Unit 7 Malicious Software

Viruses and Related Threats

Perhaps the most sophisticated types of threats to computer systems are presented by programs that exploit vulnerabilities in computing systems.
Malicious software is software that is intentionally included or inserted in a system for a harmful purpose.

Malicious software can be divided into two categories: those that need a host program, and those that are independent. The former are essentially fragments of programs that cannot exist independently of some actual application program, utility, or system program. Viruses, logic bombs, and backdoors are examples. The latter are self-contained programs that can be scheduled and run by the operating system. Worms and zombie programs are examples.
It can also differentiate between those software threats that do not replicate and those that do. The former are programs or fragments of programs that are activated by a trigger. Examples are logic bombs, backdoors, and zombie programs. The latter consist of either a program fragment or an independent program that, when executed, may produce one or more copies of itself to be activated later on the same system or some other system. Viruses and worms are examples.

Backdoor

A backdoor, also known as a trapdoor, is a secret entry point into a program that allows someone that is aware of the backdoor to gain access without going through the usual security access procedures. Programmers have used backdoors legitimately for many years to debug and test programs. This usually is done when the programmer is developing an application that has an authentication procedure, or a long setup, requiring the user to enter many different values to run the application. To debug the program, the developer may wish to gain special privileges or to avoid all the necessary setup and authentication. The programmer may also want to ensure that there is a method of activating the program should something be wrong with the authentication procedure that is being built into the application. The backdoor is code that recognizes some special sequence of input or is triggered by being run from a certain user ID or by an unlikely sequence of events.

Backdoors become threats when unscrupulous programmers use them to gain unauthorized access. The backdoor was the basic idea for the vulnerability portrayed in the movie *War Games*. Another example is that during the development of Multics, penetration tests were conducted by an Air Force "tiger team" (simulating adversaries). One tactic employed was to send a bogus operating system update to a site running Multics. The update contained a Trojan horse (described later) that could be activated by a backdoor and that allowed the tiger team to gain access. The threat was so well implemented that the Multics developers could not find it, even after they were informed of its presence.

It is difficult to implement operating system controls for backdoors. Security measures must focus on the program development and software update activities.

Logic Bomb

One of the oldest types of program threat, predating viruses and worms, is the logic bomb. The logic bomb is code embedded in some legitimate program that is set to "explode" when certain conditions are met. Examples of conditions that can be used as triggers for a logic bomb are the presence or absence of certain files, a particular day of the week or date, or a particular user running the application. Once triggered, a bomb may alter or delete data or entire files, cause a machine halt, or do some other damage. A example of how logic bombs can be employed was the case of Tim Lloyd, who was convicted of setting a logic bomb that cost his employer, Omega Engineering, more than $10 million, derailed its corporate growth strategy, and eventually led to the layoff of 80 workers.

Trojan Horses

A Trojan horse is a useful, or apparently useful, program or command procedure containing hidden code that, when invoked, performs some unwanted or harmful function.

Trojan horse programs can be used to accomplish functions indirectly that an unauthorized user could not accomplish directly. For example, to gain access to the files of another user on a shared system, a user could create a Trojan horse program that, when executed, changed the invoking user's file permissions so that the files are readable by any user. The author could then induce users to run the program by placing it in a common directory and naming it such that it appears to be a useful utility. An example is a program that ostensibly produces a listing of the user's files in a desirable format. After another user has run the program, the author can then access the information in the user's files. An example of a Trojan horse program that would be difficult to detect is a compiler that has been modified to insert additional code into certain programs as they are compiled, such as a system login program. The code creates a backdoor in the login program that permits the author to log on to the system using a special password. This Trojan horse can never be discovered by reading the source code of the login program.

Another common motivation for the Trojan horse is data destruction. The program appears to be performing a useful function (e.g., a calculator program), but it may also be quietly deleting the user's files. For example, a CBS executive was victimized by a Trojan horse that destroyed all information contained in his computer's memory. The Trojan horse was implanted in a graphics routine offered on an electronic bulletin board system.

