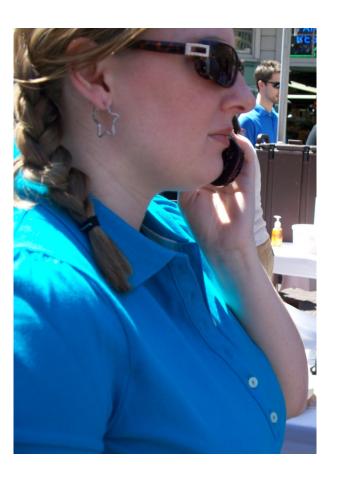
- •Let them ask you questions until they're satisfied
- •Encourage thoughtful, deliberate action, not quick or sudden responses
- After-action: provide closure by revisiting

Let them think about the impacts



Who in the organisation should you be speaking to?

Ideal: Not Ideal: Understands A service desk Technology Understands A CxO Security Has some level of responsibility An engineer for technology Previous Trust relationship A PR person established A CSO, CISO, or A lawyer DFIR pro



How do you explain vulnerabilities and exposure?

Vulnerable Found with Global Scale and How do they On the target systems found exfil'ed background come in list? by external credentials researcher Temporal Tell the scope information List of domains List of IPs List of CVEs List of Services from your POV (between 7am and 10am) Assist with Let them Assist with Assist with attack knowledge of determine Technical propagation Knowledge other victims internal scope knowledge Revisit them Invite them to when they've Now take notes share their on remediation success story in had time to the future investigate



One time during an incident: 'assisted scope discovery'

Client thought only email had been compromised

Turned out to be wrong, but useful

Forensics on a disk suggested exfiltration of data

I suggested it might be box that contained email

Client then thought single windows box was infected Knowledge of IODINE allowed me to suggest DNS traffic examination in openflow

Got a handle on volume of exfiltrated data

Suggested looking at where profile had roamed



How do you tell them they're owned/infected?

Observed traffic

in sensors or

sinkholes?

How do they fit Global scope Targeted? Compromised? in Exactly what to Exact Indicators of **IDPS** signatures look for in logs timestamps and could be helpful compromise and systems timezones Include enough Leaked credentials context info to should be get their sanitized attention Use secure channels for sharing the more sensitive stuff Follow-up may be required/expected

How do you tell them they're causing someone else harm?

Watering holes

Malvertising

DDoS Reflectors

Botnets

Spam

URLs and IPs
Timestamps

URLs and IPs
Timestamps

Traffic captures

IPs

Domain

Sample exploit and CVEs

Sample malverts

Log files

Indicators of Compromise

IP ranges

The CodeSys Story

1. Ten Autonomous Systems containing the largest number of vulnerable I

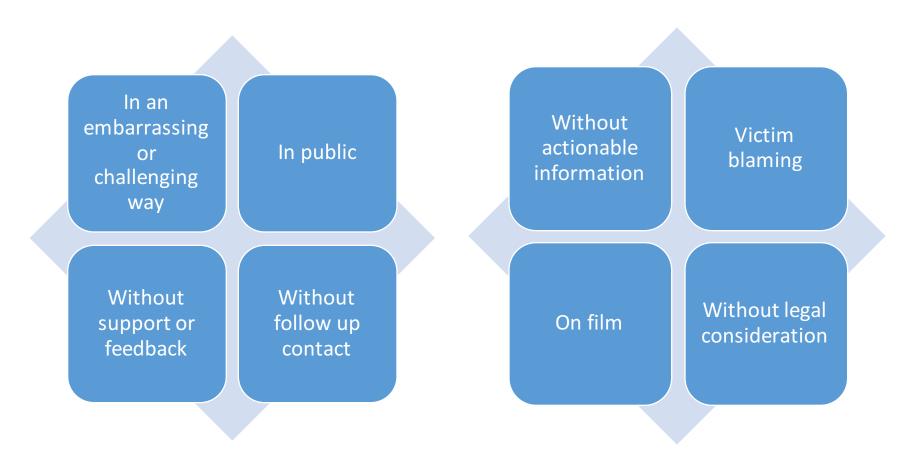
PLCs Found	ASN	CC	Registrar	AS Name
9	6327	CA	arin	Shaw Communications Inc.
9	6830	AT	ripence	Liberty Global Operations B.V.
12	5610	CZ	ripence	Telefonica Czech Republic, a.s.
21	28929	IT	ripence	ASDASD-AS ASDASD srl
25	12605	AT	ripence	LIWEST Kabelmedien GmbH
28	3269	IT	ripence	Telecom Italia S.p.a.
28	3303	CH	ripence	Swisscom (Switzerland) Ltd
43	1136	EU	ripence	KPN Internet Solutions ²
43	286	EU	ripence	KPN Internet Backbone
44	3320	DE	ripence	Deutsche Telekom AG

Table 2. Ten Countries containing the largest number of vulnerable PLCs

PLCs Found Country Code			
21	CA		
21	ES		
29	CZ		
33	AT		
33	US		
38	CH		
60	PL		
64	NL		
80	DE		
81	IT		



How not to do it.



