KringleCon 4: Calling Birds!

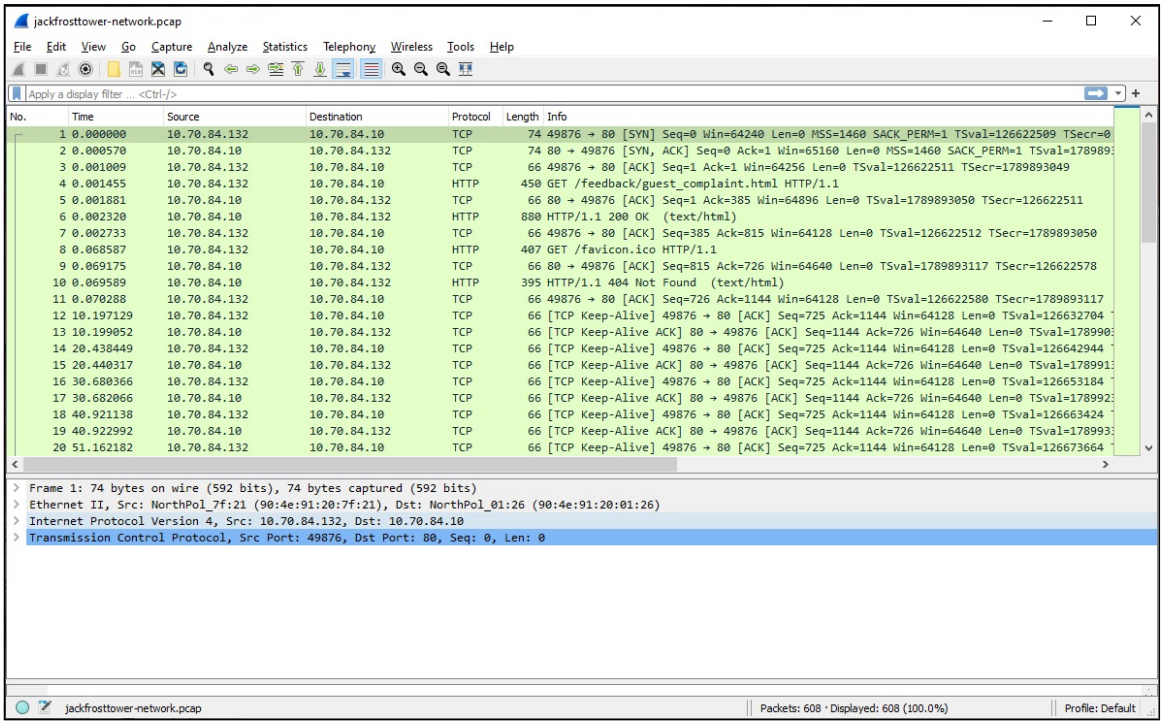
11) Customer Complaint Analysis

1. Click `Map` (Destinations) icon and then click FrostFest `Talks Lobby`
2. Click to talk to `Pat Tronizer`

```
Hrmph. Oh hey, I'm Pat Tronizer.

I'm SO glad to have all these first-rate talks here.

We issued a Call for Talks, but only one person responded… We put him in track 1.

But Jack came up with an ingenious way to borrow additional talks for FrostFest! You can hardly
tell where we got these great speakers!

Anyway, I cannot believe an actual human connected to the Tower network. It’s supposed to be the
domain of us trolls and of course Jack Frost himself.

Mr. Frost has a strict policy: all devices must be RFC3514 compliant. It fits in with our
nefarious plans.

Some human had the nerve to use our complaint website to submit a complaint!

That website is for trolls to complain about guests, NOT the other way around.

Humans have some nerve.
```

