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

This ticket needs to be escalated. By looking at the details of the email, I've determined that this is a phishing email. While looking at the subject line of the email, I noticed a spelling error. I also examined the body of the email and noticed many grammatical errors. I also noticed the inconsistent spelling of the sender's name. There is an attachment to the email as well. When the hash of the attachment was analyzed on VirusTotal, it shows that many organizations experienced this phishing email and deemed it to be malicious.

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"