The shock effect 1



Source: https://youtu.be/okhfDsKmAoY?t=218

The Null CTRL article series



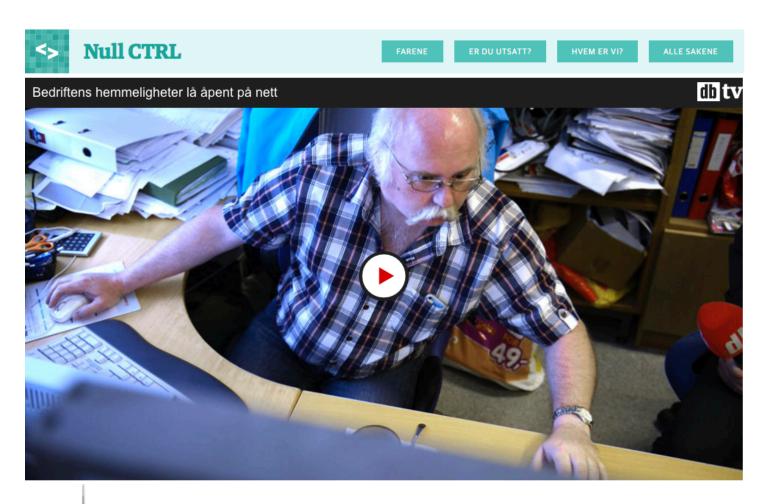
Journalists warned system owners and Norwegian NSA of 2500 critical data flaws

How two journalists set out on a mission to test the data security in the whole of Norway.

Source: http://www.dagbladet.no/2014/01/06/nyheter/nullctrl/shodan/english/english_versions/30861347/



The shock effect 2



Havex/Dragonfly/Energetic Bear

August 28, 2014

Hundreds of Norwegian energy companies hit by cyber-attacks

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Approximately 300 oil and energy companies in Norway have been hit by one of the biggest cyber-attacks ever to have happened in the country, a government official is reported to have claimed.

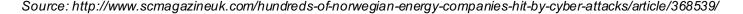
As first reported by The Local and Dagens *Næringsliv*, the National Security Authority Norway (Nasjonal Sikkerhetsmyndighet – NSM) detailed how 50 companies in the oil sector were hacked and how another 250 have been warned that they may have been hit too.

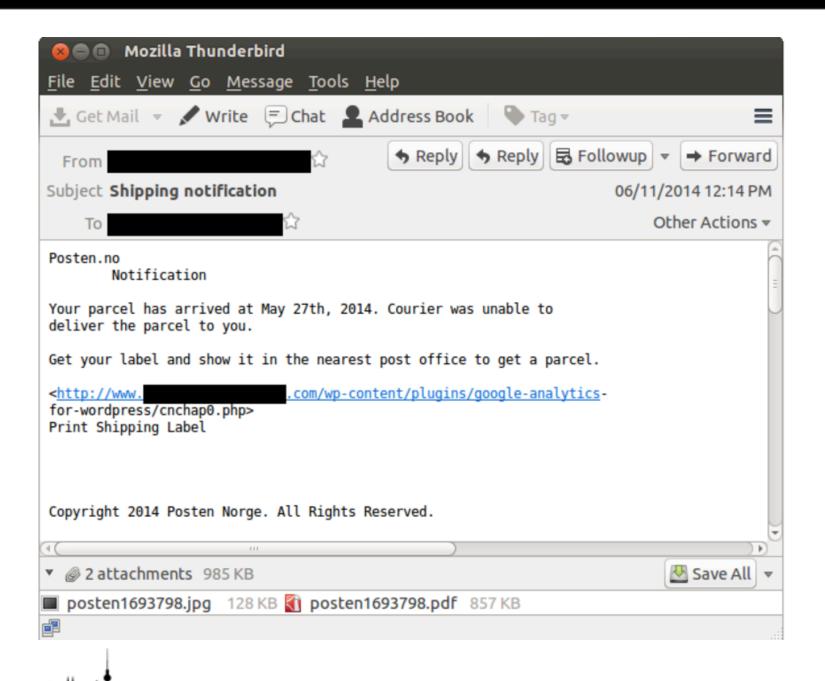
NSM is Norway's prevention unit for serious cyberattacks and, like CERT-UK in Great Britain, warns companies about the newest threats. It took part of the CyberEurope2014 exercise in June.