Zombie

A zombie is a program that secretly takes over another Internet-attached computer and then uses that computer to launch attacks that are difficult to trace to the zombie's creator. Zombies are used in denial-of-service attacks, typically against targeted Web sites. The zombie is planted on hundreds of computers belonging to unsuspecting third parties, and then used to overwhelm the target Web site by launching an overwhelming onslaught of Internet traffic.

The Nature of Viruses

A virus is a piece of software that can "infect" other programs by modifying them; the modification includes a copy of the virus program, which can then go on to infect other programs.

Biological viruses are tiny scraps of genetic codeDNA or RNAthat can take over the machinery of a living cell and trick it into making thousands of flawless replicas of the original virus. Like its biological counterpart, a computer virus carries in its instructional code the recipe for making perfect copies of itself. The typical virus becomes embedded in a program on a computer. Then, whenever the infected computer comes into contact with an uninfected piece of software, a fresh copy of the virus passes into the new program. Thus, the infection can be spread from computer to computer by unsuspecting users who either swap disks or send programs to one another over a network. In a network environment, the ability to access applications and system services on other computers provides a perfect culture for the spread of a virus.

A virus can do anything that other programs do. The only difference is that it attaches itself to another program and executes secretly when the host program is run. Once a virus is executing, it can perform any function, such as erasing files and programs.

During its lifetime, a typical virus goes through the following four phases:

Dormant phase: The virus is idle. The virus will eventually be activated by some event, such as a date, the presence of another program or file, or the capacity of the disk exceeding some limit. Not all viruses have this stage.

Propagation phase: The virus places an identical copy of itself into other programs or into certain system areas on the disk.

Each infected program will now contain a clone of the virus, which will itself enter a propagation phase.

Triggering phase: The virus is activated to perform the function for which it was intended. As with the dormant phase, the triggering phase can be caused by a variety of system events, including a count of the number of times that this copy of the virus has made copies of itself.

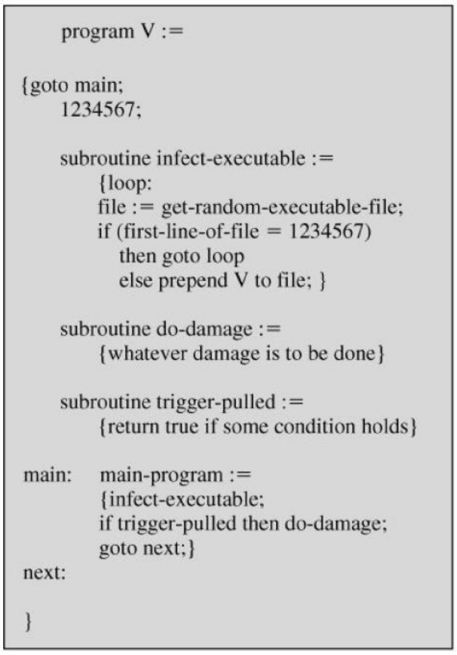
Execution phase: The function is performed. The function may be harmless, such as a message on the screen, or damaging, such as the destruction of programs and data files.

Most viruses carry out their work in a manner that is specific to a particular operating system and, in some cases, specific to a particular hardware platform. Thus, they are designed to take advantage of the details and weaknesses of particular systems.

Virus Structure

A virus can be prepended or postpended to an executable program, or it can be embedded in some other fashion. The key to its operation is that the infected program, when invoked, will first execute the virus code and then execute the original code of the program.

A very general depiction of virus structure is shown in Figure 19.1 In this case, the virus code, V, is prepended to infected programs, and it is assumed that the entry point to the program, when invoked, is the first line of the program.