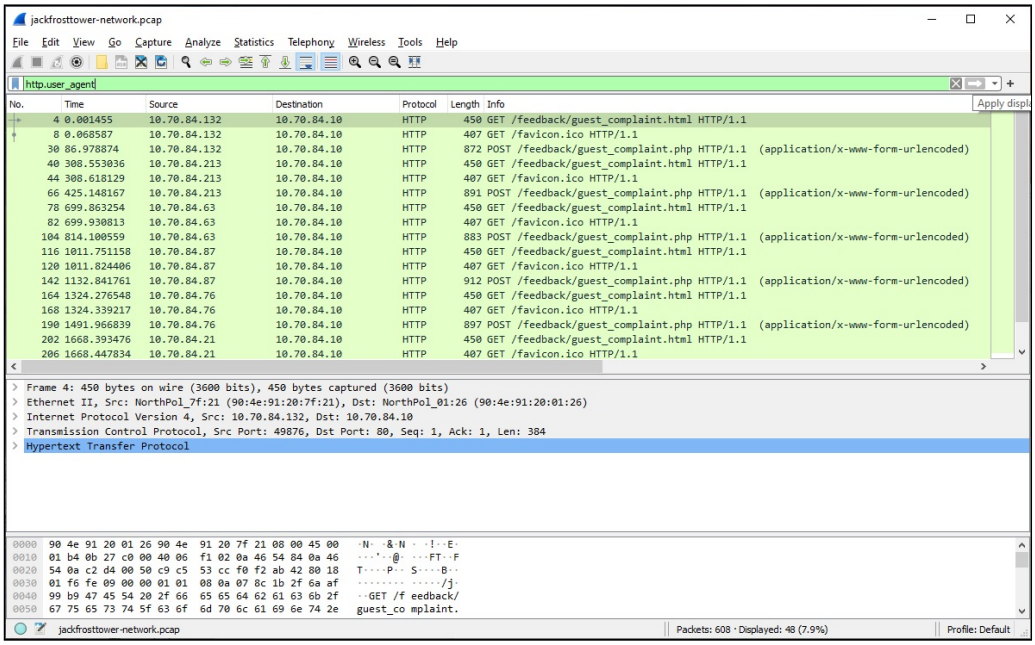
3. Download the `jackfrosttower-network.zip` file
4. Unzip the `jackfrosttower-network.zip` file
5. Start `Wireshark`

7. Open the `jackfrosttower-network.pcap` file

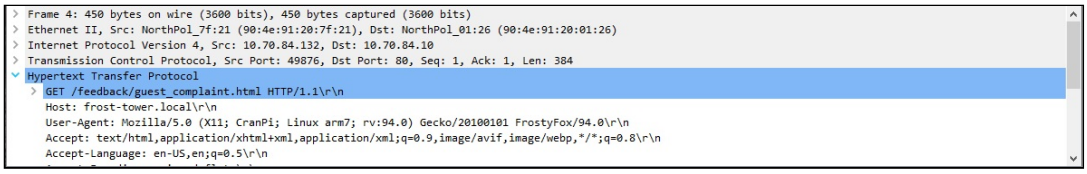


8. Type `http.user_agent` into the Apply a display filter text-box

9. Click the `Apply display filter` button



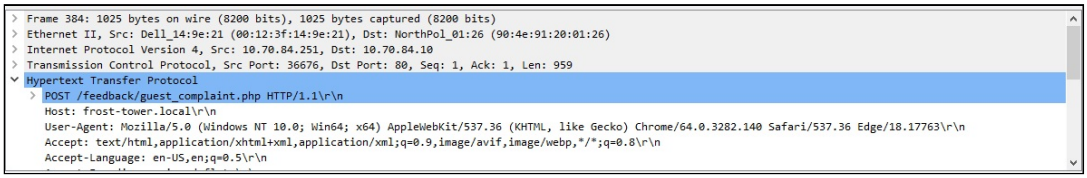
10. Expand the `Hypertext Transfer Protocol` branch in the Packet Details window



`FrostyFox` is the first User-Agent string in the packet capture file

11. Type `http.request.method == "POST" and not(http contains "FrostyFox")` into the Apply a display filter text-box

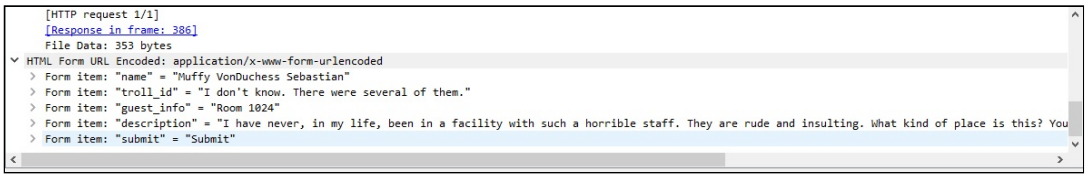
12. Click the `Apply display filter` button



