





# I'm Sorry to Inform You...

Dr. Marie Moe

@MarieGMoe



Éireann Leverett

@blackswanburst



### 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



# Trust. Why do I trust 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?



### 2010-2011

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

DHS informs
NorCERT

NorCERT 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
- She had to redo that work

#### In the future I'd trust more



## 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

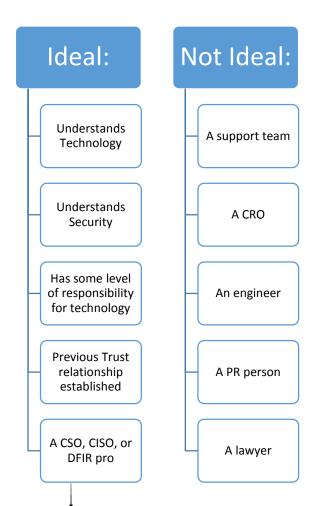
- Don't speculate it's impact on them
- Clarify \*precisely\* the evidence you have

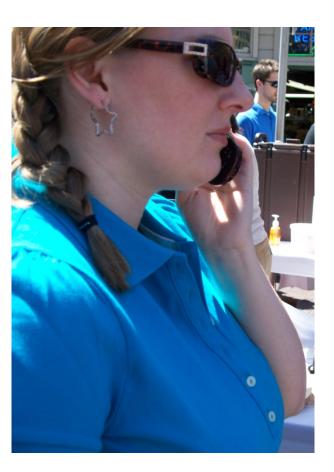
- Let them ask you questions until they're satisfied
- Encourage thoughtful, deliberate action, not quick or sudden responses
- Let them ask questions until satisfied

Let them think about the impacts



# Who in the organisation should you be speaking to?





# 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 IPs List of CVEs List of domains List of Services from your POV (between 7am and 10am) Assist when Let them Assist with Assist with with attack determine knowledge of Technical propagation Knowledge other victims internal scope knowledge Revisit them Invite them to when they've Now take notes share their had time to on remediation success story in 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

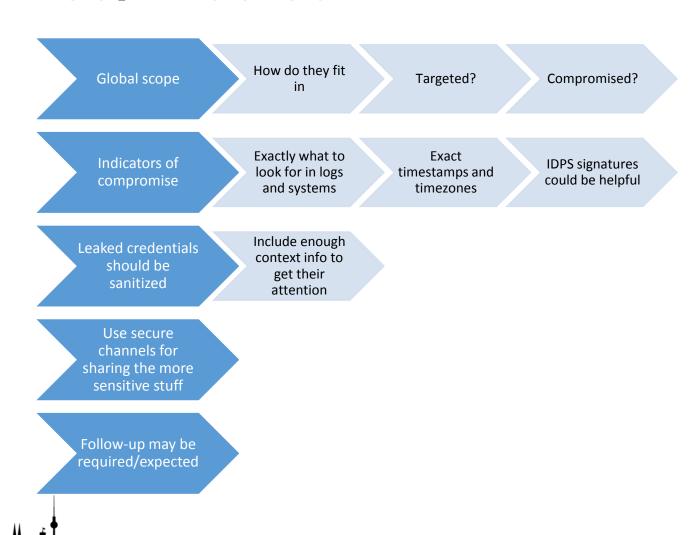
Client then thought single windows box was infected Knowledge of IODINE allowed me to suggest DNS traffic examination in openflow

Got a handle on volume of exfiltrated data

Suggested looking at where profile had roamed



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



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

**DDoS** Watering Malvertising **Botnets** Spam holes Reflectors Traffic Domain **IPs** captures Sample Sample exploit malverts Indicators of Log files IP ranges Compromise

# The CodeSys Story

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

PLCs Found	ASN	$^{\rm CC}$	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 <sup>2</sup>
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		

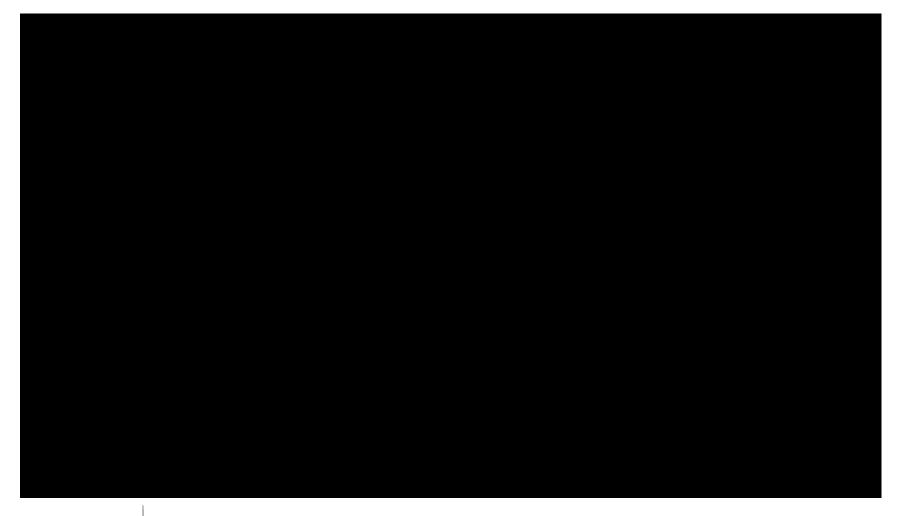


#### How not to do it.

In an Without embarrassing Victim actionable In public or blaming information challenging way Without Without Without legal support or follow up On film consideration feedback contact

