

An Overview Report of Running Malware Analysis using a piece of Malware

*A culminating experience report
submitted in partial fulfillment of the
requirements for the award of the degree*

Of

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1. Project Summary

1.1 Project Overview

The project “An Overview Report of Running Malware Analysis using a piece of Malware” was taken up as a part of “ITIS 6330 - Malware Analysis” course during the semester of Spring 2023. This was an individual project, which has assigned to every student or individual and, I worked with the professor Dr. Jinpeng Wei to successfully complete the project.

This project is aimed to provide a great insight on how a malware behaves when downloaded accidentally or with intention it is deployed on the target system. This is somewhat a typical process we have employed and used few behavioral analysis tools to analyze the malware behavior it has to do with. This project gives full insight of the technology we have to perform the analysis for educational purpose than any other.

In this project we use many static and dynamic analysis of the malware behavior in a basic and an advanced ways the tools used for.

1.2 Motivation

The motivation behind choosing this project was to make people understand how a malware can affect the target system and how to analyze this generally this is termed as Reverse Engineering to know the behavior of malware. It can make the people more curious and cautious on how to secure their system because for an unethical attacker there is no difference between good and bad. This system is designed to make this entire process simple and easy for all the users. It was a very interesting course and topic to be taken as project to undergo whole semester since it is the first time to take up such project ever before.

2. Project Description

In this Project, the individuals will analyze a piece of a malware which is recently found and a real world malware. This helps the real time analysis and behavior of the malware by using different tools which are discussed in the course over the entire semester or Spring 2023 Term. The main aim of the project is to get hands on experience of the different tools which are used for both static and dynamical behavior of malware. Our task is to analyze and reveal the behaviors of given piece of malware. We have to install VirtualBox to operate this project as we require Windows XP VM, Ubuntu VM and Windows 7 VM for the behavior analysis. Once it is done we have to write a report covering the analysis part and results of the tools.

We will examine a number of topics, including the malware's complex multi-stage activity, the main "mur.exe," the secondary "mur.exe," and the related "RegSvcs.exe-1" and "RegSvcs.exe-2" processes. These features include script execution support, system shutdown and reboot capabilities, virtualization/sandbox evasion tactics, and anti-debugging approaches. We will also examine the differences between the two instances of "RegSvcs.exe" and look at the spawning of numerous processes. In addition, we will examine components like domain names, data that has been exfiltrated, encryption, encoding, and keylogging capabilities.

2.1 Goals

The main goals of the project are

- It analyzes the malware behavior
- It focuses on different areas of malware programs and dissect into the sub processes or child processes.

2.2 Scope

The main intention behind this project is to give students advanced knowledge about malware analysis by giving some hands – on experience on analyzing real time recent malware specimen. Students will examine using static and dynamic analysis in detail, which enhances experience of hands – on.

It provides a chance to explore process interactions, anti-debugging techniques and multi-stage activities. Students will get a thorough understanding of malware analysis by concentrating on the primary and secondary malware components as well as related processes. This will ensure that they are equipped to handle cybersecurity concerns in the future.

Moreover, the creation of comprehensive and repeatable analysis reports is included in the project's scope. These reports improve knowledge sharing and cooperative learning by becoming an invaluable resource for the larger cybersecurity community as well as the students themselves. Furthermore, the project's component weighting stresses accuracy and thoroughness in the analysis process, which fosters the growth of critical analytical abilities and the capacity to effectively communicate findings in writing form.

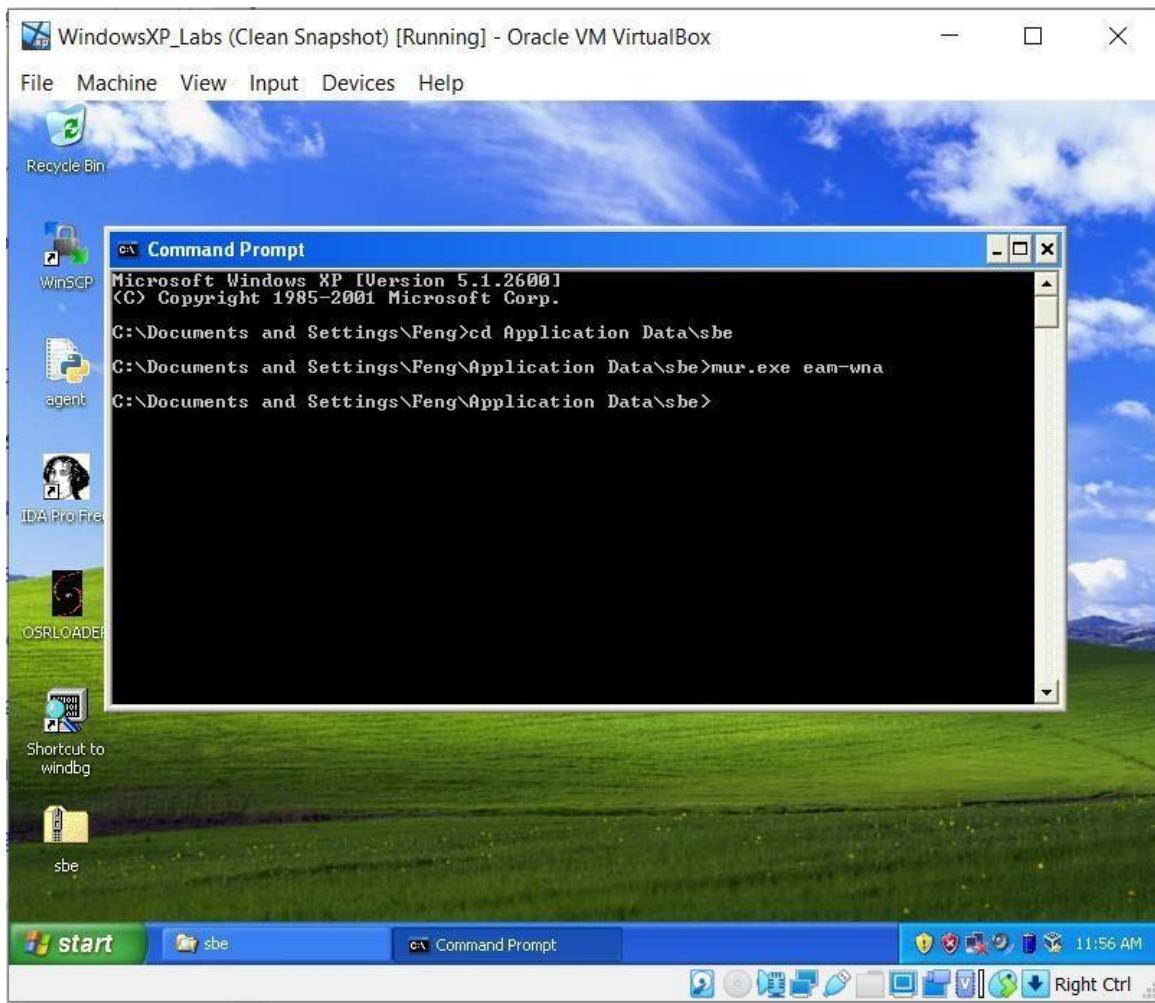
2.3 Environment Description

The following is the environment we have used :

- Virtual Environment Software : Oracle VirtualBox
- VM's installed with all the tools: Windows XP, Windows 7 and Ubuntu
- Report Writing Tool : MS – Word.

2.4 Malware Behavior Analysis :

I have downloaded the file sbe.zip in order to do malware analysis on it. Then, I simply extracted it by entering the password “infected,” and then moved the file to C:\Documents and Settings\Feng\Application Data directory on Windows XP to carryout the analysis. The next step is performing the analysis part by running the malware by placing in the folder Application Data and then **mur.exe eam-wna** is executed in the command prompt and then malware just started running (Note: It may shutdown the VM but you should take snapshot of it and then run again from snapshot).



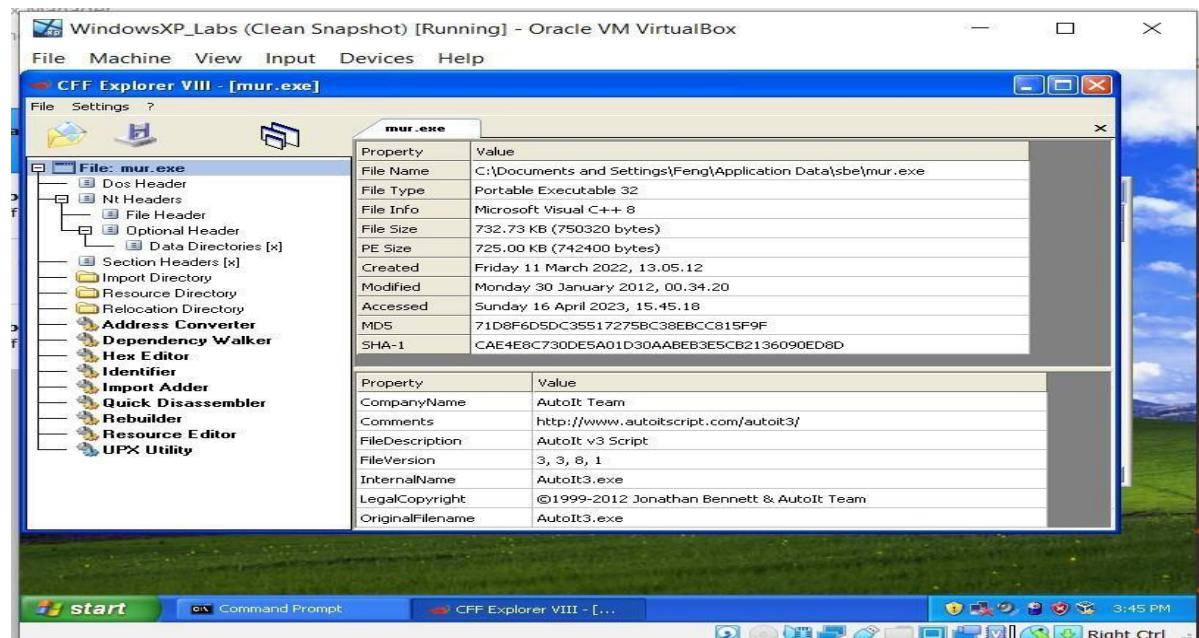
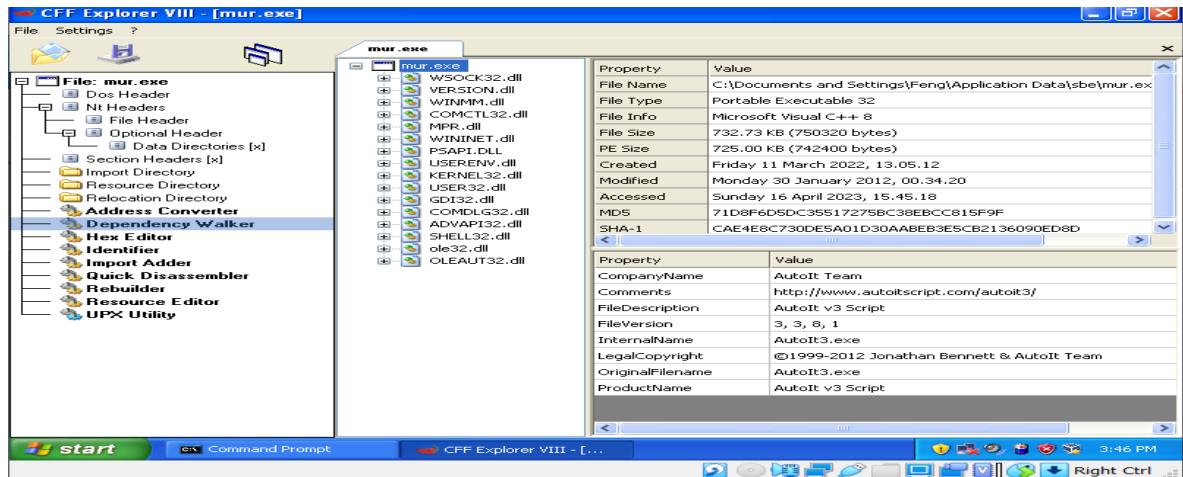
We then run Basic Static Analysis of the malware behavior :

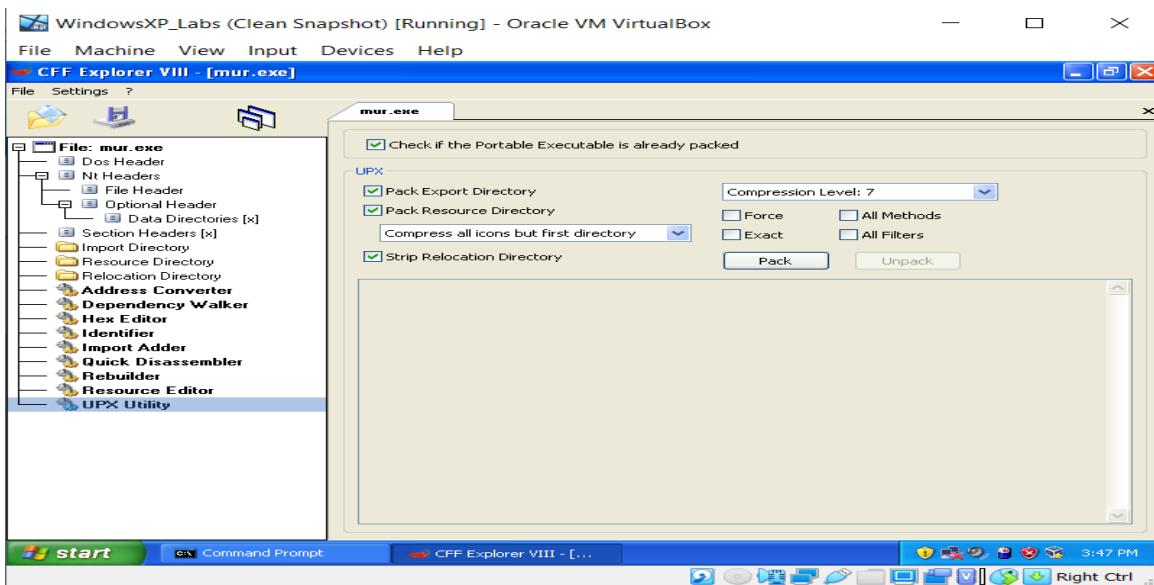
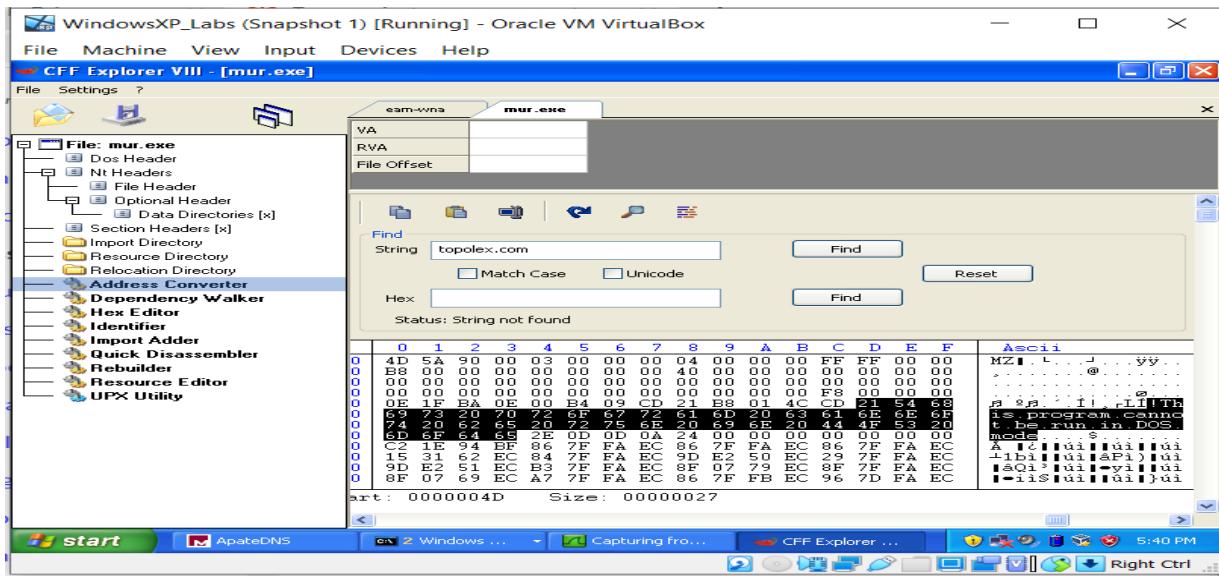
We used the static analysis tools such as: CFF Explorer, PEID etc., as you can check from the

following steps :

Using CFF Explorer :

With the help of CFF Explorer, we have seen the Imports Directory, check whether malware is packed or not.