13. Scroll `Down` the Packet Details window

14. Expand the `HTML Form URL Encoded: application/x-www-form-urlencoded` branch in the Packet Details window

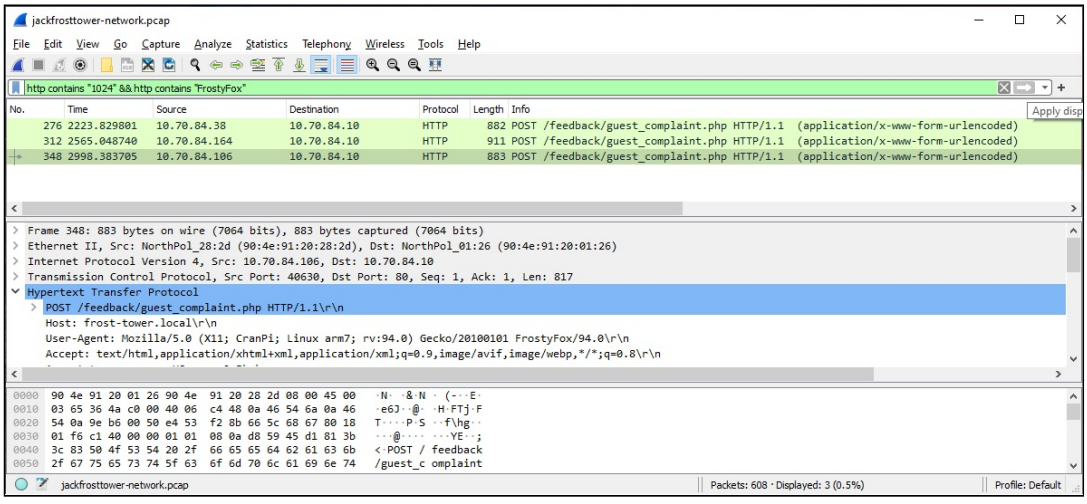
15. Scroll `Down` the window



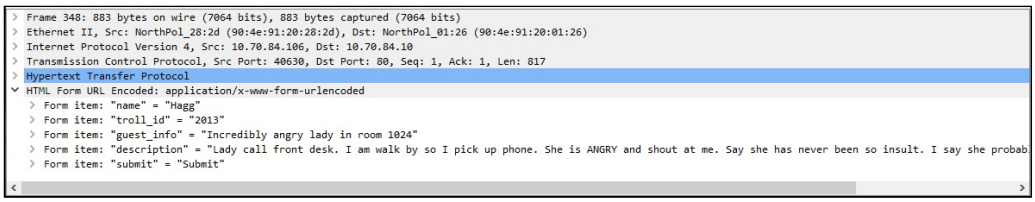
Guest info for Human is `Room 1024`

16. Type `http contains "1024" && http contains "FrostyFox"` into the Apply a display filter text-box

17. Click the `Apply display filter` button

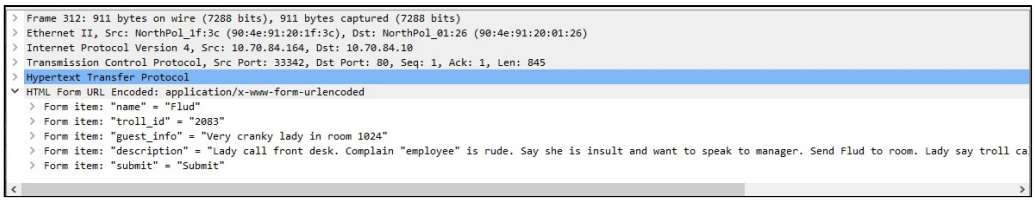


18. Close the `Hypertext Transfer Protocol` branch in the Packet Details window



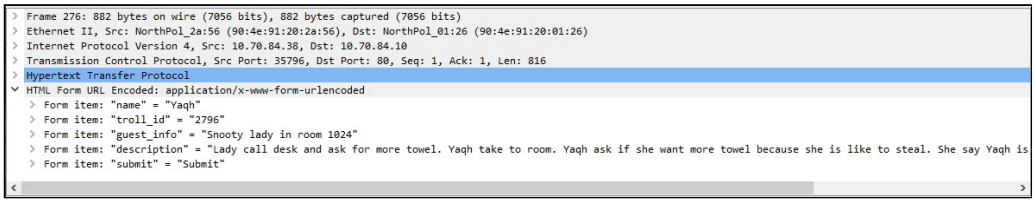
First troll `Hagg`

19. Click packet `312` in the Packet List window



Second troll `Flud`

20. Click packet `276` in the Packet List window

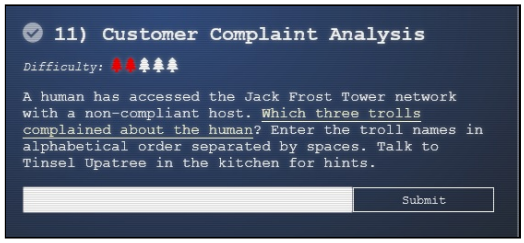


Last troll `Yaqh`

21. Close `Wireshark`

22. Click `Tick` (Objectives) icon

23. Click `11) Customer Complaint Analysis`



24. Type `Flud Hagg Yaqh`

25. Click the `Submit` button