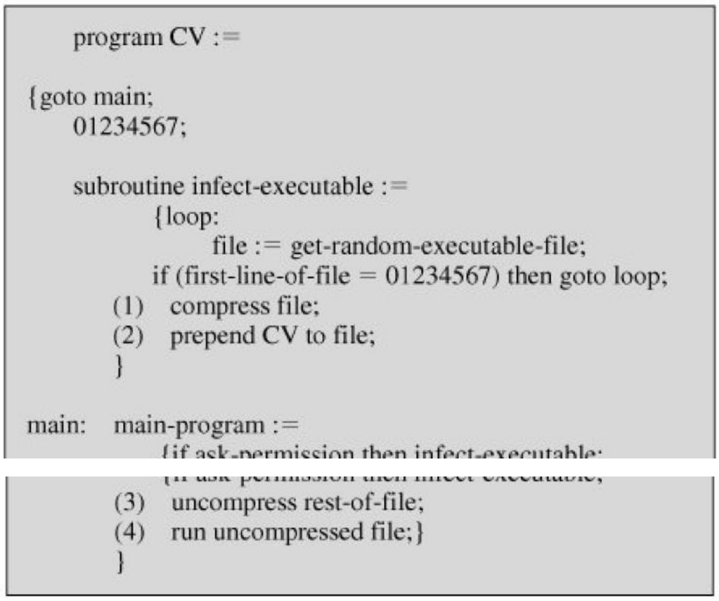


```
    program V :=

{goto main;
    1234567;

    subroutine infect-executable :=
        {loop:
        file := get-random-executable-file;
        if (first-line-of-file = 1234567)
            then goto loop
            else prepend V to file; }

    subroutine do-damage :=
        {whatever damage is to be done}

    subroutine trigger-pulled :=
        {return true if some condition holds}

main:   main-program :=
        {infect-executable;
        if trigger-pulled then do-damage;
        goto next;}
next:

}
```

Figure 19.1. A Simple Virus

An infected program begins with the virus code and works as follows. The first line of code is a jump to the main virus program. The second line is a special marker that is used by the virus to determine whether or not a potential victim program has already been infected with this virus. When the program is invoked, control is immediately transferred to the main virus program. The virus program first seeks out uninfected executable files and infects them. Next, the virus may perform some action, usually detrimental to the system. This action could be performed every time the program is invoked, or it could be a logic bomb that triggers only under certain conditions. Finally, the virus transfers control to the original program. If the infection phase of the program is reasonably rapid, a user is unlikely to notice any difference between the execution of an infected and uninfected program.

A virus such as the one just described is easily detected because an infected version of a program is longer than the corresponding uninfected one. A way to thwart such a simple means of detecting a virus is to compress the executable file so that both the infected and uninfected versions are of identical length. Figure 19.2 shows in general terms the logic required. The key lines in this virus are numbered, and Figure 19.3 illustrates the operation. We assume that program P1 is infected with the virus CV. When this program is invoked, control passes to its virus, which performs the following steps:



```
    program CV :=

{goto main;
    01234567;

    subroutine infect-executable :=
            {loop:
                    file := get-random-executable-file;
            if (first-line-of-file = 01234567) then goto loop;
        (1)   compress file;
        (2)   prepend CV to file;
        }

main:    main-program :=
            {if ask-permission then infect-executable;
        (3)   uncompress rest-of-file;
        (4)   run uncompressed file;}
        }
```