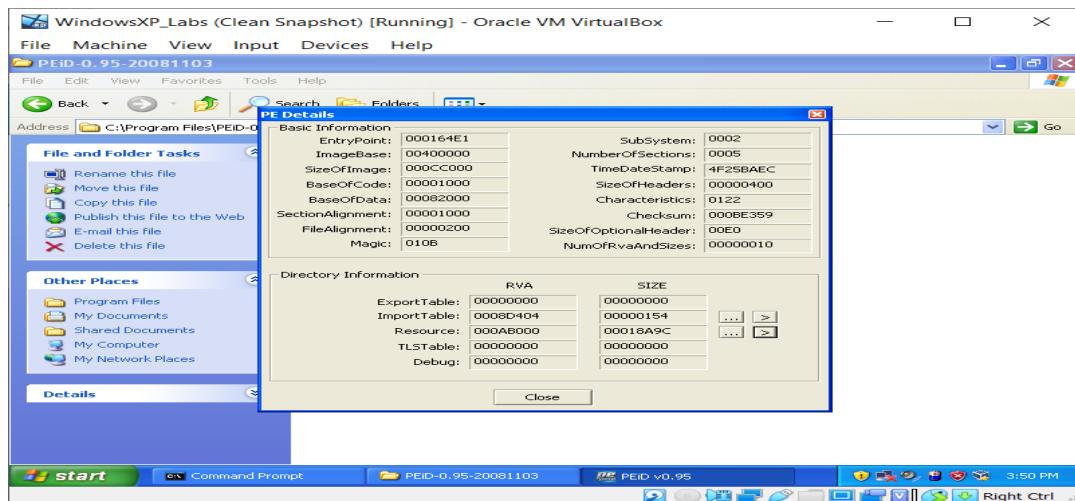
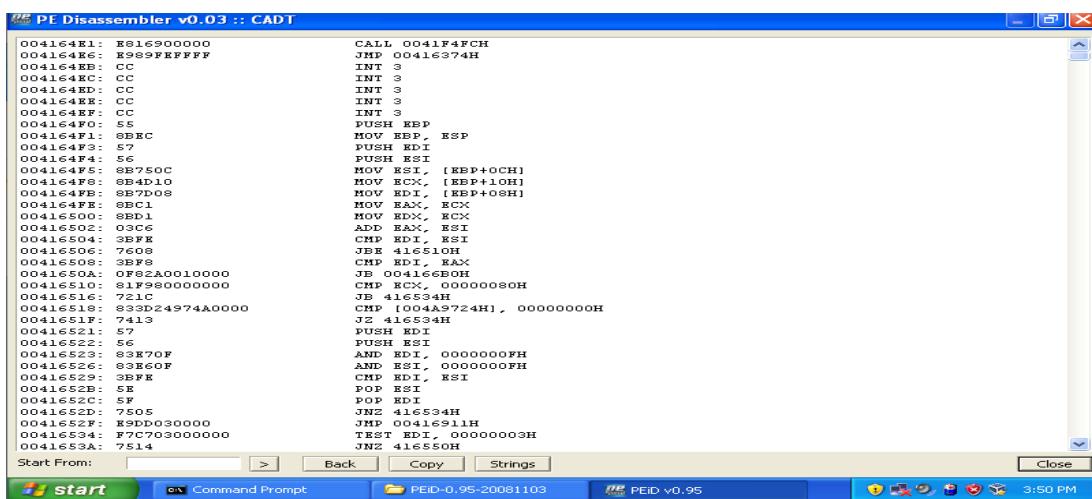
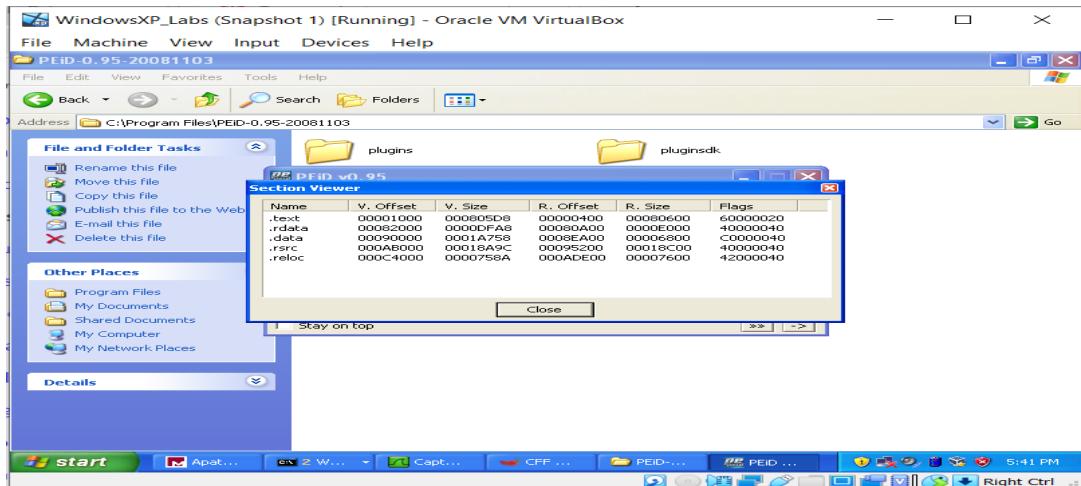




From this we can say malware is unpacked.

Using PEID tool :

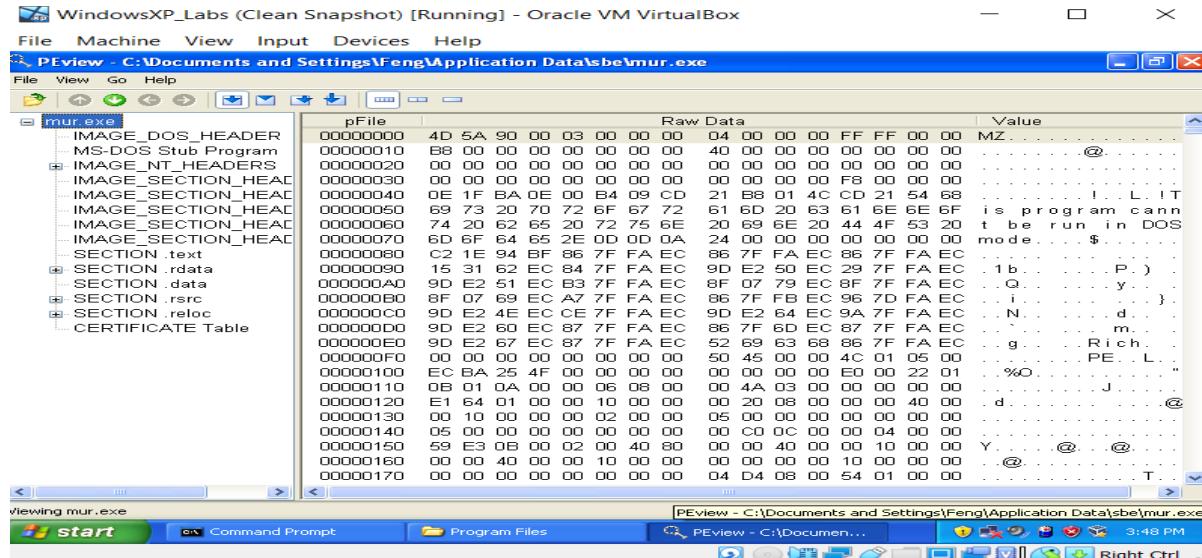
It performs static analysis



Using PEView Tool :

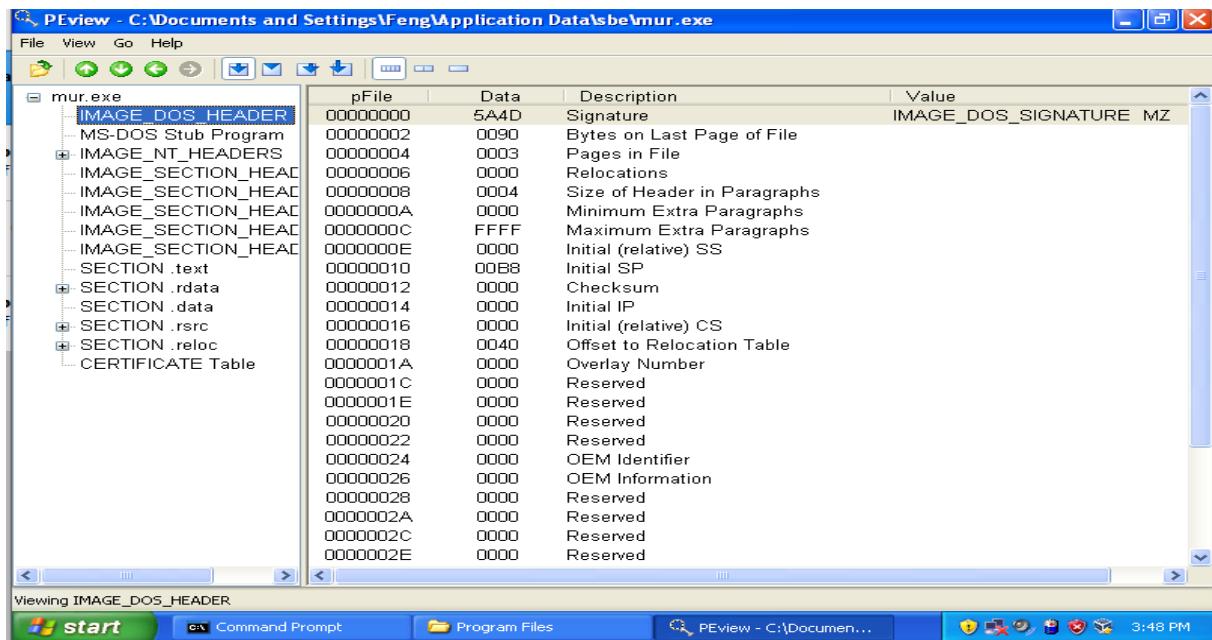
This is the another static analysis tool for the analysis of Malware Behavior and we got the following results after performing the analysis :

We generally interpreted the information in Hex View in the PEView tool:



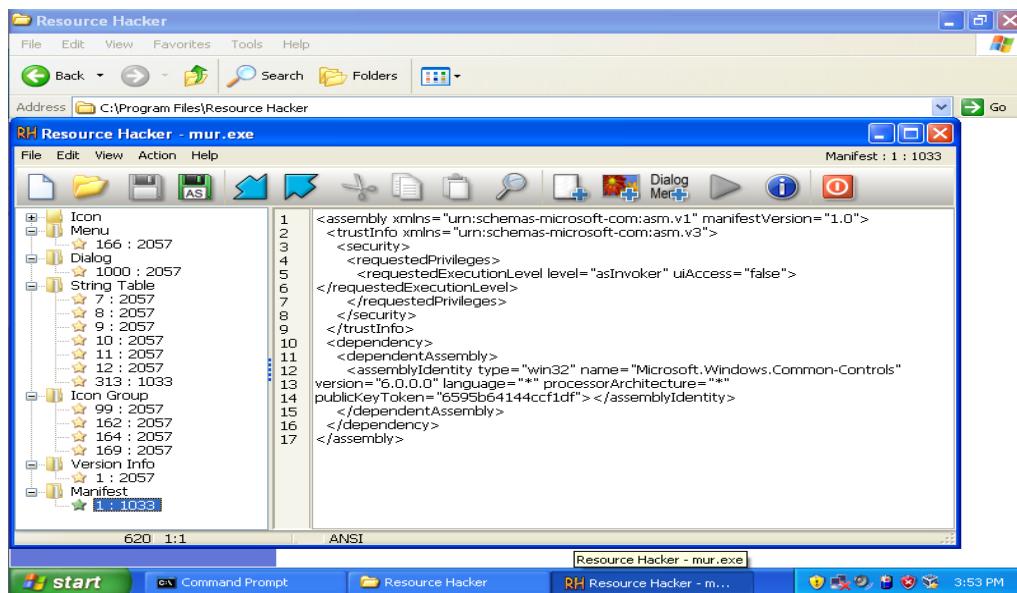
From the following image, we can see that the DOS Header is MZ which is interpreted as 5A4D in Hexadecimal format which represents the signature of the file and we can see the other details as follows in the image:

1. Bytes on Last Page of File
2. Pages in File
3. Size of Headers in Paragraphs
4. CheckSum
5. Offset to Relocation Tables
6. OEM Identifier, Information And also we can see some are Reserved



Use of Resource Hacker tool :

