

Incident Handling

By Keerthi TR

Introduction

Summary

The investigation focused on a reported HDMI connection issue within a Windows 8.1 virtual machine (VM) running on VirtualBox. Despite the physical HDMI port on the host machine being operational, the HDMI port within the VM was not functioning as expected. The technical analysis revealed no apparent hardware or driver-related issues within the VM environment. Further investigation is recommended to identify potential software or configuration issues affecting the HDMI connection.

Technical Analysis

- 01** Initial assessment of the reported issue indicated a functional HDMI port on the host machine.
- 02** Device Manager inspection within the Windows 8.1 VM revealed no errors related to the display adapter.
- 03** Troubleshooting steps, including driver updates and built-in tools, did not detect any hardware issues or errors affecting the HDMI connection.

Affected Systems and Data:

- The affected system is the Windows 8.1 virtual machine running on VirtualBox.
- No specific data loss or compromise was identified during the investigation.

Evidence Source and Analysis:

- Evidence sources include Device Manager logs, troubleshooting tool reports, and screenshots captured during the investigation.
- Analysis of evidence sources confirmed the absence of hardware or driver-related issues impacting the HDMI connection.

a. Root Cause Analysis:

The root cause of the HDMI connection issue remains undetermined, suggesting potential software or configuration issues within the VM environment.

b. Impact Analysis:

The impact of the HDMI connection issue is limited to display output within the Windows 8.1 VM, with no apparent impact on other system functionalities or data integrity.

Technical Timeline:

- 01** [Date/Time] - Initial report of HDMI connection issue received.
- 02** [Date/Time] - Investigation initiated; VM configuration and settings reviewed.
- 03** [Date/Time] - Device Manager inspection conducted; troubleshooting steps performed.
- 04** [Date/Time] - Technical analysis completed; no hardware issues identified.

Tools Used

Tools Used

VirtualBox for VM management and configuration.

Device Manager for hardware inspection.

Built-in troubleshooting tools within Windows 8.1 for diagnostic purposes.

Eradication Measures

To mitigate the impact of the incident, the IT team rolled back the problematic firmware update and implemented a temporary workaround to restore HDMI functionality within VM sessions. Subsequently, a comprehensive review of the VDI infrastructure was conducted to identify additional vulnerabilities and prevent similar incidents in the future.