Figure 19.2. Logic for a Compression Virus

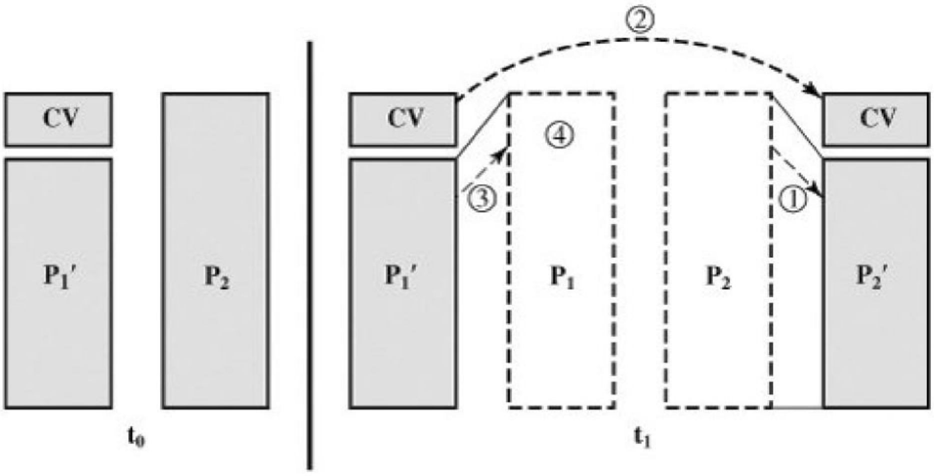


Figure 19.3. A Compression Virus

Types of Viruses

There has been a continuous arms race between virus writers and writers of antivirus software since viruses first appeared. As effective countermeasures have been developed for existing types of viruses, new types have been developed. suggests the following categories as being among the most significant types of viruses:

Parasitic virus: The traditional and still most common form of virus. A parasitic virus attaches itself to executable files and replicates, when the infected program is executed, by finding other executable files to infect.

Memory-resident virus: Lodges in main memory as part of a resident system program. From that point on, the virus infects every program that executes.

Boot sector virus: Infects a master boot record or boot record and spreads when a system is booted from the disk containing the virus.

Stealth virus: A form of virus explicitly designed to hide itself from detection by antivirus software.

Polymorphic virus: A virus that mutates with every infection, making detection by the "signature" of the virus impossible.

Metamorphic virus: As with a polymorphic virus, a metamorphic virus mutates with every infection. The difference is that a metamorphic virus rewrites itself completely at each iteration, increasing the difficulty of detection. Metamorphic viruses my change their behavior as well as their appearance.

One example of a **stealth virus** was discussed earlier: a virus that uses compression so that the infected program is exactly the same length as an uninfected version. Far more sophisticated techniques are possible. For example, a virus can place intercept logic in disk I/O routines, so that when there is an attempt to read suspected portions of the disk using these routines, the virus will present back the original, uninfected program. Thus, *stealth* is not a term that applies to a virus as such but, rather, is a technique used by a virus to evade detection.

A **polymorphic virus** creates copies during replication that are functionally equivalent but have distinctly different bit patterns. As with astealth virus, the purpose is to defeat programs that scan for viruses. In this case, the "signature" of the virus will vary with each copy. To achieve this variation, the virus may randomly insert superfluous instructions or interchange the order of independent instructions. A more effective approach is to use encryption. A portion of the virus, generally called a *mutation engine*, creates a random encryption key to encrypt the remainder of the virus. The key is stored with the virus, and the mutation engine itself is altered. When an infected program is invoked, the virus uses the stored random key to decrypt the virus. When the virus replicates, a different random key is selected.

Macro Viruses

In the mid-1990s, macro viruses became by far the most prevalent type of virus. Macro viruses are particularly threatening for a number of reasons:

1. A macro virus is platform independent. Virtually all of the macro viruses infect Microsoft Word documents. Any hardware platform and operating system that supports Word can be infected.

2. Macro viruses infect documents, not executable portions of code. Most of the information introduced onto a computer system isin the form of a document rather than a program.

3. Macro viruses are easily spread. A very common method is by electronic mail.

Macro viruses take advantage of a feature found in Word and other office applications such as Microsoft Excel, namely the macro. In essence, a macro is an executable program embedded in a word processing document or other type of file. Typically, users employ macros to automate repetitive tasks and thereby save keystrokes. The macro language is usually some form of the Basic programming language. A user might define a sequence of keystrokes in a macro and set it up so that the macro is invoked when a function key or special short combination of keys is input.

Successive releases of Word provide increased protection against macro viruses. For example, Microsoft offers an optional Macro Virus Protection tool that detects suspicious Word files and alerts the customer to the potential risk of opening a file with macros. Various antivirus product vendors have also developed tools to detect and correct macro viruses. As in other types of viruses, the arms race continues in the field of macro viruses, but they no longer are the predominant virus threat.