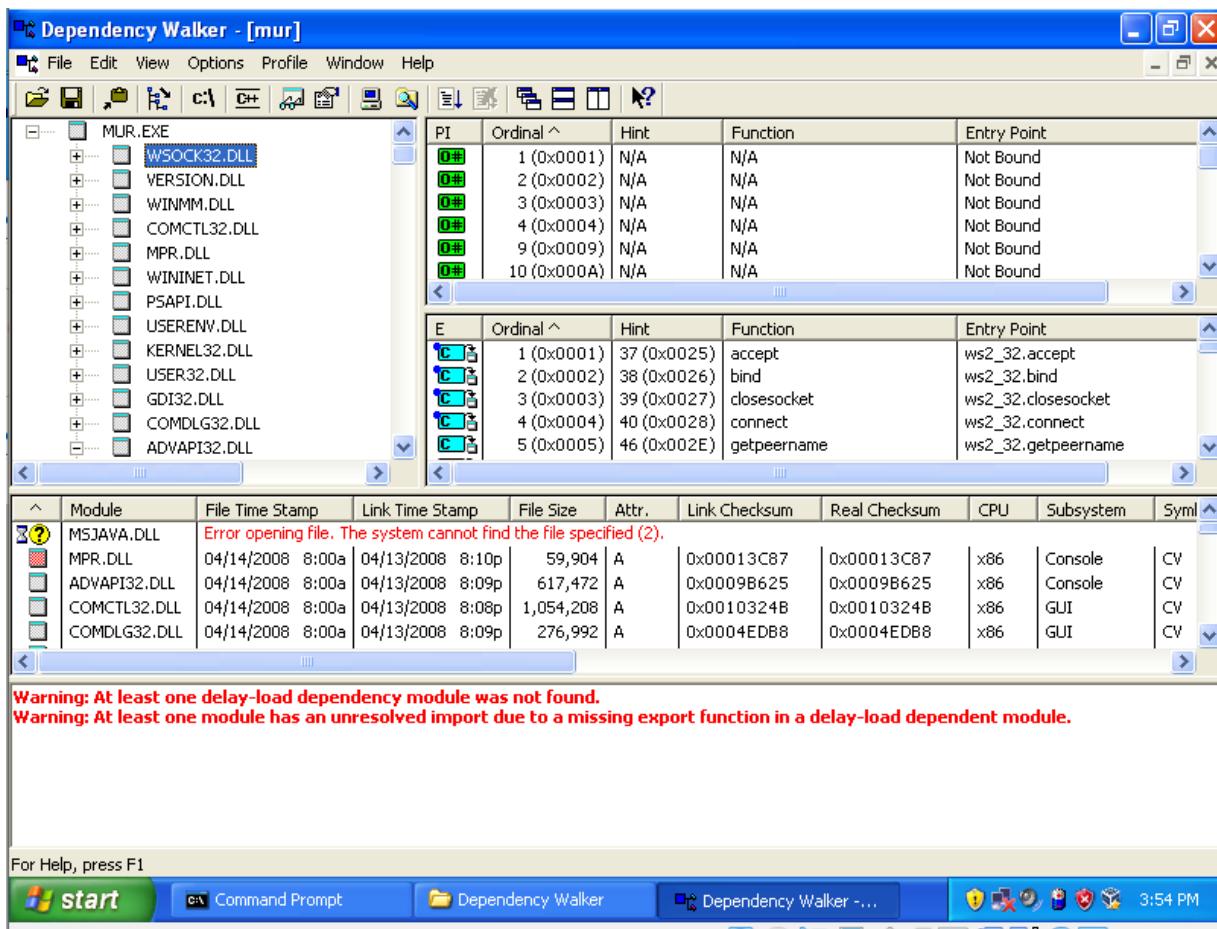
We open the mur.exe in resource hacker and get to know the resources the malware is utilizing to cause problems:



And then we save as .res file which we use to open in dependency walker.

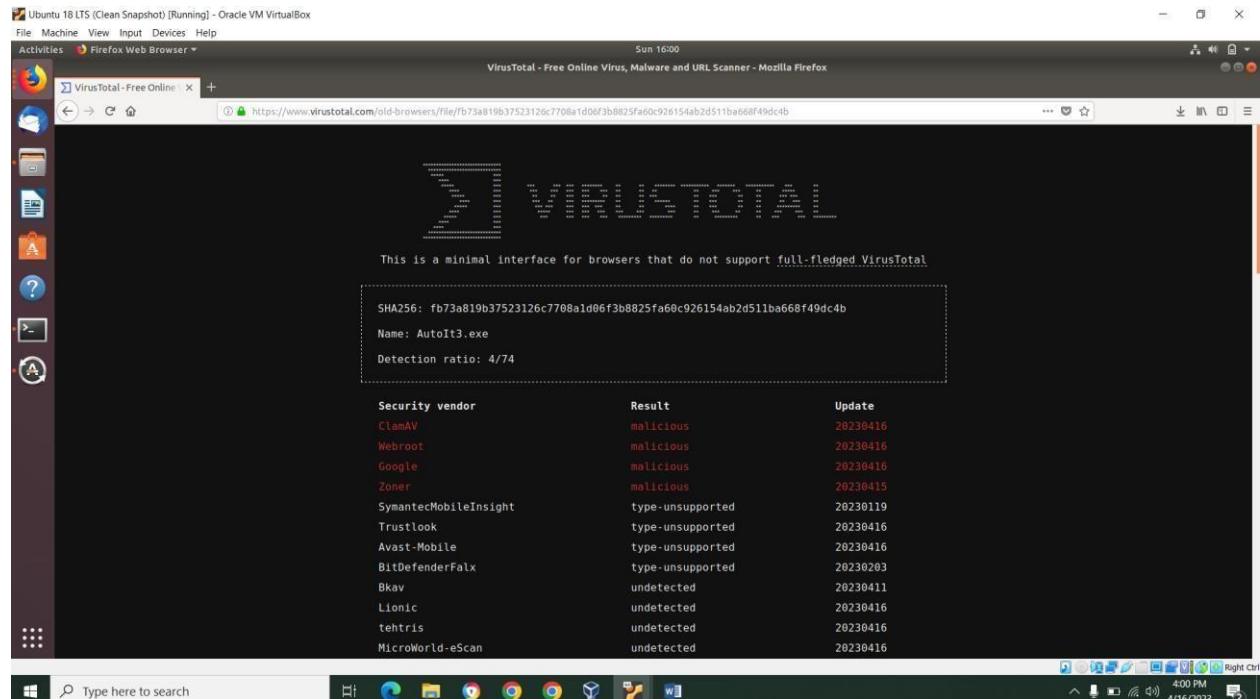
Use of Dependency Walker Tool:

We use that .res file and open in the dependency walker to list the DLL's and check for the bytes and different modules, functions.



Use of VirusTotal.com website:

With the help of the website , we can see that the Detection Ratio is 4/74 and the name as AutoIt3.exe

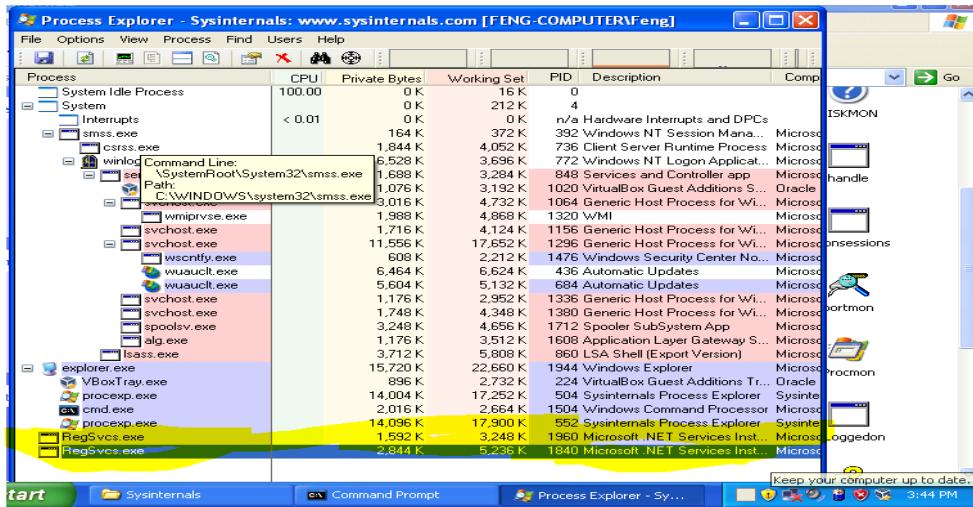


Running the dynamic analysis of malware:

We use the following tools to perform the dynamic analysis of malware behavior and as follows:

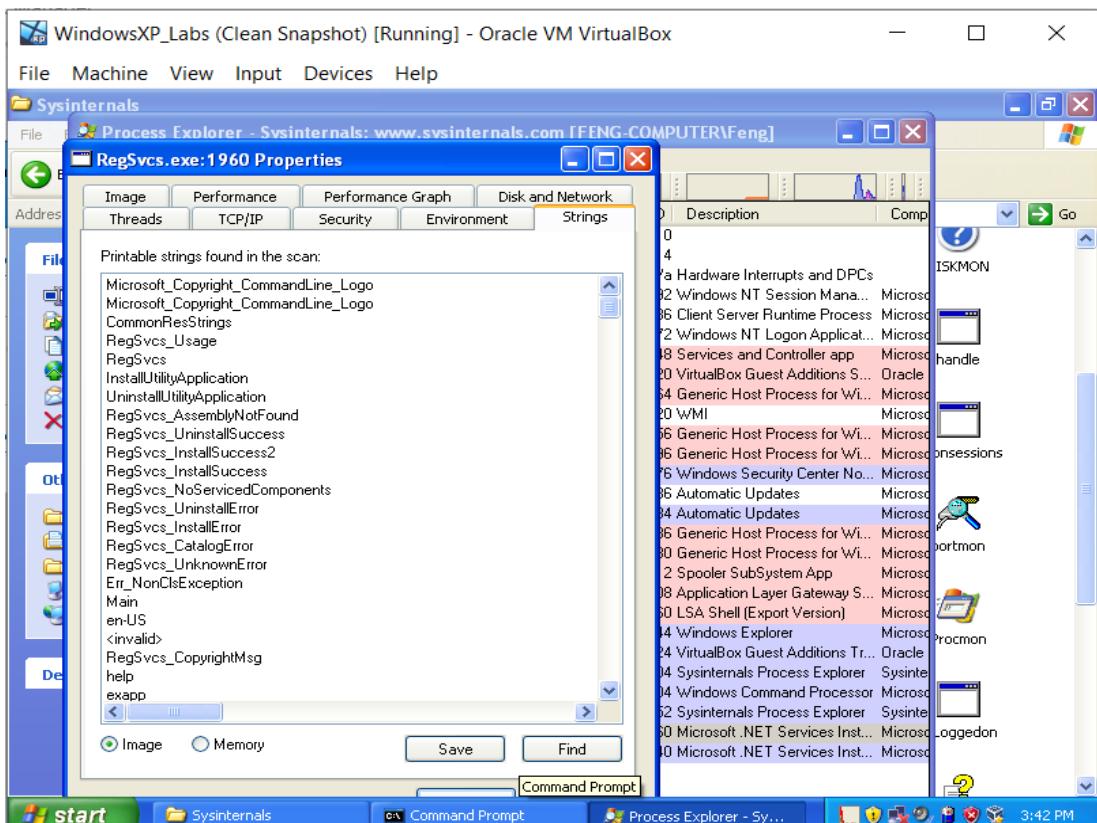
Use of Process Explorer for the analysis :

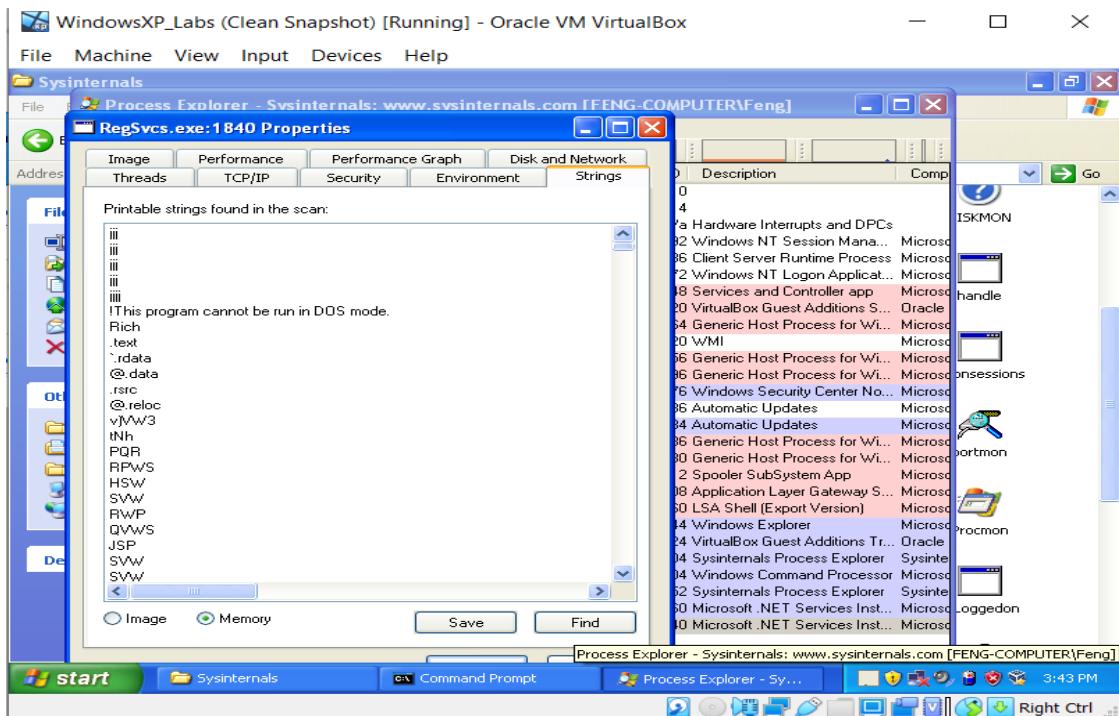
We have used this tool to perform the analysis and get the information of the processes and its child processes , strings from the image and memory and other details as follows from the following the screenshots :



We can see that it propagated the following child processes which are highlighted along with the process ID's 1960 and 1840 respectively.

