

Cyber Attack May 2017

Date
16th March 2017

Dear all,

Following on from the Cyber Attack last week that affected hundreds of thousands of computers on Friday (including the NHS) we wanted to send out this email with a bit of information on it, how you might be affected and what you can do to minimise future risks.

The attack, known as Ransomware, infects a computer and encrypts the users' data in the background silently. Once the data is encrypted a message will appear on screen telling the user that their data has been encrypted and to recover the data they need to pay around \$300.


The attack utilised a vulnerability in Windows which was leaked from the NSA (National Security Agency in the US) in April. Microsoft released a patch to fix this vulnerability in March, however they did not release a patch for Windows XP due to it no longer being supported. That said even if a computer is on a newer operating system but is behind in updates then it is still vulnerable to this attack.

If you still have Windows XP on any computers then we highly recommend that this is removed from the network and the computer upgraded or replaced. We can't stress enough how important this is.

If you do not have Windows XP then the risk is reduced however you still need to ensure that computers are kept up to date with Windows Update. If you run a server then utilising WSUS (Windows Server Update Services) can help with this. If you pay for our ZMS service then updates will be centrally monitored and released to you however this does not mean every computer will be up to date. If a computer has been offline, if it came back online it may not receive updates quick enough to patch the vulnerability.

What can you do about it? In short you can't 100% protect yourselves from this sort of threat however there are things you can do to reduce it and protect yourself if you were to be infected:



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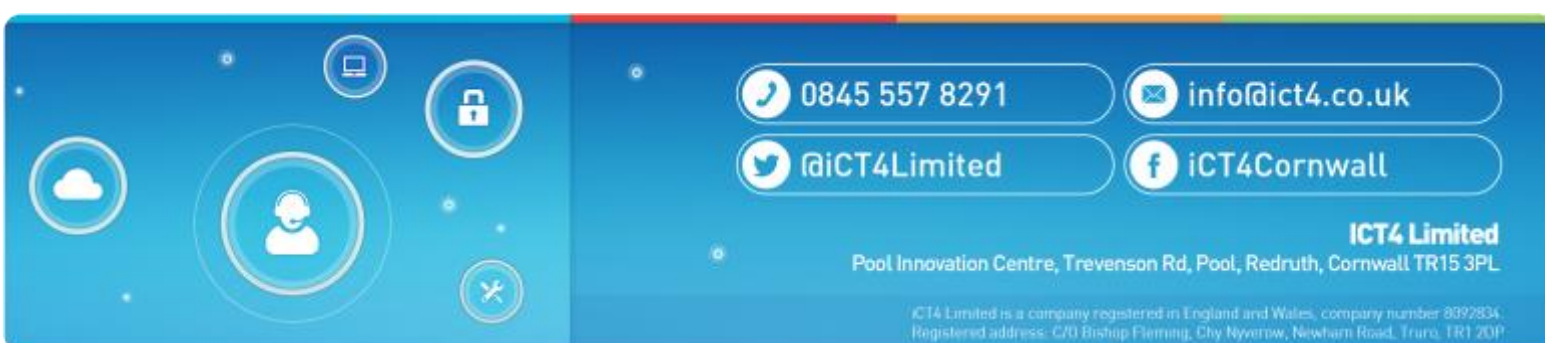
- 1) Backup – this is the most important thing you can do. You need to ensure that you have regular backups with multiple historic versions which are tested. Better still have multiple backups such as onsite and offsite.
- 2) Anti Virus - ensure you have a reputable Anti Virus software that is kept up to date. We recommend ESET.
- 3) Staff training – the biggest threat to data security is people. Whether that is inadvertently opening an infected email, bringing in a virus on their data storage device or falling for a phishing email it is something that everyone needs to be aware of.
- 4) Additional security measures – this could be using systems such as 2 Factor Authentication (similar to what banks use where you enter a code from your phone/token device to be able to remotely login to your network). This is a great additional security feature for staff working remotely. We recommend ESET Secure Authentication.
- 5) Firewall – this is the ‘perimeter protection’ for your network. It scans all incoming and outgoing traffic from your network and will block any threats that it detects. An ISP provided router (such as BT Business Hub) will not provide adequate protection which is why you must ensure that you have an active, up to date hardware firewall. If you are using our internet service then you will be fully covered.
- 6) Updates – ensure that software updates are completed regularly, this includes the operating system and any software that you use (such as Microsoft Office). Viruses often exploit vulnerabilities in software which are generally patched with updates from the manufacturer. It’s also important that firmware updates are completed on hardware devices such as routers/firewalls/servers.

If you are one of our customers and follow our advice then you’ll be in a better position than most as you’ll tick a lot of the boxes above. However we must stress again that anyone is at risk from an attack such as this. There are new viruses being released constantly and it takes time for software companies to release patches and for anti virus companies to release updated detection databases.

If you have any concerns at all and would like to discuss it with us then please call our helpdesk on 01209 311344 or email help@ict4.co.uk

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Further Information



A blue banner with white icons on the left (cloud, person, padlock, gear, laptop) and contact information on the right. The contact information includes a phone number, email, Twitter handle, and Facebook page. The company name and address are also listed.

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Dell SonicWall Protects Customers from the Latest Massive WannaCry Ransomware Attack
<https://blog.sonicwall.com/2017/05/sonicwall-protects-customers-latest-massive-wannacry-ransomware-attack/>

WannaCry Ransomware Attack
https://www.redstor.com/en-gb/news/wannacry-ransomware-attack/?utm_campaign=Ransomware&utm_source=hs_email&utm_medium=email&utm_content=51922208&_hsenc=p2ANqtz-XNNhSBFuTtRUmdAul9JwpUg3qYGT3summDGRCR2cW6mAkJjiR0nPox5eNelhtoEj-AjafJOHGyfceYBDQoZLKjptfCA&_hsmi=51922208

Helpful Randomware information PDF
http://ict4.co.uk/Ransomware_e-book_rev2.pdf

WannaCryptor aka WannaCry: Key questions answered
<https://www.welivesecurity.com/2017/05/15/wannacryptor-key-questions-answered/>



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