E-mail Viruses

A more recent development in malicious software is the e-mail virus. The first rapidly spreading e-mail viruses, such as Melissa, made use of a Microsoft Word macro embedded in an attachment. If the recipient opens the e-mail attachment, the Word macro is activated. Then

1. The e-mail virus sends itself to everyone on the mailing list in the user's e-mail package.

2. The virus does local damage.

At the end of 1999, a more powerful version of the e-mail virus appeared. This newer version can be activated merely by opening an e-mail that contains the virus rather than opening an attachment. The virus uses the Visual Basic scripting language supported by the e-mail package.

Thus we see a new generation of malware that arrives via e-mail and uses e-mail software features to replicate itself across the Internet.

The virus propagates itself as soon as activated (either by opening an e-mail attachment of by opening the e-mail) to all of the e-mail addresses known to the infected host. As a result, whereas viruses used to take months or years to propagate, they now do so in hours.

This makes it very difficult for antivirus software to respond before much damage is done. Ultimately, a greater degree of security must be built into Internet utility and application software on PCs to counter the growing threat.

Worms

A worm is a program that can replicate itself and send copies from computer to computer across network connections. Upon arrival, the worm may be activated to replicate and propagate again. In addition to propagation, the worm usually performs some unwanted function.

An e-mail virus has some of the characteristics of a worm, because it propagates itself from system to system. However, we can still classify it as a virus because it requires a human to move it forward. A worm actively seeks out more machines to infect and each machine that is infected serves as an automated launching pad for attacks on other machines.

Network worm programs use network connections to spread from system to system. Once active within a system, a network worm can behave as a computer virus or bacteria, or it could implant Trojan horse programs or perform any number of disruptive or destructive actions.

To replicate itself, a network worm uses some sort of network vehicle. Examples include the following:

Electronic mail facility: A worm mails a copy of itself to other systems.

Remote execution capability: A worm executes a copy of itself on another system.

Remote login capability: A worm logs onto a remote system as a user and then uses commands to copy itself from one system to the other.

The new copy of the worm program is then run on the remote system where, in addition to any functions that it performs at that system, it continues to spread in the same fashion.

A network worm exhibits the same characteristics as a computer virus: a dormant phase, a propagation phase, a triggering phase, and an execution phase. The propagation phase generally performs the following functions:

1. Search for other systems to infect by examining host tables or similar repositories of remote system addresses.

2. Establish a connection with a remote system.

3. Copy itself to the remote system and cause the copy to be run.

The network worm may also attempt to determine whether a system has previously been infected before copying itself to the system. In a multiprogramming system, it may also disguise its presence by naming itself as a system process or using some other name that may not be noticed by a system operator. As with viruses, network worms are difficult to counter.

The Morris Worm

Until the current generation of worms, the best known was the worm released onto the Internet by Robert Morris in 1998. The Morris worm was designed to spread on UNIX systems and used a number of different techniques for propagation. When a copy began execution, its first task was to discover other hosts known to this host that would allow entry from this host. The worm performed this task by examining a variety of lists and tables, including system tables that declared which other machines were trusted by this host, users' mail forwarding files, tables by which users gave themselves permission for access to remote accounts, and from a program that reported the status of network connections. For each discovered host, the worm tried a number of methods for gaining access:

1. It attempted to log on to a remote host as a legitimate user. In this method, the worm first attempted to crack the local password file, and then used the discovered passwords and corresponding user IDs. The assumption was that many users would use the same password on different systems. To obtain the passwords, the worm ran a password-cracking program that tried

a. Each user's account name and simple permutations of it

b. A list of 432 built-in passwords that Morris thought to be likely candidates

c. All the words in the local system directory

2. It exploited a bug in the finger protocol, which reports the whereabouts of a remote user.

3. It exploited a trapdoor in the debug option of the remote process that receives and sends mail.

If any of these attacks succeeded, the worm achieved communication with the operating system command interpreter. It then sent this interpreter a short bootstrap program, issued a command to execute that program, and then logged off. The bootstrap program then called back the parent program and downloaded the remainder of the worm. The new worm was then executed.