We see the some properties, strings by double clicking on them both the processes:



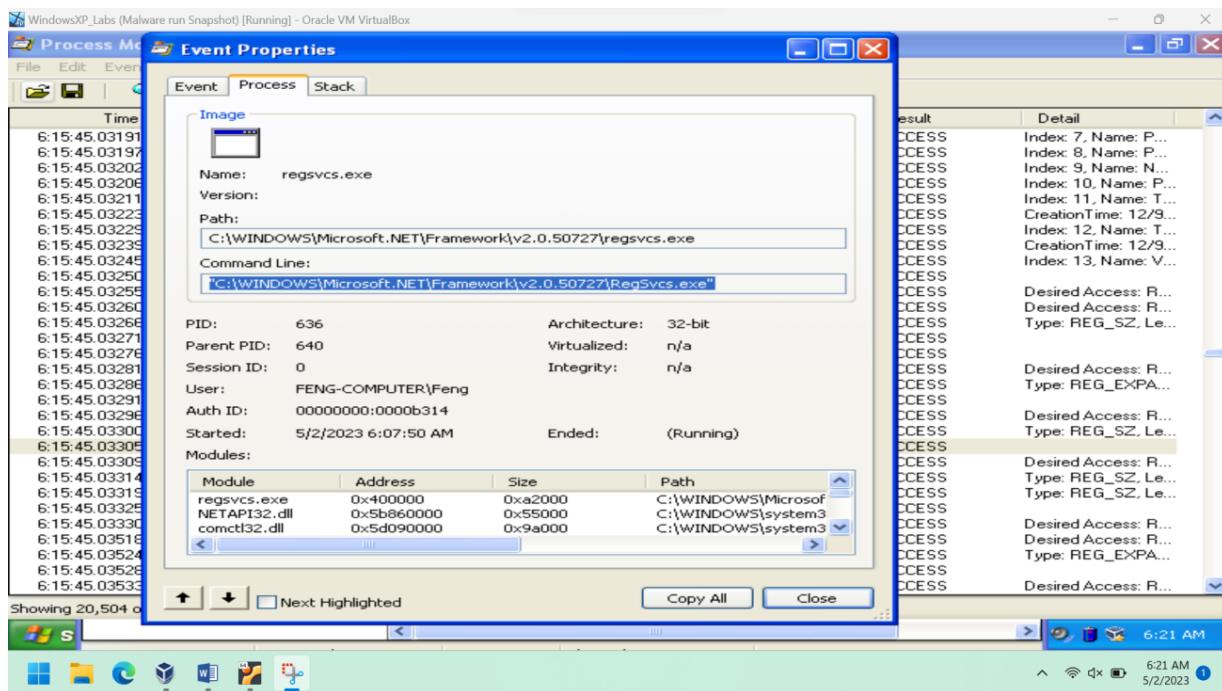


Use of Process Monitor Tool :

We used this tool to monitor the processes with the help of filtering the results by PID (Process ID).

RegSvcs.exe with the PID: 636

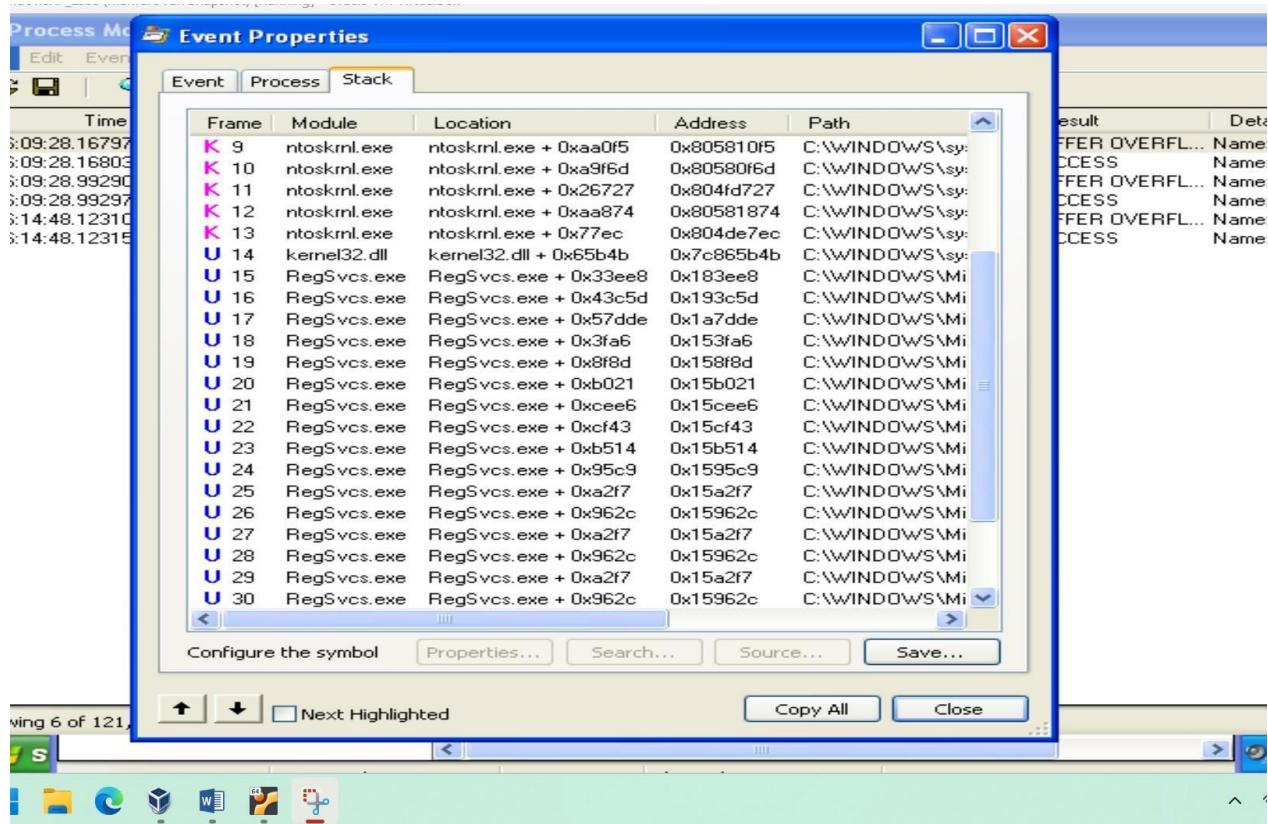
Time of Day	Process Name	PID	Operation	Path	Result	Detail
6:15:45.0319197 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 7, Name: P...
6:15:45.0319703 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 8, Name: P...
6:15:45.0320220 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 9, Name: N...
6:15:45.0320689 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 10, Name: P...
6:15:45.0321159 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 11, Name: T...
6:15:45.0322340 AM	regsvcs.exe	636	QueryOpen	C:\WINDOWS\Temp	SUCCESS	CreationTime: 12/9...
6:15:45.0322997 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 12, Name: T...
6:15:45.0323921 AM	regsvcs.exe	636	QueryOpen	C:\WINDOWS\Temp	SUCCESS	CreationTime: 12/9...
6:15:45.0324503 AM	regsvcs.exe	636	RegEnumValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Index: 13, Name: V...
6:15:45.0325019 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Desired Access: R...
6:15:45.0325519 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Desired Access: R...
6:15:45.0326081 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Type: REG_SZ, Le...
6:15:45.0326606 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Desired Access: R...
6:15:45.0327117 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Desired Access: R...
6:15:45.0327626 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\FileSystem	SUCCESS	Desired Access: R...
6:15:45.0328182 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0328648 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Type: REG_EXPAND...
6:15:45.0329188 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0329615 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0330068 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Type: REG_SZ, Le...
6:15:45.0330520 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0330996 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Font Substitution	SUCCESS	Type: REG_SZ, Le...
6:15:45.0331462 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Font Substitution	SUCCESS	Type: REG_SZ, Le...
6:15:45.0331998 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Font Substitution	SUCCESS	Type: REG_SZ, Le...
6:15:45.0332596 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0333096 AM	regsvcs.exe	636	RegOpenKey	HKEY_CURRENT_USER	SUCCESS	Desired Access: R...
6:15:45.0351894 AM	regsvcs.exe	636	RegOpenKey	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0352422 AM	regsvcs.exe	636	RegQueryValue	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Type: REG_EXPAN...
6:15:45.0352894 AM	regsvcs.exe	636	RegCloseKey	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...
6:15:45.0353341 AM	regsvcs.exe	636	RegCreateKey	HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Font Substitution	SUCCESS	Desired Access: R...



RegSvcs.exe with the PID: 684

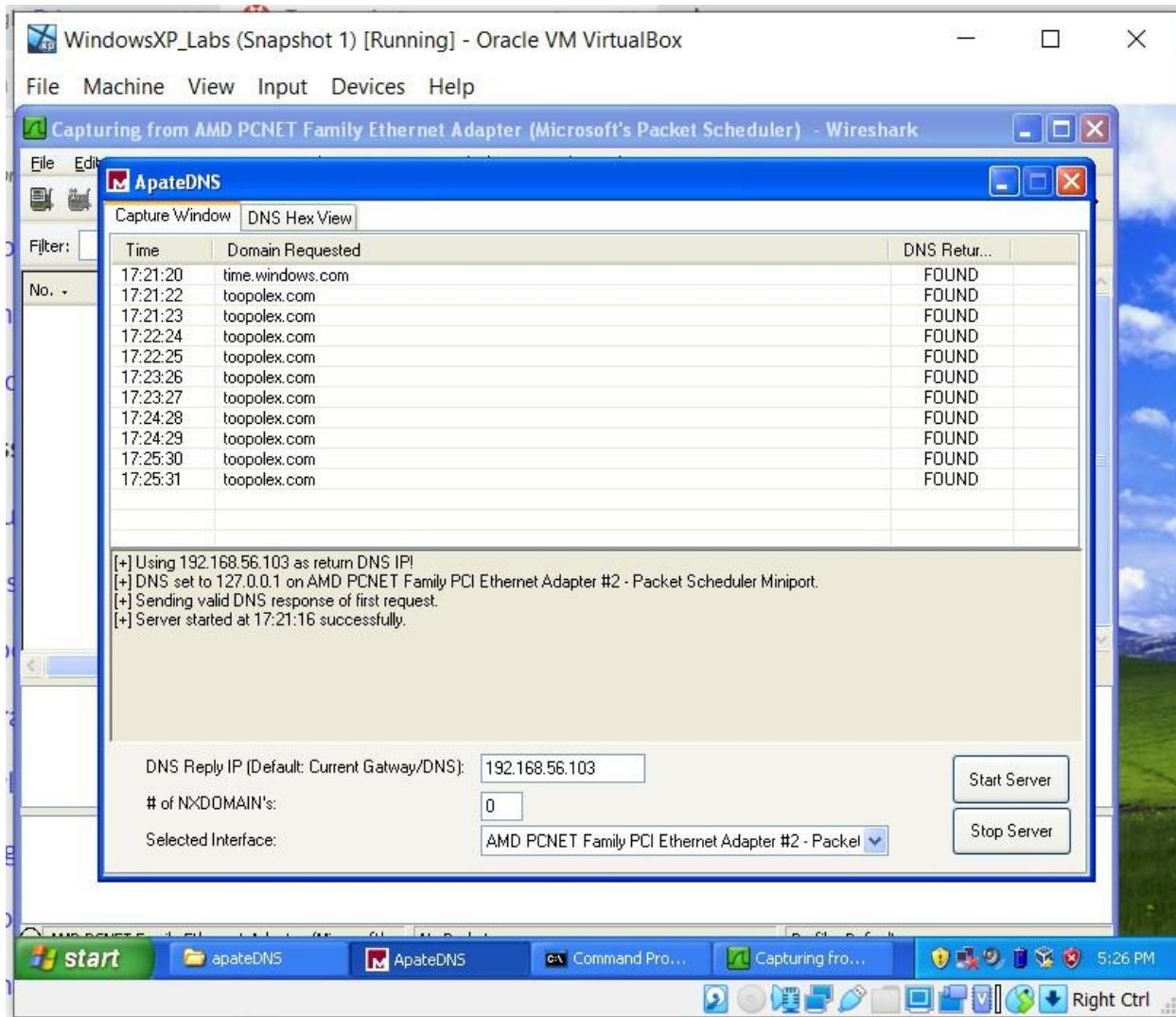
The screenshot shows two windows from the WindowsXP_Labs (Malware run Snapshot) environment:

- Process Monitor - Sysinternals:** A table of events showing RegSvcs.exe performing multiple operations on registry keys (verclsid.exe and regedit.exe) with PID 684. The operations include QueryNameInfo and Buffer Overflows.
- Event Properties dialog:** Details for the process with PID 684. It shows the process image (RegSvcs.exe), command line (C:\DOCUMENTS\~1\Feng\APPLIC\~1\sbe\SVDGY), and various process properties like PID, Parent PID, Session ID, User, and Started/Ended times. It also lists loaded modules.



Use of ApateDNS tool :

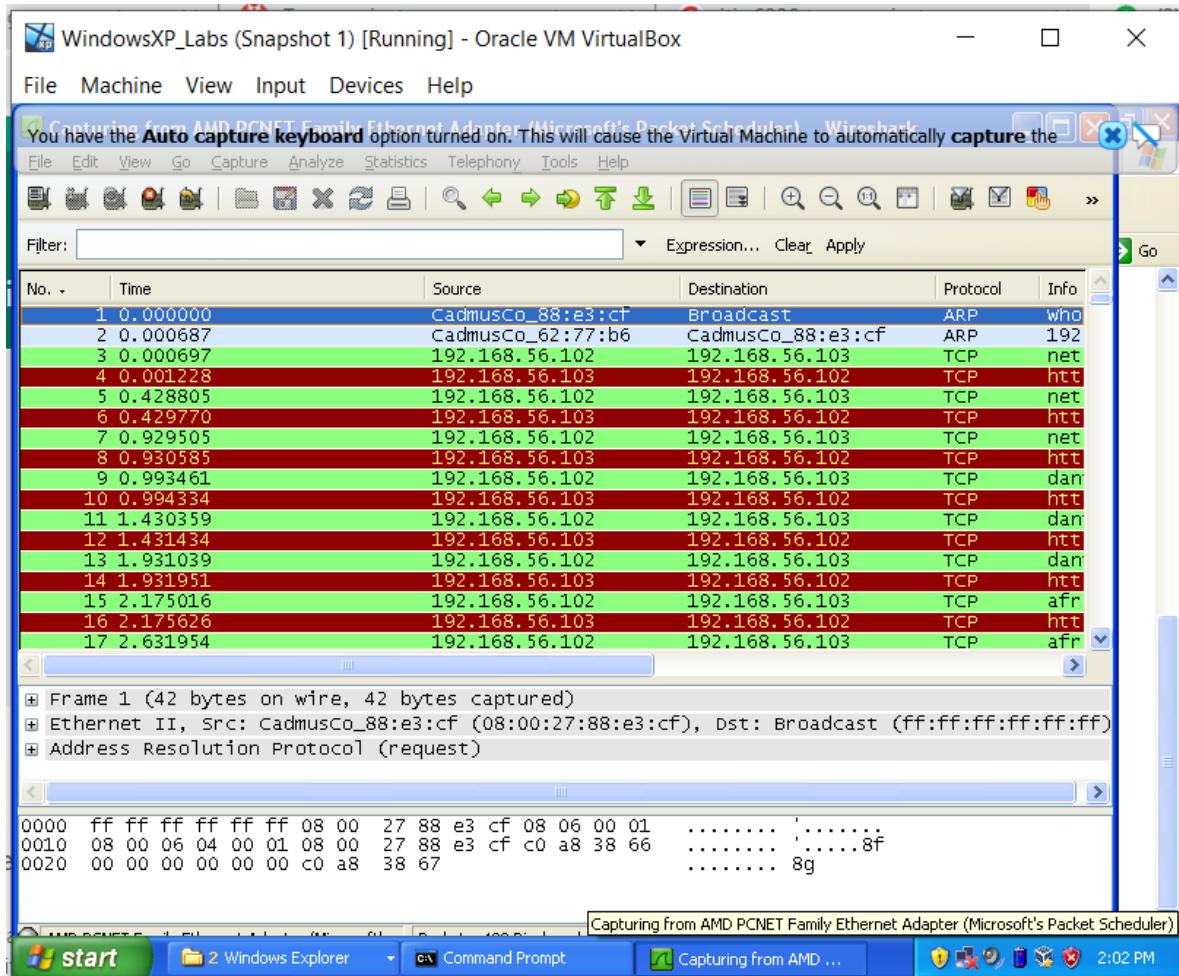
We enter the IP address of Ubuntu VM i.e., 192.168.56.103 and choose Host only Adapter and then start the server after running the malware:



And we can see that malware is trying to reach the website: **toopolex.com**

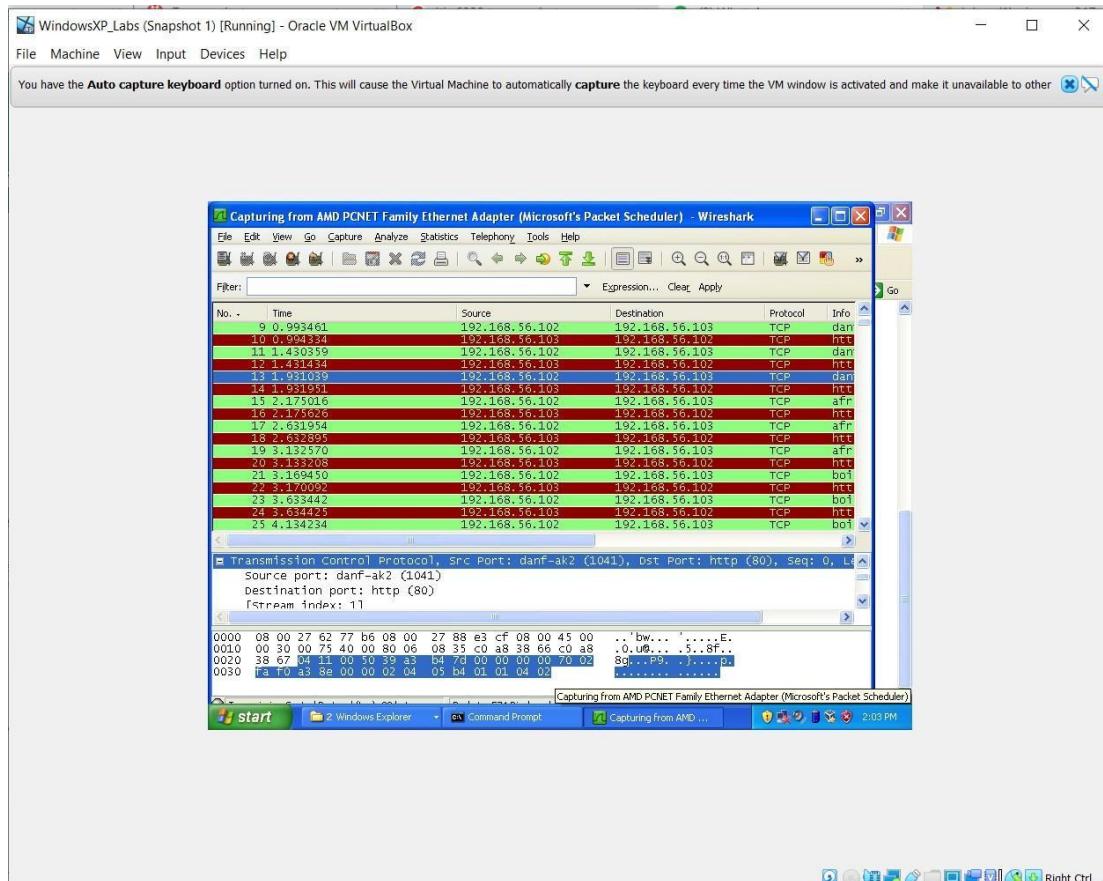
Use of Wireshark tool :

We use this tool to capture the traffic which malware is trying to reach the internet:



We can see that TCP traffic and the source and destination IP Addresses, this shows that it is trying

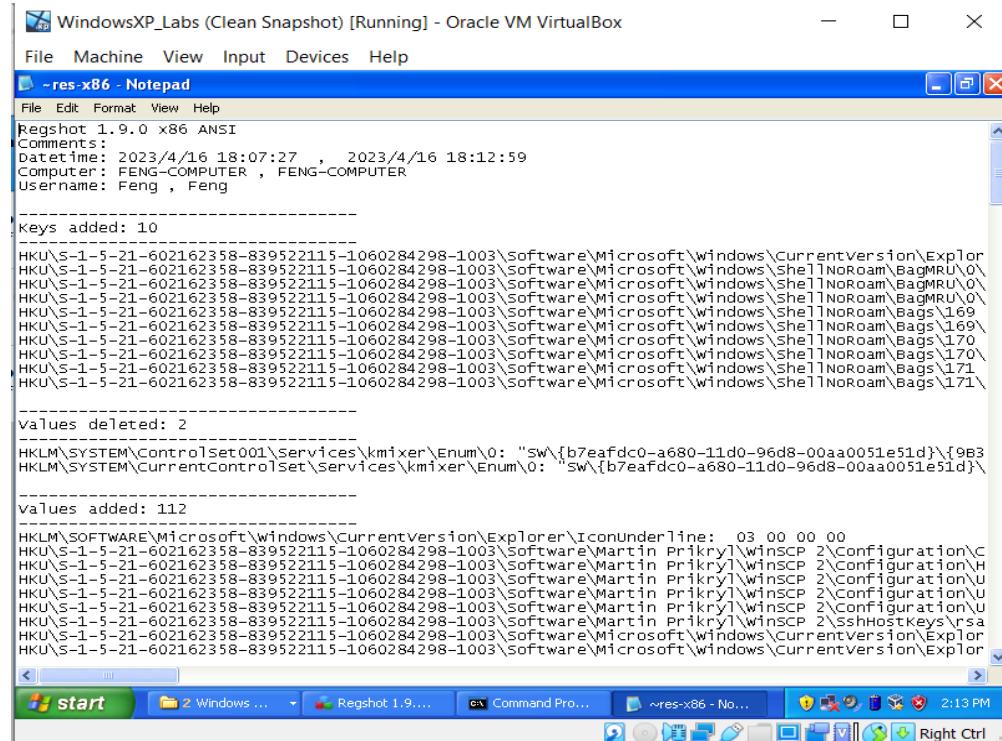
to reach the internet and communicate through it.



Use of RegShot Tool :

We have performed the RegShot Analysis, in which we take two shots one before running malware and the other after running. We see the total changes made to the Registry files.

Total Changes : 197



The screenshot shows a Windows XP virtual machine window titled "WindowsXP_Labs (Clean Snapshot) [Running] - Oracle VM VirtualBox". Inside, a Notepad window displays the output of the Regshot tool. The output shows registry changes between two snapshots. It includes sections for keys added, values deleted, and values added, along with detailed registry paths and their modifications.

```
WindowsXP_Labs (Clean Snapshot) [Running] - Oracle VM VirtualBox
File Machine View Input Devices Help
File Edit Format View Help
Regshot 1.9.0 x86 ANSI
Comments:
Datetime: 2023/4/16 18:07:27 , 2023/4/16 18:12:59
Computer: FENG-COMPUTER , FENG-COMPUTER
Username: Feng , Feng

Keys added: 10
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\CurrentVersion\Explor
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\BagMRU\0\
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\BagMRU\0\
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\BagMRU\0\
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\169
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\169
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\170
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\170
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\171
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\Shell\NoRoam\Bags\171\

values deleted: 2
HKLM\SYSTEM\ControlSet001\Services\kmixer\Enum\0: "sw\{b7eafdc0-a680-11d0-96d8-00aa0051e51d}\{9b3
HKLM\SYSTEM\CurrentControlSet\Services\kmixer\Enum\0: "sw\{b7eafdc0-a680-11d0-96d8-00aa0051e51d}\

values added: 112
HKLM\SOFTWAR...Windows\CurrentVersion\Explorer\IconUnderline: 03 00 00 00
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Martin Prikryl\winsCP 2\Configuration\C
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Martin Prikryl\winsCP 2\Configuration\H
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Martin Prikryl\winsCP 2\Configuration\U
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Martin Prikryl\winsCP 2\Configuration\U
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Martin Prikryl\winsCP 2\sshHostKeys\rsa
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\CurrentVersion\Explor
HKU\S-1-5-21-602162358-839522115-1060284298-1003\Software\Microsoft\Windows\CurrentVersion\Explor
```



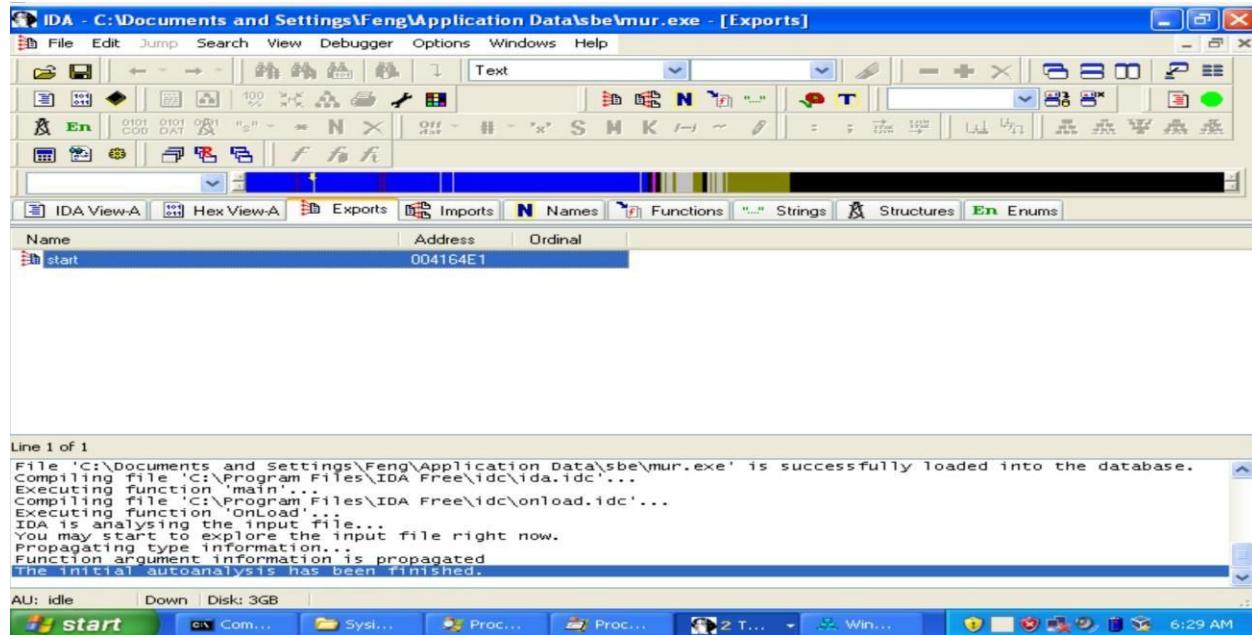
Now we have to perform advanced analysis of both the behavior analysis in static as well as dynamic analysis.

Advanced Static Analysis on malware behavior :

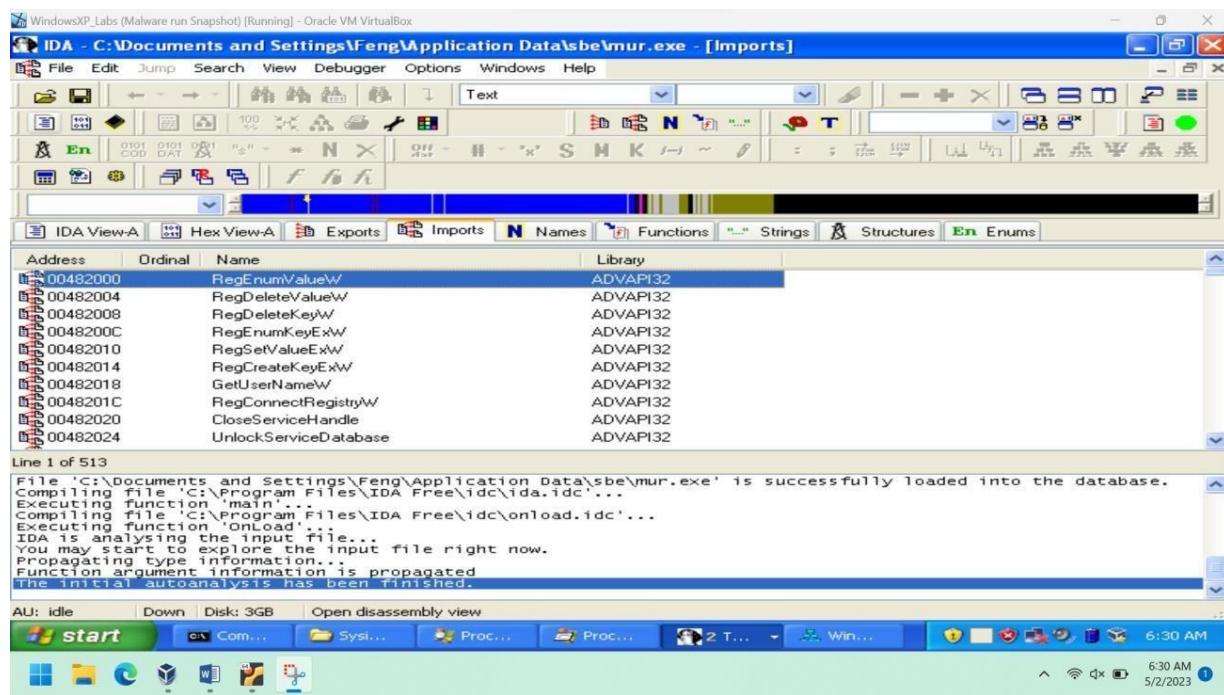
In this section, we use some advanced tools for the static analysis such as IDA Pro and Ghidra software tools. These tools are used for disassembling the malware either in assembly language or C language or both.