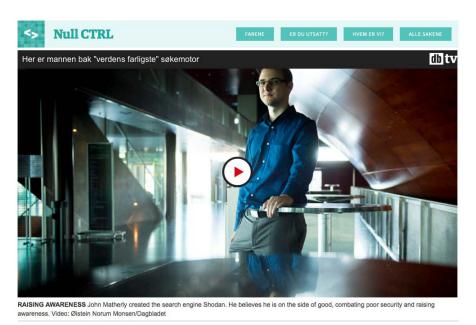


### The shock effect 1



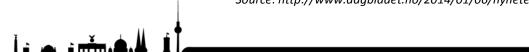


### The Null CTRL article series

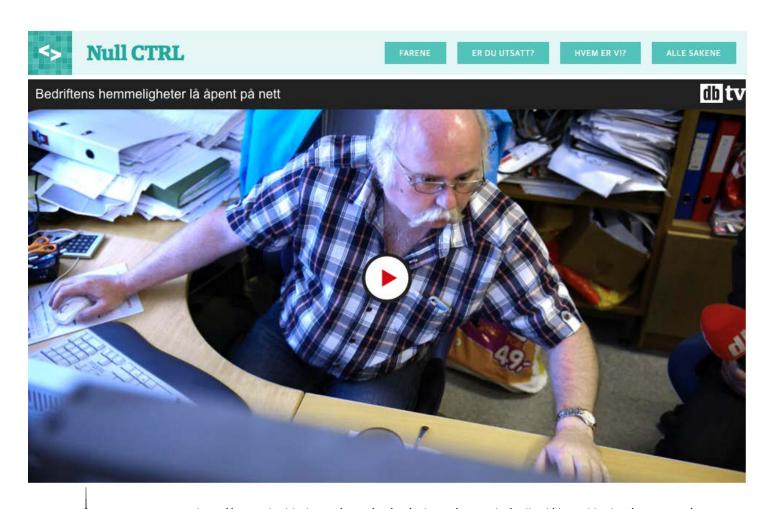


# Journalists warned system owners and Norwegian NSA of 2500 critical data flaws

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



### The shock effect 2



# Havex/Dragonfly/Energetic Bear

August 28, 2014

## Hundreds of Norwegian energy companies hit by cyber-attacks

Share this article:









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.

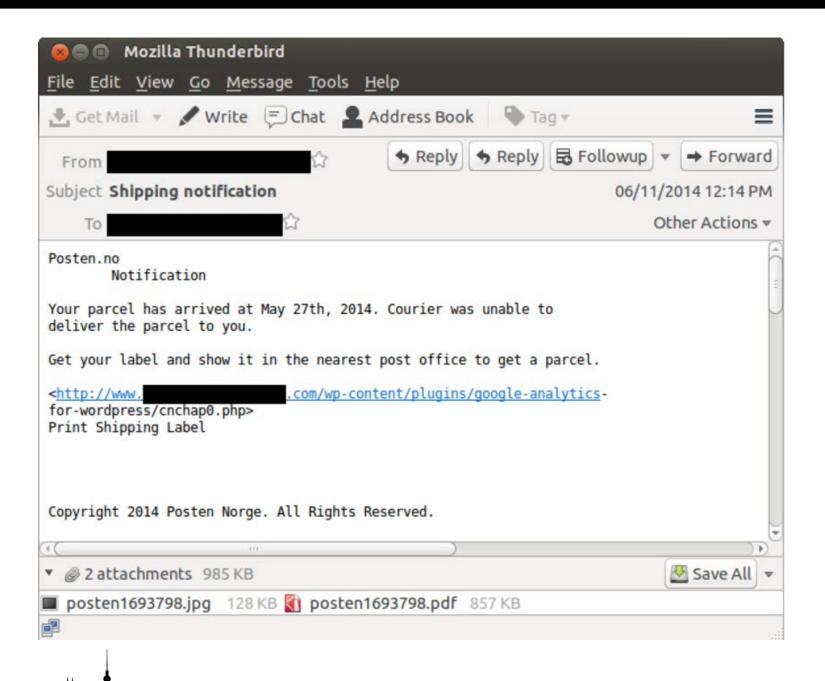
The companies themselves haven't been named – although NSM is investigating whether the computer systems at Statoil, Norway's largest oil company, were targeted. Technical details are also few and far between at this moment in time.