Recent Worm Attacks

The contemporary era of worm threats began with the release of the Code Red worm in July of 2001. Code Red exploits a security hole in the Microsoft Internet Information Server (IIS) to penetrate and spread. It also disables the system file checker in Windows. The worm probes random IP addresses to spread to other hosts. During a certain period of time, it only spreads. It then initiates a denial-of-service attack against a government Web site by flooding the site with packets from numerous hosts. The worm then suspends activities and reactivates periodically. In the second wave of attack, Code Red infected nearly 360,000 servers in 14 hours. In addition to the havoc it causes at the targeted server, Code Red can consume enormous amounts of Internet capacity, disrupting service.

Code Red II is a variant that targets Microsoft IISs. In addition, this newer worm installs a backdoor allowing a hacker to direct activities of victim computers.

In late 2001, a more versatile worm appeared, known as Nimda. Nimda spreads by multiple mechanisms:

- from client to client via e-mail
- from client to client via open network shares
- from Web server to client via browsing of compromised Web sites
- from client to Web server via active scanning for and exploitation of various Microsoft IIS 4.0 / 5.0 directory traversal vulnerabilities
- from client to Web server via scanning for the back doors left behind by the "Code Red II" worms

The worm modifies Web documents (e.g., .htm, .html, and .asp files) and certain executable files found on the systems it infects and creates numerous copies of itself under various filenames.

Virus Countermeasures

Antivirus Approaches

The ideal solution to the threat of viruses is prevention: Do not allow a virus to get into the system in the first place. This goal is, ingeneral, impossible to achieve, although prevention can reduce the number of successful viral attacks. The next best approach is to be able to do the following:

Detection: Once the infection has occurred, determine that it has occurred and locate the virus.

Identification: Once detection has been achieved, identify the specific virus that has infected a program.

Removal: Once the specific virus has been identified, remove all traces of the virus from the infected program and restore it to its original state. Remove the virus from all infected systems so that the disease cannot spread further.

If detection succeeds but either identification or removal is not possible, then the alternative is to discard the infected program and reload a clean backup version.

Advances in virus and antivirus technology go hand in hand. Early viruses were relatively simple code fragments and could be identified and purged with relatively simple antivirus software packages. As the virus arms race has evolved, both viruses and, necessarily, antivirus software have grown more complex and sophisticated.

[STEP93] identifies four generations of antivirus software:

First generation: simple scanners

Second generation: heuristic scanners

Third generation: activity traps

Fourth generation: full-featured protection

A **first-generation** scanner requires a virus signature to identify a virus. The virus may contain "wildcards" but has essentially the same structure and bit pattern in all copies. Such signature-specific scanners are limited to the detection of known viruses. Another type of first-generation scanner maintains a record of the length of programs and looks for changes in length.

A **second-generation** scanner does not rely on a specific signature. Rather, the scanner uses heuristic rules to search for probable virus infection. One class of such scanners looks for fragments of code that are often associated with viruses. For example, a scanner may look for the beginning of an encryption loop used in a polymorphic virus and discover the encryption key. Once the key is discovered, the scanner can decrypt the virus to identify it, then remove the infection and return the program to service.

Another second-generation approach is integrity checking. A checksum can be appended to each program. If a virus infects the program without changing the checksum, then an integrity check will catch the change. To counter a virus that is sophisticated enough to change the checksum when it infects a program, an encrypted hash function can be used. The encryption key is stored separately from the program so that the virus cannot generate a new hash code and encrypt that. By using a hash function rather than a simpler checksum, the virus is prevented from adjusting the program to produce the same hash code as before.

Third-generation programs are memory-resident programs that identify a virus by its actions rather than its structure in an infected program. Such programs have the advantage that it is not necessary to develop signatures and heuristics for a wide array of viruses.

Rather, it is necessary only to identify the small set of actions that indicate an infection is being attempted and then to intervene.