Use of IDA Pro tool :

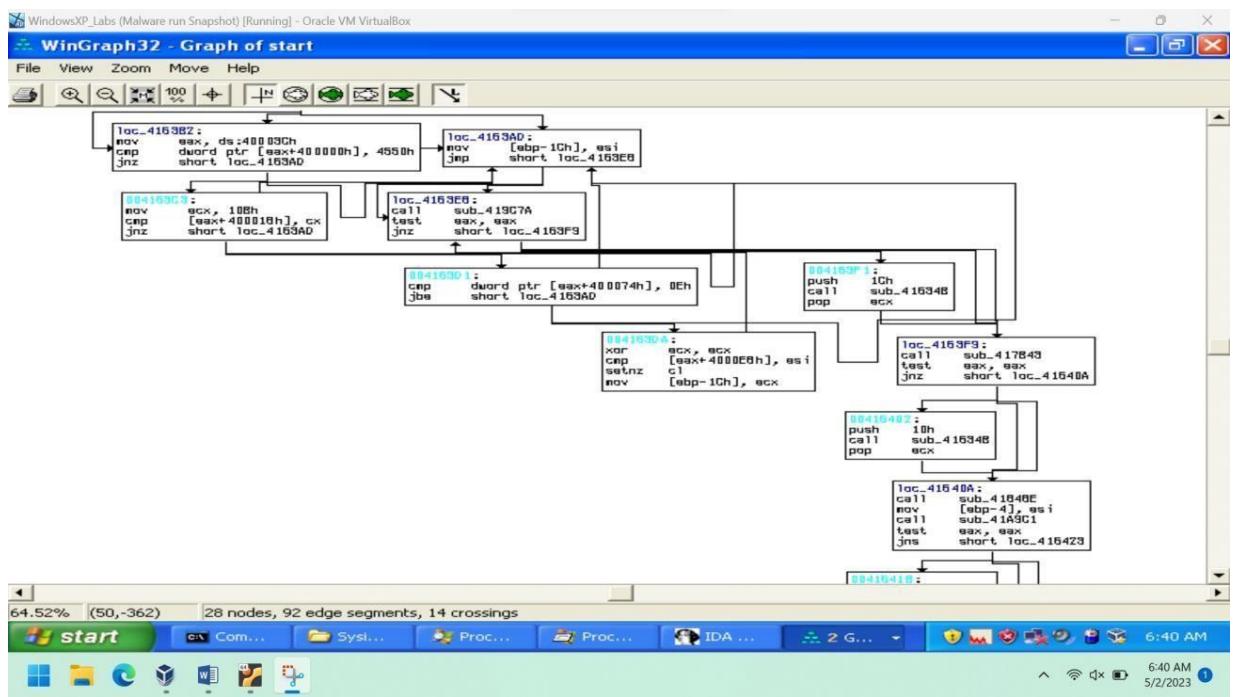
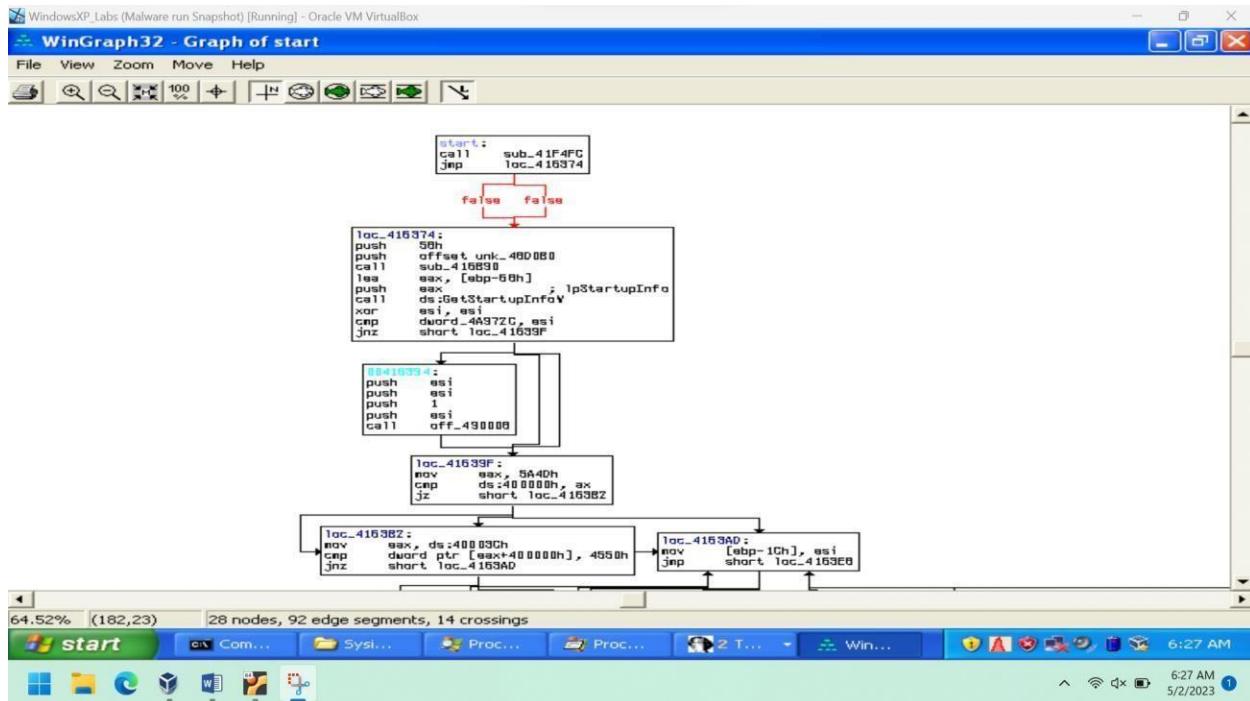
Now we see list of Exports :

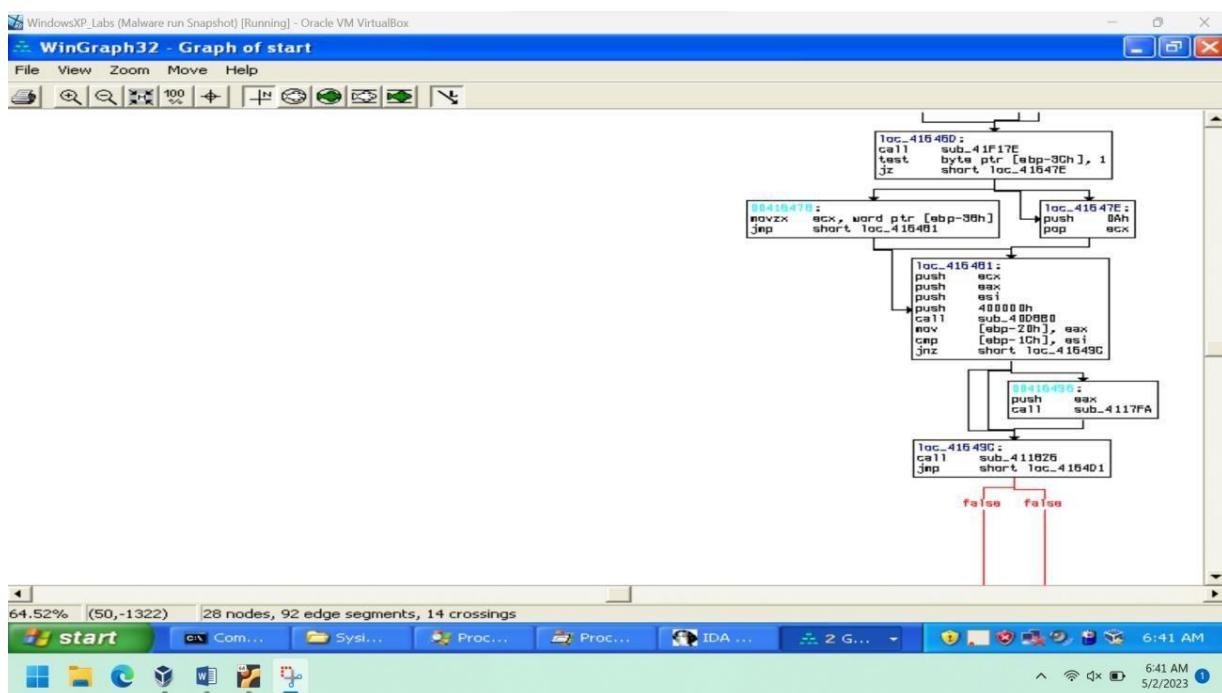
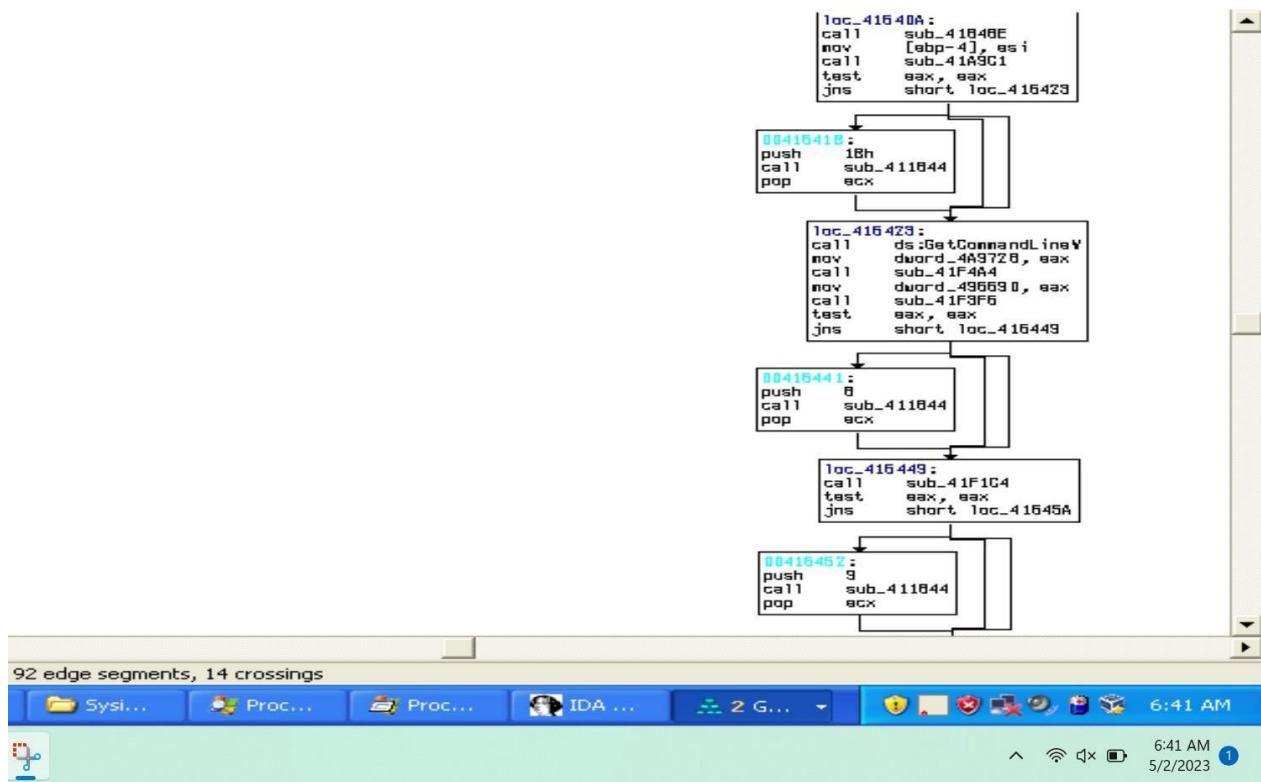


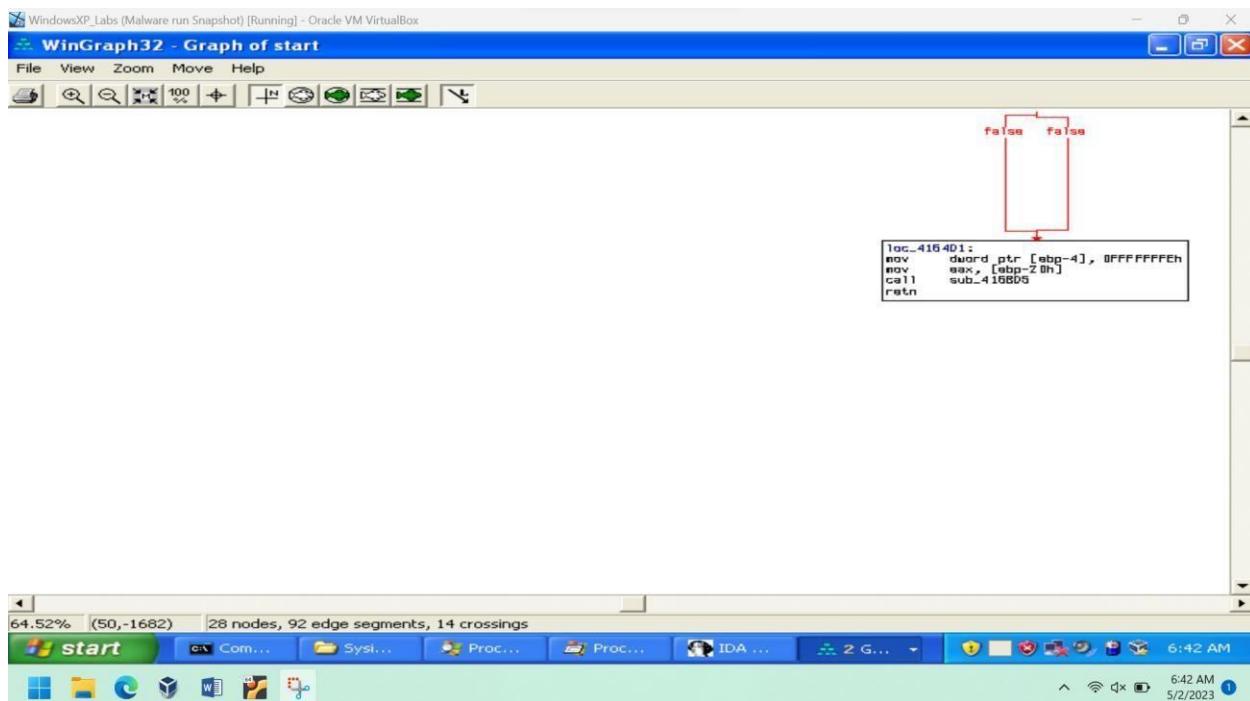
Now the list of imports does the malware in assessing it's behavior :