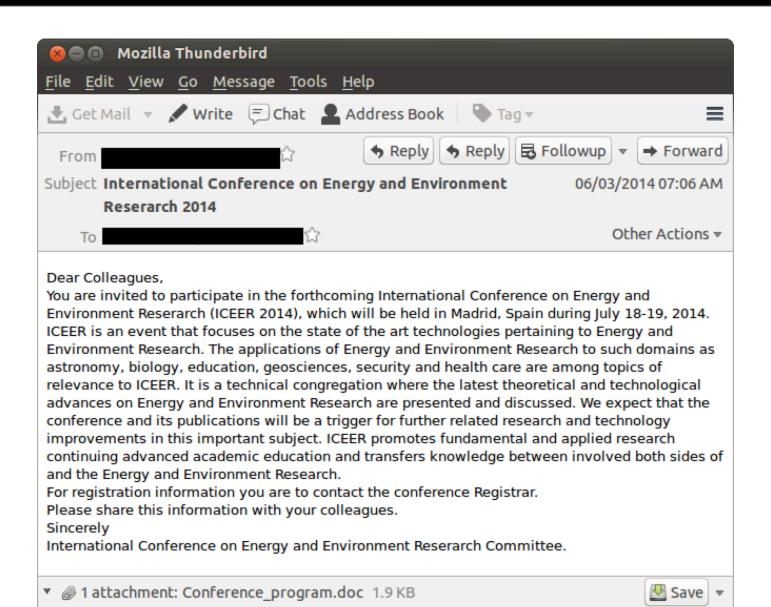
The companies themselves haven't been named – although NSM is investigating whether the computer systems at Statoil, Norway's largest oil company, were targeted. Technical details are also few and far between at this moment in time.



Hundreds of Norwegian energy companies hit by cyber-attacks









Conference program.doc 1.9 KB



Ideas and solutions for remote maintenance.

mbNET: mbCONNECT24 mymbCONNECT24



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Q search...

Homepage | Support | Downloads | mbCONNECT24 | Software

Software Downloads

mbCHECK (EUROPE)

diagnostic program mbCHECK for mbCONNECT24 server location EUROPE

Version: V 1.1.2

MD5 Checksum: A61FCB0F09F99E57B10F663923ECD472

(*)

Career Opportunities:IT Specialist Customer Support and Training f / m

Career Opportunities:IT Security Specialist / IT Security Manager f / m

MB CONNECT LINE now part of the "Cluster Mechatronik und Automation"

Manipulationen an SPS sicher erkennen

LUA scripting workshop for mbNET.toolbox/mbSPIDER

mbCHECK (USA/CAN)

diagnostic program mbCHECK for mbCONNECT24 server location USA / CAN

Version: V 1.1.2

MD5 Checksum: BB977F03FEF48CE28DA48199EE8CFD6F





all News »

In retrospect

Sending out physical letters was not very useful

The crisis management personnel were not always the best contact points

The media "got it wrong", however the effect was good nonetheless

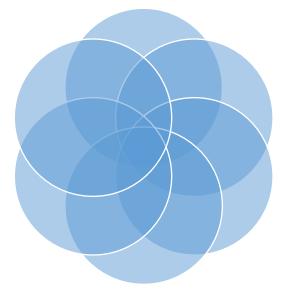
With the KraftCERT establishment we should do better the next time

Good Reactions

I accept the risk

Here's some more info on that attacker

Thank you



Thank you, we'll pass this to the DFIR team

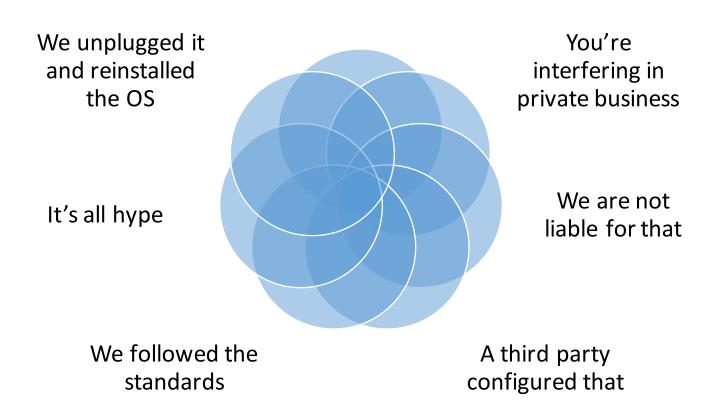
That's a larger scope than we realised

It's a honeypot/Lab/testsystem



Bad Reactions







Conclusion

Introduce yourself

Give background

Give specifics

Have a good bedside manner

Assist scope discovery

Return later

Make them a success story

Questions







Thank you

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