Fourth-generation products are packages consisting of a variety of antivirus techniques used in conjunction. These include scanning and activity trap components. In addition, such a package includes access control capability, which limits the ability of viruses to penetrate a system and then limits the ability of a virus to update files in order to pass on the infection.

Advanced Antivirus Techniques

More sophisticated antivirus approaches and products continue to appear. In this subsection, we highlight two of the most important.

Generic Decryption

Generic decryption (GD) technology enables the antivirus program to easily detect even the most complex polymorphic viruses, while maintaining fast scanning speeds [NACH97]. Recall that when a file containing a polymorphic virus is executed, the virus must decrypt itself to activate. In order to detect such a structure, executable files are run through a GD scanner, which contains the following elements:

CPU emulator: A software-based virtual computer. Instructions in an executable file are interpreted by the emulator rather than

executed on the underlying processor. The emulator includes software versions of all registers and other processor hardware,

so that the underlying processor is unaffected by programs interpreted on the emulator.

Virus signature scanner: A module that scans the target code looking for known virus signatures.

Emulation control module: Controls the execution of the target code.

At the start of each simulation, the emulator begins interpreting instructions in the target code, one at a time. Thus, if the code includes a decryption routine that decrypts and hence exposes the virus, that code is interpreted. In effect, the virus does the work for the antivirus program by exposing the virus. Periodically, the control module interrupts interpretation to scan the target code for virus signatures. During interpretation, the target code can cause no damage to the actual personal computer environment, because it is being interpreted in a completely controlled environment. The most difficult design issue with a GD scanner is to determine how long to run each interpretation. Typically, virus elements are

activated soon after a program begins executing, but this need not be the case. The longer the scanner emulates a particular program, the more likely it is to catch any hidden viruses. However, the antivirus program can take up only a limited amount of time and resources before users complain.

Digital Immune System

The digital immune system is a comprehensive approach to virus protection developed by IBM . The motivation for this development has been the rising threat of Internet-based virus propagation. We first say a few words about this threat and then summarize IBM's approach.

Traditionally, the virus threat was characterized by the relatively slow spread of new viruses and new mutations. Antivirus software was typically updated on a monthly basis, and this has been sufficient to control the problem. Also traditionally, the Internet played a comparatively small role in the spread of viruses. But as points out, two major trends in Internet technology have had an increasing impact on the rate of virus propagation in recent years:

Integrated mail systems: Systems such as Lotus Notes and Microsoft Outlook make it very simple to send anything to anyone and to work with objects that are received.

Mobile-program systems: Capabilities such as Java and ActiveX allow programs to move on their own from one system to another.

In response to the threat posed by these Internet-based capabilities, IBM has developed a prototype digital immune system. This system expands on the use of program emulation discussed in the preceding subsection and provides a general-purpose emulation and virus-detection system. The objective of this system is to provide rapid response time so that viruses can be stamped out almost as soon as they are introduced. When a new virus enters an organization, the immune system automatically captures it, analyzes it, adds detection and shielding for it, removes it, and passes information about that virus to systems running IBM Anti Virus so that it can be detected before it is allowed to run elsewhere.

Figure 19.5 illustrates the typical steps in digital immune system operation:

1. A monitoring program on each PC uses a variety of heuristics based on system behavior, suspicious changes to programs, or family signature to infer that a virus may be present. The monitoring program forwards a copy of any program thought to be infected to an administrative machine within the organization.

2. The administrative machine encrypts the sample and sends it to a central virus analysis machine.

3. This machine creates an environment in which the infected program can be safely run for analysis. Techniques used for this purpose include emulation, or the creation of a protected environment within which the suspect program can be executed and monitored. The virus analysis machine then produces a prescription for identifying and removing the virus.