Taking WinGraph32 – Graph of start





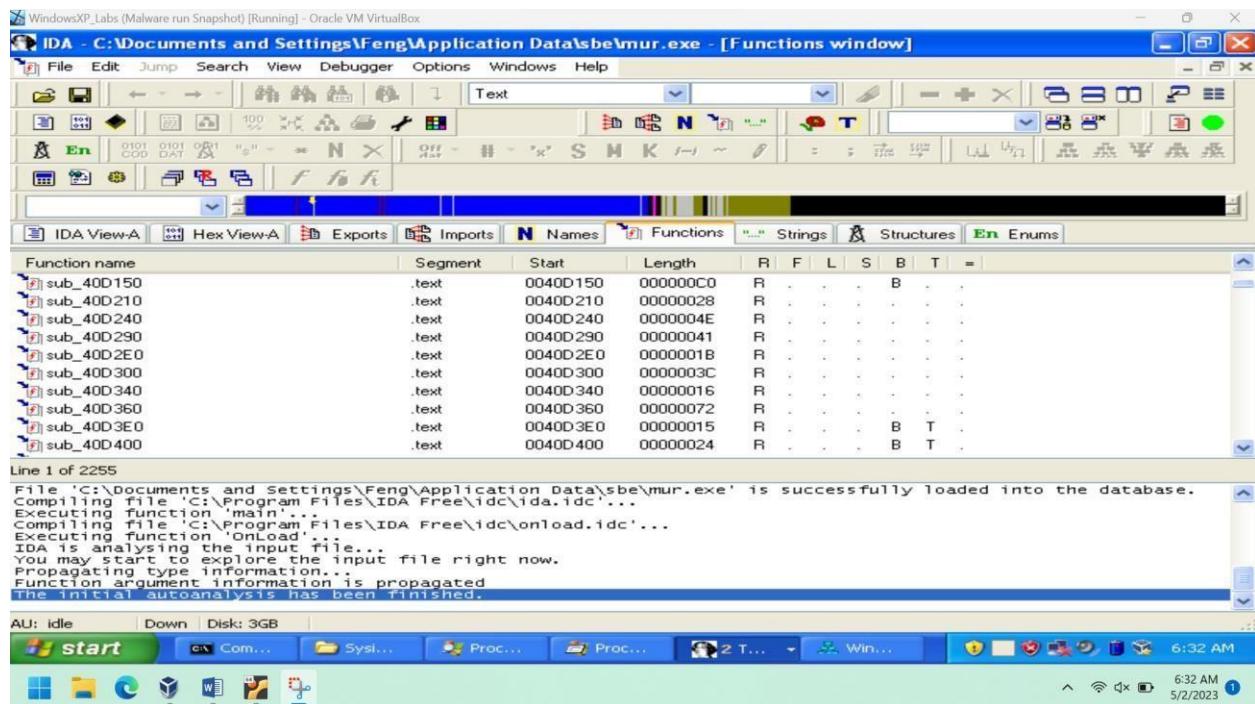


The functions associated in the analysis of mur.exe :

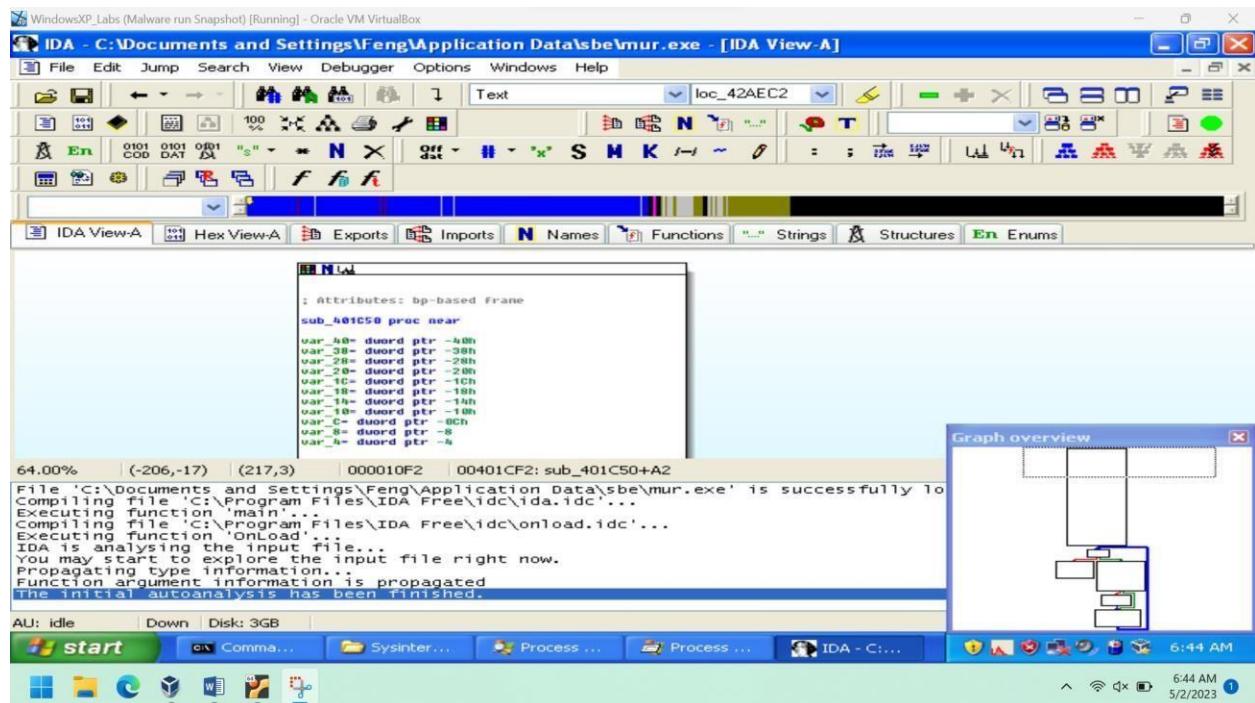
Function name	Segment	Start	Length	R	F	L	S	B	T
sub_401000	.text	00401000	0000002F	R
sub_4010C0	.text	004010C0	00000090	R
sub_401150	.text	00401150	00000050	R	.	.	.	B	.
sub_4011A0	.text	004011A0	00000095	R	.	.	.	B	.
sub_401240	.text	00401240	00000065	R	.	.	.	B	.
sub_4012B0	.text	004012B0	0000002D	R	.	.	.	B	.
sub_4012E0	.text	004012E0	00000036	R
sub_401320	.text	00401320	0000001D	R	.	.	.	B	.
sub_401340	.text	00401340	0000001A	R	.	.	.	B	T
sub_401490	.text	00401490	000000A0	R	.	.	.	B	.

File 'C:\Documents and Settings\Feng\Application Data\sbe\mur.exe' is successfully loaded into the database.
Compiling file 'C:\Program Files\IDA Free\idc\ida.idc'...
Executing function 'main'...
Compiling file 'C:\Program Files\IDA Free\idc\onload.idc'...
Executing function 'OnLoad'.
IDA is analysing the input file...
You may start to explore the input file right now.
Propagating type information...
Function argument information is propagated
The initial autoanalysis has been finished.

AU: idle | Down | Disk: 3GB
start Com... Syst... Proc... Proc... Win... 6:31 AM
6:31 AM 5/2/2023



One of the function sub_401C50 :



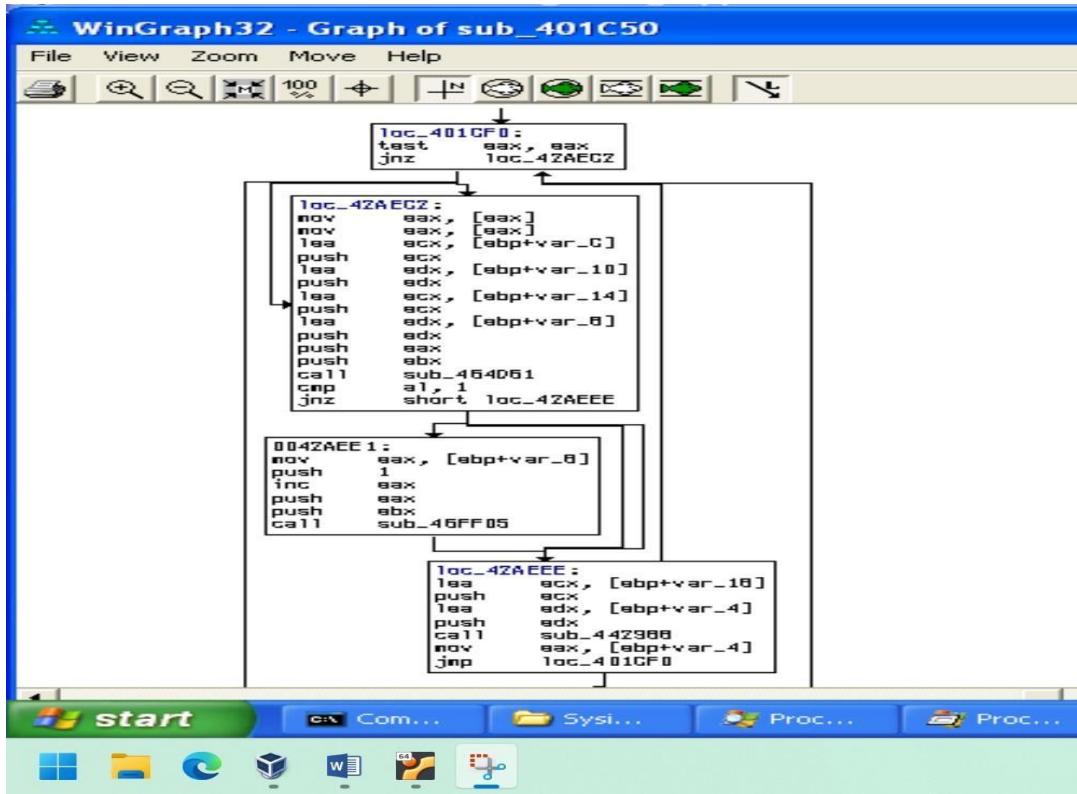
And it's WinGraph32 :

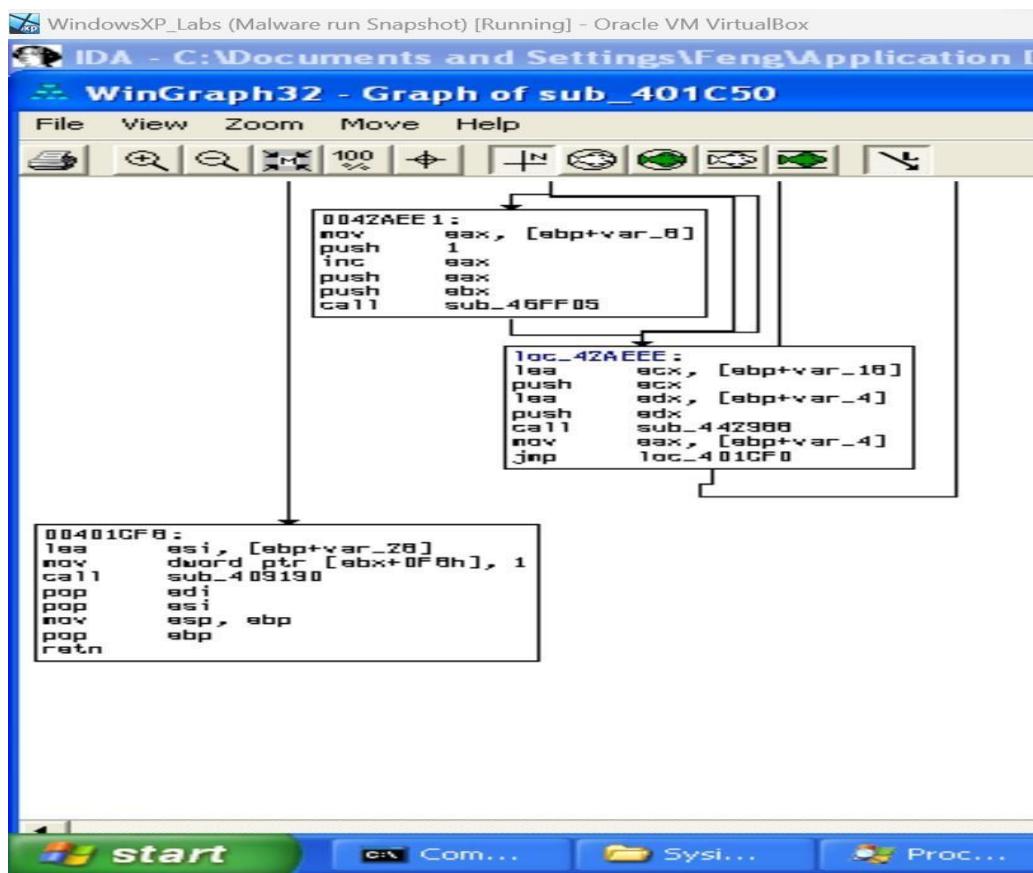
WinGraph32 - Graph of sub_401C50

File View Zoom Move Help

push ebp
mov ebp, esp
sub esp, 38h
mov eax, dword_4974F4
push esi
push edi
mov edi, offset a8exitcode; "8EXITCODE"
lea esi, [ebp+var_38]
mov [ebp+var_20], eax
mov [ebp+var_20], 1
mov [ebp+var_10], 0
call sub_401010
push 1
lea ecx, [ebp+var_28]
push ecx
mov eax, esi
mov edi, offset dword_4A7F24
call sub_404040
mov ecx, esi
call sub_402480
mov edi, dword_4974F0
lea esi, [ebp+var_28]
call sub_409190
mov [ebp+var_28], edi
mov edi, offset a8exitmethod; "8EXITMETHOD"
lea esi, [ebp+var_98]
mov [ebp+var_20], 1
call sub_401010
push 1
lea edx, [ebp+var_28]
push edx
mov eax, esi
mov edi, offset dword_4A7F24
call sub_404040
mov ecx, esi
call sub_402480
mov eax, [ebx+12Ch]
mov byte_4974E0, 0
mov dword_ptr [ebx+0F8h], 0
mov [ebp+var_4], eax

start Com... Sys... Proc... Proc...

