HACK.LU CFF 2019 / 2019-10-23

FALSE ASSUMPTIONS

OR WHY USER AWARENESS FAILS

SAÂD KADHI

PUBLIC / TLP:WHITE

YET ANOTHER DAY, YET ANOTHER DRIDEX CAMPAIGN

WE SPOTTED A DRIDEX CAMPAIGN

EMAILS WERE DELIVERED TO THEIR FINAL RECIPIENTS

WE WARNED ALL RECIPIENTS: DO NOT OPEN THE EMAILS AND CERTAINLY NOT THE ATTACHMENTS!

(BUT IF YOU DID, GIVE US A CALL)

GUESS WHAT?

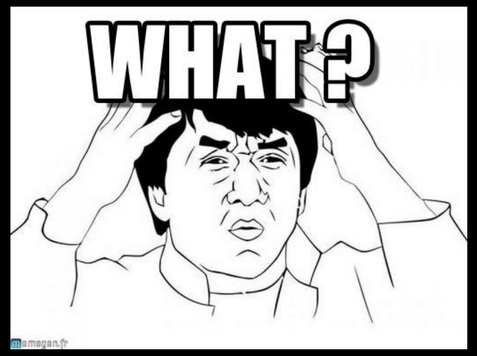
WE GOT A CALL

A USER OPENED THE ‘INVOICE’

THE USER ACTIVATED THE MACRO
BUT COULD NOT SEE THE EXPECTED ‘INVOICE’

THE USER CONTACTED THE SENDER, REQUESTING THE CORRECT INVOICE

(BUT THE SENDER ADDRESS IS FAKE)



‘I’M GLAD YOU WARNED ME BUT…’

THE USER ACTUALLY REQUESTED THAT WE CONTACT THE SENDER AND ASK THEM TO SEND A WORKING ‘INVOICE’

AFTER A GOOD LAUGH, WE DECIDED TO UNDERSTAND WHY

THE USER WORKS IN THE PROCUREMENT DPT.
THEIR JOB IS TO OPEN ATTACHMENTS ALL DAY LONG FROM COMPLETE STRANGERS

THIS IS THE ONLY WAY THEY CAN CHECK IF THE INVOICE CONTAINS A P.O., VERIFY ITS VALIDITY IN THE INTERNAL PROCUREMENT SYSTEM & START PROCESSING IT

CONTINUOUS TUNING OF THE HUMAN IDS

WE SPEND MONEY & TIME, OVER AND OVER

TRYING TO GET USERS TO THINK BEFORE THEY CLICK/OPEN

BUT WE DON'T THINK ABOUT FIXING OUR PROCESSES

OR ABOUT OUR OVER RELIANCE ON EMAIL

AND WE DON'T THINK ABOUT SOME INTERESTING SIDE EFFECTS…

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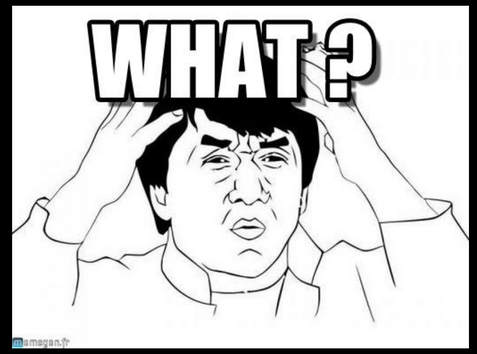
ON ONE HAND WE TRAIN USERS TO THINK BEFORE THEY CLICK/OPEN



ON THE OTHER HAND, WE TRAIN USERS TO CLICK WITHOUT THINKING

(TO GET RID OF THOSE ANNOYING BANNERS)

ARE WE TRYING TO DRIVE THEM MAD?

Source: Naked Security

Most Americans don't have a clue what https:// means

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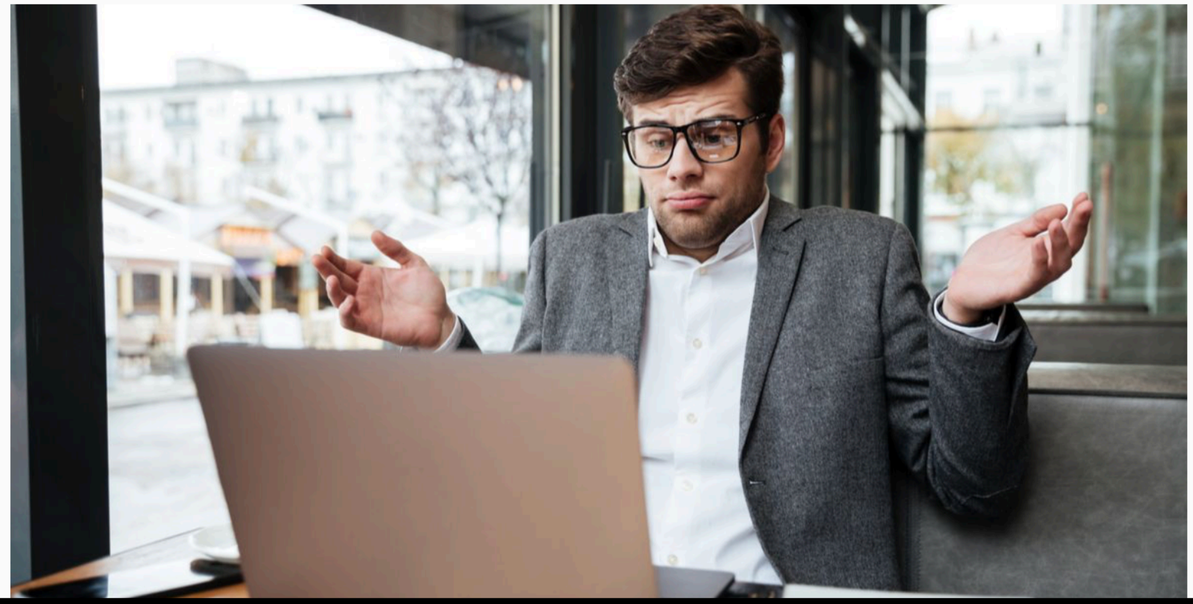
2-factor Authentication, Security threats



AND THEY SHOULDN'T CARE!