| **Ticket ID** | **Alert Message** | **Severity** | **Details** | **Ticket status** |
| --- | --- | --- | --- | --- |
| A-2703 | SERVER-MAIL Phishing attempt possible download of malware | Medium | The user may have opened a malicious email and opened attachments or clicked links. | **Escalated** |

| **Ticket comments** |
| --- |
| It should be escalated because the employee might accidentally open a malicious file containing malware.  The computer that employee used probably was compromised from the downloaded malware from phishing email. |

### **Additional information**

**Known malicious file hash**: 54e6ea47eb04634d3e87fd7787e2136ccfbcc80ade34f246a12cf93bab527f6b

**Email**:  
From: Def Communications <76tguyhh6tgftrt7tg.su> <114.114.114.114>

Sent: Wednesday, July 20, 2022 09:30:14 AM

To: <hr@inergy.com> <176.157.125.93>  
Subject: Re: Infrastructure Egnieer role

Dear HR at Ingergy,  
  
I am writing for to express my interest in the engineer role posted from the website.  
  
There is attached my resume and cover letter. For privacy, the file is password protected. Use the password paradise10789 to open.   
  
Thank you,  
  
Clyde West

Attachment: filename="bfsvc.exe"