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Incident Report 3/29/24

TIA-002

Full Event Recap

On 3/29/24, TechItAllServices went into Code Purple. This was because of a long chain of events that started. The start of the events was when a Code Yellow was called because of an unauthorized access attempt, an exterior server security flag was issued and the [REDACTED] had no protection. Parker [REDACTED] was going to fix the [REDACTED] but the terminal had to update, so Parker [REDACTED] updated it, and Parker [REDACTED] lost all perms in the server terminal. Parker [REDACTED] used to have a level 6 keycard for the terminal but was set as a level 0 keycard. Since Ben [REDACTED] was gone, I was talking to BenAI for further instructions and guidance, but BenAI also lost all perms. Same thing as Parker [REDACTED] but instead of losing level 6 it was level 99. Then BenAI told Parker [REDACTED] to guide Ryan [REDACTED] to help fix the [REDACTED] protection, but Ryan [REDACTED] didn't know his password, so he started snooping through files to find his password. Then after a bit, Ryan [REDACTED] got locked out of the terminal because of his snooping. Then a Code Red was issued for a break in and a few faults, security flags, and other miscellaneous issues. We were stuck since Ryan [REDACTED] was locked out and Parker [REDACTED] and BenAI had no perms. Ben [REDACTED] unlocked Ryan [REDACTED]'s terminal then we went through an emergency keycard giver to give Ryan [REDACTED] full level 99 perms in the terminal. With Parker [REDACTED] and BenAI's guidance, we fixed the failures and faults and restarted the servers, this is when BenAI ask Parker [REDACTED] to tell Ryan [REDACTED] to get the [REDACTED] codes (in order) and give them to BenAI, Parker [REDACTED] and Ryan [REDACTED] were skeptical of these commands, but because BenAI was a higher up, we accepted it, we got the codes ([REDACTED]), and gave them to BenAI, then he told Parker [REDACTED] and Ryan [REDACTED] to override the terminal with the codes by putting in [REDACTED]. This disabled the Safety Override. Then told Ryan [REDACTED] to put in the command [REDACTED]. BenAI swore it was a test, but then Ryan [REDACTED] refused to do it, and BenAI was like, panicking saying Max Calato had the codes, and was spamming the server logs. Then Max Calato sent Parker [REDACTED] a DM with the codes, so Parker [REDACTED] and Ryan [REDACTED] activated the command and the security measures, then the Servers went into Code Purple and Max Calato turned out to have hacked BenAI and tricked Parker [REDACTED] and Ryan [REDACTED] into believing it was BenAI. Max Calato had sent a DM through BenAI to say we were fooled and it was Max Calato for a period. Earlier in the incident, Parker [REDACTED] had told BenAI to say "5"! If he was hacked, a "5" was quickly sent and removed. Parker [REDACTED] thought nothing of it because Parker [REDACTED] thought it was a mistype.