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| --- | --- | --- | --- | --- |
| **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** |
| * Brief description of the alert: "Received phishing alert for a suspicious file download attempt on an employee's computer via email." * Detailed reason for escalating the ticket: "The alert was escalated due to the attachment's verified malicious hash (54e6ea47eb04634d3e87fd7787e2136ccfbcc80ade34f246a12cf93bab527f6b). The email pretended to be from a potential job applicant but included a malicious .exe file, suggesting an attempt to compromise our systems. Immediate further investigation by higher-level security personnel is necessary to assess the extent of the potential breach and to implement containment measures." |

### **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"