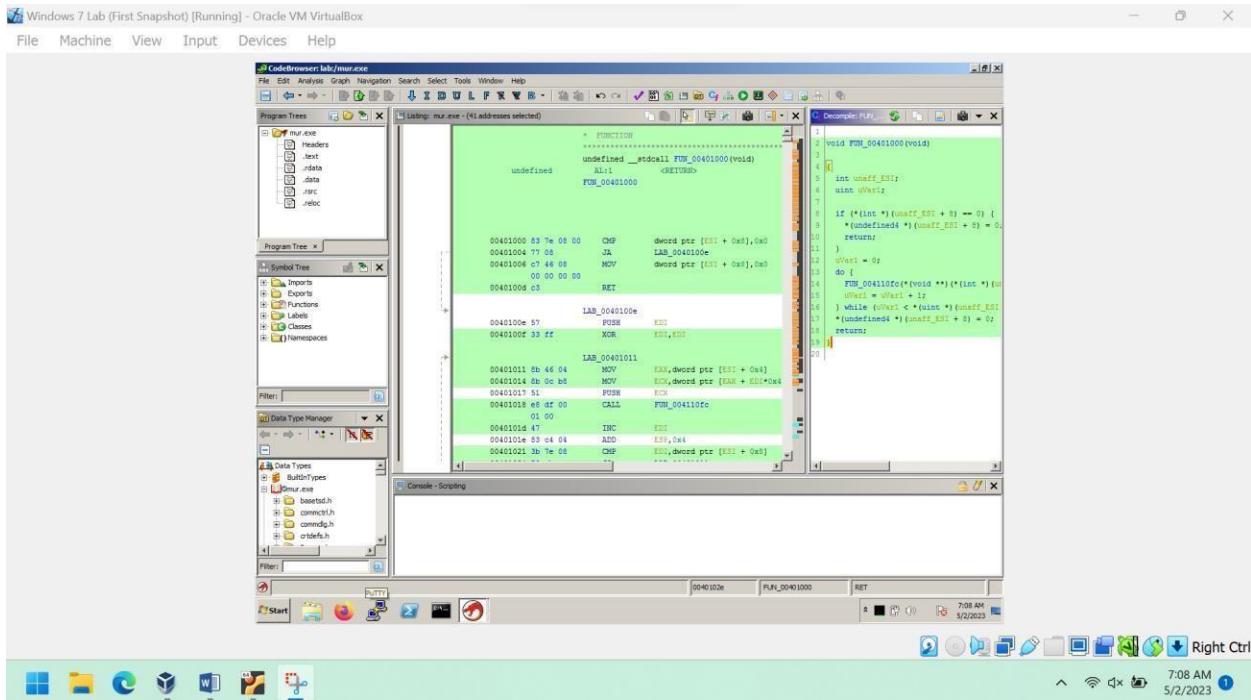




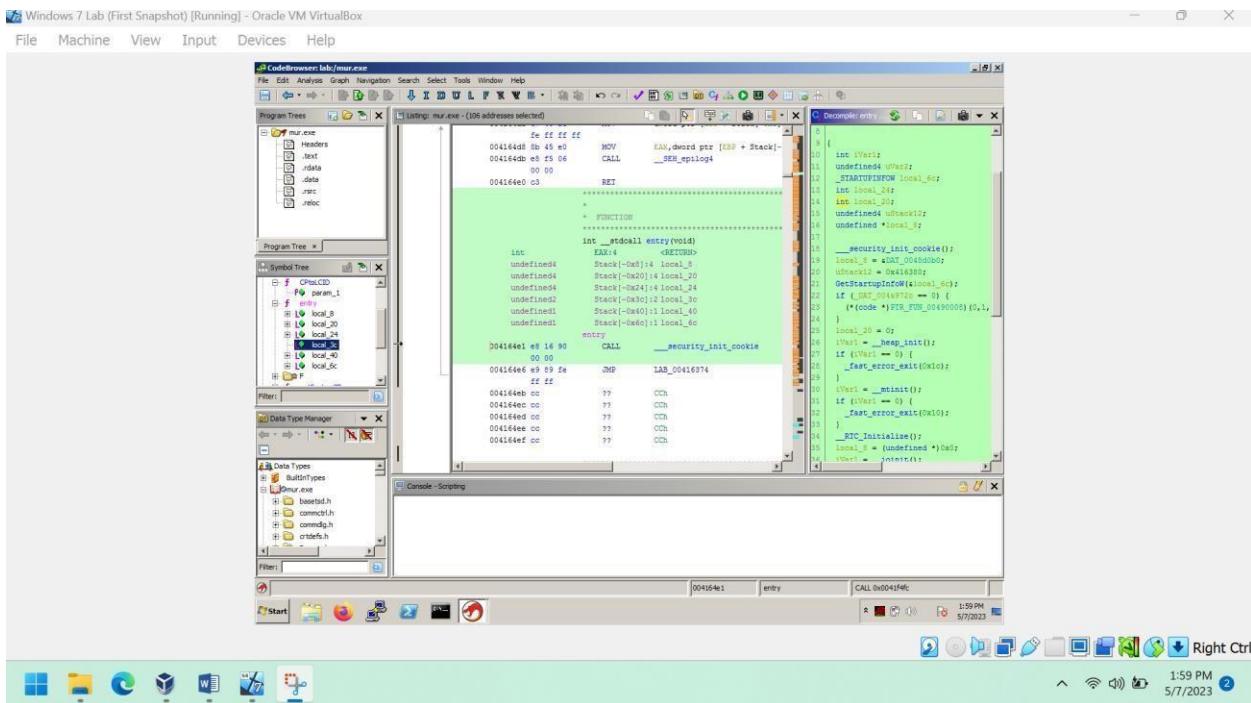
These are the findings I have found so far with the help of IDA Pro tool and now we see the results using Ghidra tool.

Use of Ghidra Software tool :

This tool shows the disassembly in both the assembly language and C language in the CodeViewer browser. As you can see in the following figure it is clearly evident that we can somehow understand in C language rather than Assembly language which is the best feature of Ghidra tool.



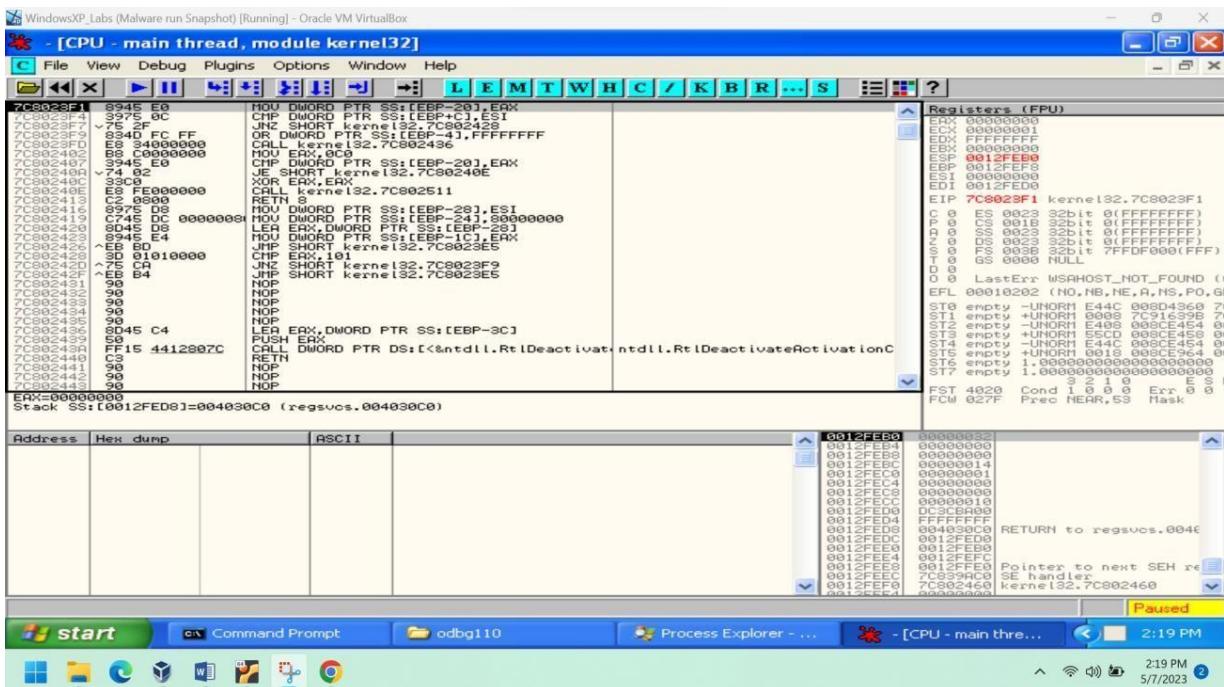
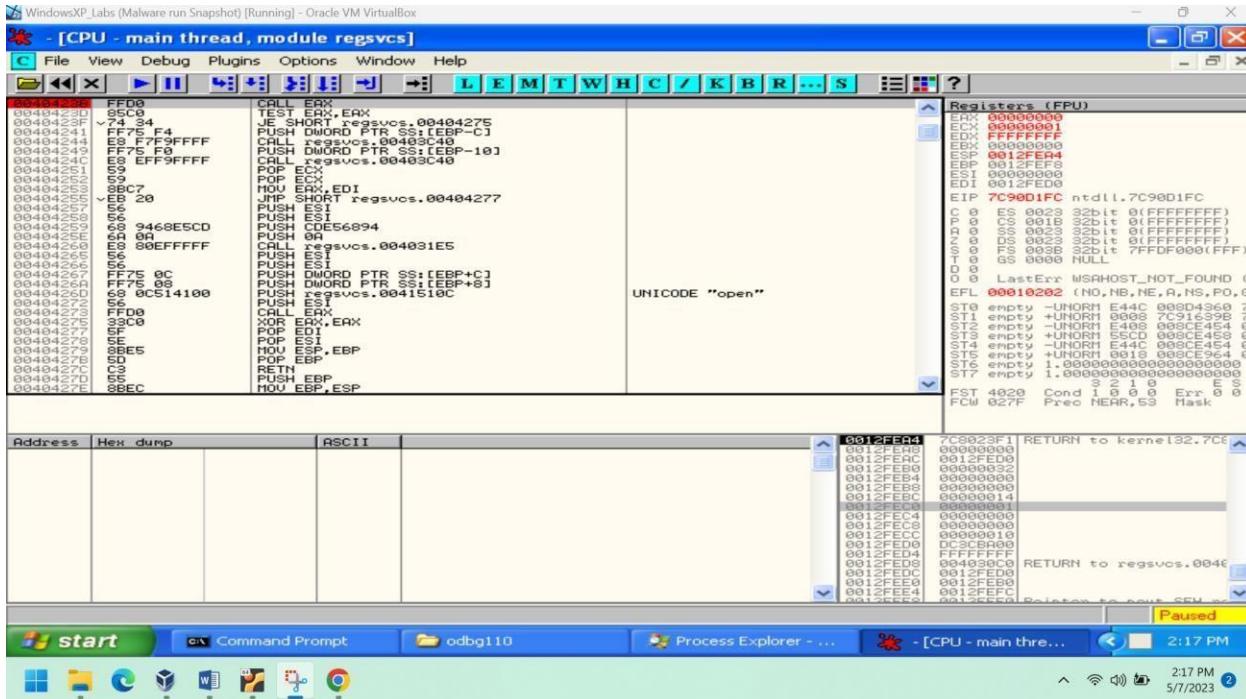
In this you can see C language constructs on the right side in the decompiler section.

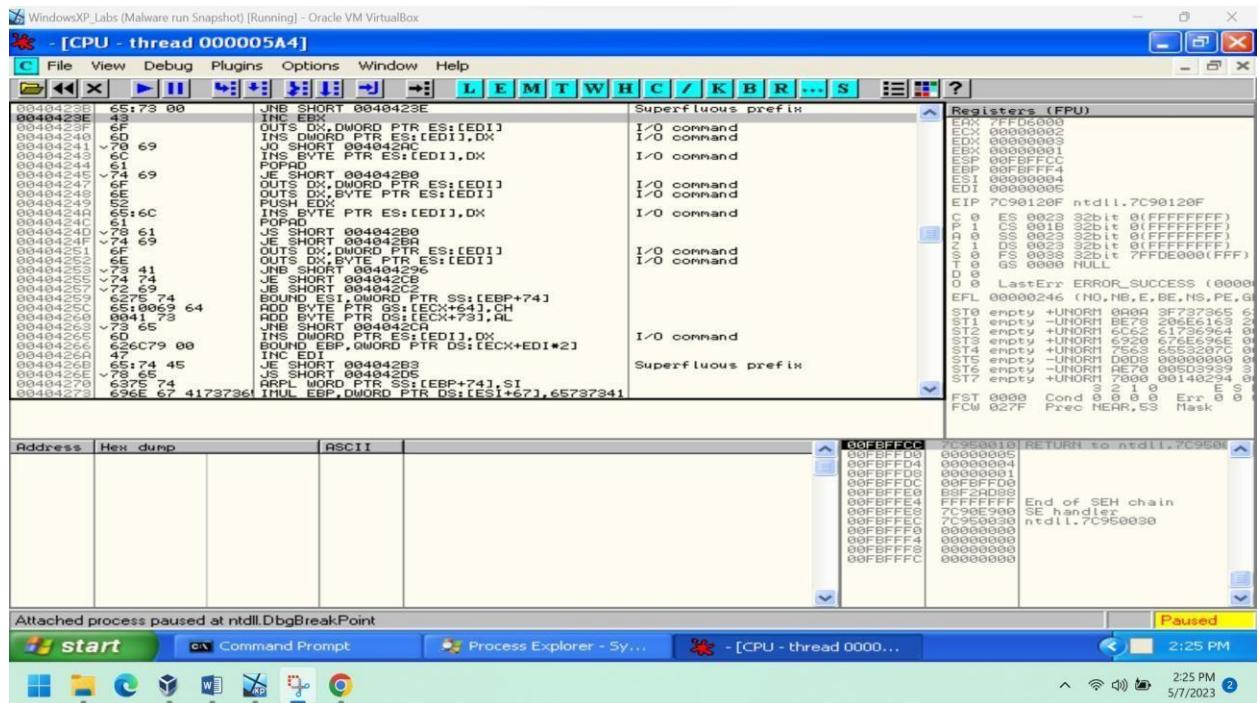


This is another function where we can see that it is working with some cookies related and also we can see some manipulations. There are few other important functions which we can see on the left side in the Functions under symbol tree.

Now we see the analysis performed using OllyDbg 1.10 tool as following as below

Use of OllyDbg 1.10 analysis :





3. Reflections :

During the course of the project, I had gained a lot of knowledge and my takeaways in this project to analyze the malware and get some real time hands-on experience in the way how to analyze, reverse engineer the code, how the malware installs on the system, how can we identify it. I had performed various roles like testing the malware, reverse engineer it, how systems can be protected against malware. It was my responsibility to use programs like PEiD, upx, PEview, CFF Explorer, and other static analysis tools to learn more about the features and architecture of the malware. I also contributed to the documentation and report-writing phase, where my job was to explain the results of the static analysis in great detail, providing information on headers, file formats, and perhaps obfuscated code.

I used a wide range of technical expertise for this endeavor, especially in the areas of malware analysis, reverse engineering, and cybersecurity. My knowledge in MS Cybersecurity program topics like "Malware Analysis" was quite helpful. I was able to utilize the numerous malware analysis tools and methodologies that I gained a strong understanding of from these classes to this project. In addition, the network security and digital forensics courses I took gave me a strong basis for understanding the complex facets of malware behavior, including command and control, data exfiltration, and evasion strategies.

This experience has led me to pursue new research directions in malware analysis and cybersecurity. I came to understand how critical it is to keep up with the most recent malware trends and analysis tools in order to continue being productive in this ever changing industry. I'm also inspired to investigate more sophisticated reverse engineering methods and resources, as well as go further into threat intelligence and behavioral analysis. My dedication to lifelong learning and cybersecurity research has been strengthened by this project, and I can't wait to use these newfound insights in my future work as a cybersecurity professional.

The project's scope includes anti-debugging, methods of system evasion, process spawning, and important malware functionalities. It also entails looking into keylogging capabilities, encryption, exfiltrated data, and domain names. The final study will prove to be a useful tool for researchers and cybersecurity professionals in comprehending the malware's functioning.

3.1 Challenges:

There were a number of difficulties ran into while working on this project. A significant obstacle was the intricacy of the malware's multi-phase operation. A thorough examination of the malware's behavior and code was necessary to comprehend the complexities of how it changed over time and interacted with outside parties. Finding the malware's anti-debugging and sandbox evasion strategies required a great deal of investigation and testing, which made the job difficult.

3.2 Learnings:

My learning goals for this assignment were to improve my report-writing skills, strengthen my grasp of malware analysis methods, and obtain a thorough understanding of reverse engineering. Using IDA Pro and Ghidra, among other tools, I learnt how to maneuver through complex code structures during the project and honed my ability to spot evasion techniques. Through the preparation of the analytical report, the project also enhanced my capacity to communicate complicated technical findings in an accessible and straightforward manner.