

## MEDIA RELEASE

31 January 2015  
FOR IMMEDIATE RELEASE

# CYBERSECURITY MALAYSIA ISSUES ADVISORY ON “RANSOMWARE”

**SERI KEMBANGAN (31 JANUARY 2015)** – CyberSecurity Malaysia, a technical cyber security and specialist centre under the Ministry of Science, Technology and Innovation (MOSTI) today issued an advisory on “Ransomware”, a type of malicious software (malware/virus) that infects computer and restricts access to the computer system until a ransom is paid to the creator(s) to unlock it.

This malware/virus attempts to force money from victims by displaying a pop-up message on a computer screen. These pop-ups message state that their computer has been locked or all files in the computer have been encrypted, and demand a ransom to be paid to restore the computer access.

“The creator of Ransomware put fear and panic into their victims, causing them to click on a link or pay a ransom, and inevitably become infected with additional malware,” said Dr. Amirudin Abdul Wahab, Chief Executive Officer of CyberSecurity Malaysia.

Example the messages that pop-up on victim’s computer screen are:

- “Your computer has been infected with a virus. Click here to resolve the issue.”
- “Your computer was used to visit websites with illegal content. To unlock your computer, you must pay a \$100 fine.”
- “All files on your computer have been encrypted. You must pay this ransom within 72 hours to regain access to your data.”

“Ransomware does not target only to home users, the businesses can also become infected with Ransomware, which can have negative consequences, including temporary or permanent loss of sensitive or proprietary information, disruption regular business operations, financial losses incurred to restore systems and files, and potential harm to an organization’s reputation.” added Dr. Amirudin.



“If your computer has been infected and received a Ransomware message, do not follow the payment instructions. Lodge report to our Cyber999 help centre. Paying ransom does not guarantee the encrypted files will be released. It only guarantees that the malicious actors receive the victim’s money, and in some cases, their banking information. In addition, decrypting files does not mean the malware infection itself has been removed.” urged Dr. Amirudin.

It is recommended that Internet users and administrators take the following preventive measures to protect their computer networks from Ransomware infection:

- i. Perform regular backups of all critical information to limit the impact of data or system loss and to help expedite the recovery process. Ideally, this data should be kept on a separate device, and backups should be stored offline;
- ii. Maintain up-to-date anti-virus software;
- iii. Keep your operating system and software up-to-date with the latest patches;
- iv. Do not follow unsolicited web links in email;
- v. Be extra careful when opening email attachments;
- vi. Follow best and safe practices when browsing the web.

For further enquiries, please contact CyberSecurity Malaysia (MyCERT) through the following channels:

- E-mail: [cyber999@cybersecurity.my](mailto:cyber999@cybersecurity.my) or [mycert@mycert.org.my](mailto:mycert@mycert.org.my)
- Phone: 1-300-88-2999 (monitored during business hours)
- Fax : +603 89453442
- Mobile: +60 19 2665850 (24x7 call incident reporting)
- SMS : CYBER999 REPORT EMAIL COMPLAINT to 15888

For CyberSecurity Malaysia advisory on Crypto Ransomware advisory, please visit:

<http://www.mycert.org.my/en/services/advisories/mycert/2014/main/detail/1010/index.html>

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For additional information, visit our website at <http://www.cybersecurity.my> and for general inquiry, email to [info@cybersecurity.my](mailto:info@cybersecurity.my).

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