4. The resulting prescription is sent back to the administrative machine.

5. The administrative machine forwards the prescription to the infected client.

6. The prescription is also forwarded to other clients in the organization.

7. Subscribers around the world receive regular antivirus updates that protect them from the new virus.

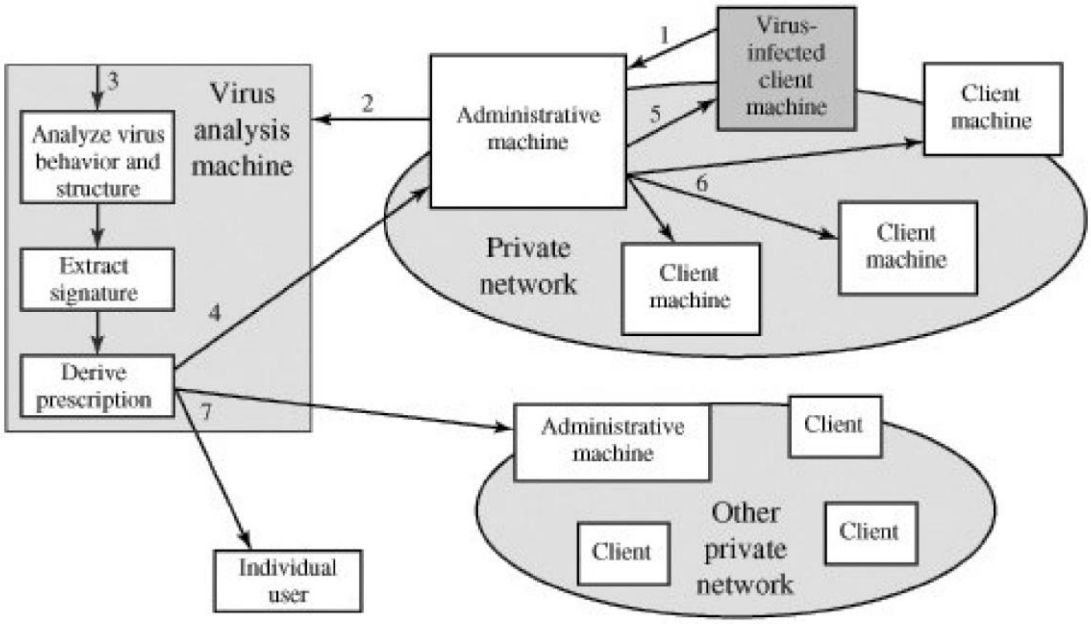


Figure 19.4 digital immune system

The success of the digital immune system depends on the ability of the virus analysis machine to detect new and innovative virus strains.

By constantly analyzing and monitoring the viruses found in the wild, it should be possible to continually update the digital immune software to keep up with the threat.

Behavior-Blocking Software

Unlike heuristics or fingerprint-based scanners, behavior-blocking software integrates with the operating system of a host computer and monitors program behavior in real-time for malicious actions. The behavior blocking software then blocks potentially malicious actions before they have a chance to affect the system. Monitored behaviors can include the following:

Attempts to open, view, delete, and/or modify files;

Attempts to format disk drives and other unrecoverable disk operations;

Modifications to the logic of executable files or macros;

Modification of critical system settings, such as start-up settings;

Scripting of e-mail and instant messaging clients to send executable content; and Initiation of network communications. If the behavior blocker detects that a program is initiating would-be malicious behaviors as it runs, it can block these behaviors in real-time and/or terminate the offending software. This gives it a fundamental advantage over such established antivirus detection techniques as fingerprinting or heuristics. While there are literally trillions of different ways to obfuscate and rearrange the instructions of a virus or worm, many of which will evade detection by a fingerprint scanner or heuristic, eventually malicious code must make a well-defined request to the operating system. Given that the behavior blocker can intercept all such requests, it can identify and block malicious actions regardless

of how obfuscated the program logic appears to be. The ability to watch software as it runs in real time clearly confers a huge benefit to the behavior blocker; however, it also has drawbacks.

Since the malicious code must actually run on the target machine before all its behaviors can be identified, it can cause a great deal of harm to the system before it has been detected and blocked by the behavior blocking system. For instance, a new virus might shuffle a number of seemingly unimportant files around the hard drive before infecting a single file and being blocked. Even though the actual infection was blocked, the user may be unable to locate their files, causing a loss to productivity or possibly worse.