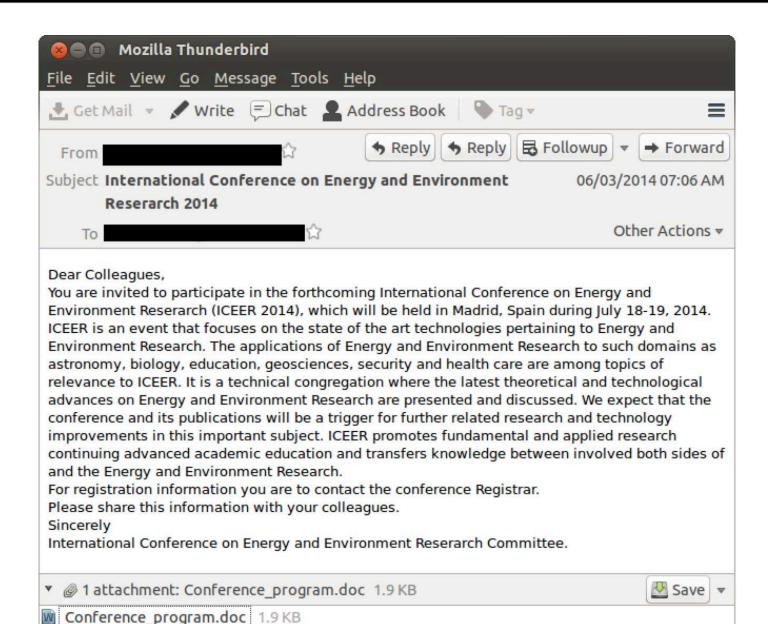


Hundreds of Norwegian energy companies hit by cyber-attacks

Source: http://www.scmagazineuk.com/hundreds-of-norwegian-energy-companies-hit-by-cyber-attacks/article/368539/









#### mbCHECK (USA/CAN)

diagnostic program mbCHECK for mbCONNECT24 server location USA / CAN

Version: V 1.1.2

MD5 Checksum: BB977F03FEF48CE28DA48199EE8CFD6F

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



```
Programm was started at 10:00:34
10:00:34.0225: Start finging of LAN hosts...
10:00:34.0256: Was found 1 hosts in LAN:
                44A89C]
01) [
10:00:34.025 : Start finging of OPC Servers...
10:00:34.088 Was found 1 OPC Servers.
            8544A89C\Matrikon.OPC.Simulation.1]
1) [
               CLSID: {F8582CF2-88FB-11D0-B850-00C0F0104305}
                UserType: MatrikonOPC Server for Simulation and Testing
               VerIndProgID: Matrikon.OPC.Simulation
                OPC version support: +++
10:00:34.0897: Start finging of OPC Tags...
10:00:34.0897: Thread 01 running...
10:00:36.0725: Thread 01 finished.
1)[\\SVEIN-28544A89C\Matrikon Inc (780) 448-1010 http://www.matrikonopc.com]
Saved in 'OPCServer01.txt'
```



## In retrospect

- Sending out physical letters was not very useful
- The crisis management personell 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

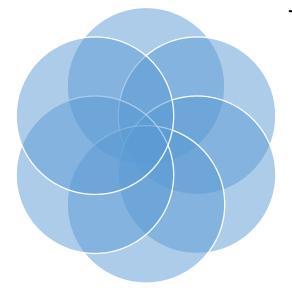


### **Good Reactions**

I accept the risk

Here's some more info on that attacker





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

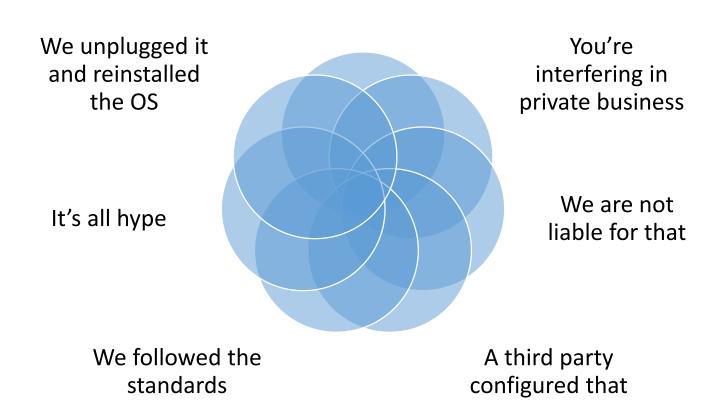
That's a larger scope than we realised

It's a honeypot



### **Bad Reactions**

I'll sue you





### **Conclusion Slide**

Introduce yourself

Give background

Give specifics

Have a good bedside manner

Assist scope discovery

Return later

Make them a success story



## **Questions**





# Thank you

