



In the Boxing Ring APR 2025



Network Box Technical News

from Mark Webb-Johnson

Chief Technology Officer, Network Box

Welcome to the April 2025 edition of In the Boxing Ring

This month, we are releasing our first system based purely on Generative AI technology: **Automated Advice for NBSIEM+ Incident Tickets**. Until now, when NBSIEM+ decides to escalate a reported event to create an incident ticket, it simply uses some templated text as the raised ticket. The new enhancement to this is to use our trained Generative AI model (using the raised incident ticket text and the event itself as contextual attachments) to generate automated advice to be provided as part of the raised ticket text. Highlighting background information, explaining the event, and recommendations on handling it. We discuss this in detail on pages 2 to 3.

In other news, the **NBSIEM+ App** is getting an exciting upgrade! Available later this month, the new version is packed with powerful updates to make security management smoother, faster, and more intuitive than ever. In addition, we are pleased to announce that Network Box won the **Most Trusted Cyber Protection Company** at the **APAC Insider's Singapore Business Awards 2025**. This is the fourth consecutive year that Network Box has won this award – many congratulations to our Singapore office for their hard work in receiving this award.

Mark Webb-Johnson
CTO, Network Box Corporation Ltd.
April 2025

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Automated Advice for NBSIEM+ Incident Tickets

Network Box has been using AI in our products for 20+ years. We have successfully used these technologies in our malware, spam, frontline, and other intrusion engines, as well as in backend systems such as URL categorization, malware analysis, and others. Today, we are releasing our first system based purely on Generative AI technology: **Automated Advice for NBSIEM+ Incident Tickets**. Designed to enhance incident management and analysis by providing automated advice and support. In our featured article, we discuss the new system in greater detail and highlight future Generative AI technologies.

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Network Box Highlights:

- Network Box wins Singapore Business Awards 2025
- Network Box NBSIEM+ App Update

AUTOMATED ADVICE for NBSIEM+ Incident Tickets

We have all noticed the explosion in the availability and use of Generative AI in recent months. This came to the forefront with the release of ChatGPT, but the technology has been simmering under the surface for some time now.

Network Box has been using AI in our products for 20+ years. Whether that is statistical (bayesian and other such learning systems), heuristic, or neural network-based, we have used these technologies with success in our malware, spam, frontline, and other intrusion engines—as well as in backend systems such as URL categorization, malware analysis, and others. It has been clear for over a decade that simple signature-based detection cannot cope with the onslaught of malware, and we have only managed to stay ahead of the bad guys by embracing non-signature-based detection methodologies.

However, our enthusiasm must be tempered with a realization of the limitations of 'AI' technology. While Artificial Intelligence (particularly generative AI) can yield phenomenally impressive results, it can also produce the most appalling garbage output. As the saying goes, "To err is human, but to mess up takes a computer." I would add, "...and to truly crash and burn needs AI". At this point in time, AI simply can't be trusted to make decisions without human oversight. We can't trust it completely to drive our cars, power our robots, or decide whether to permit/deny network traffic. Whilst it might get it right 99% of the time, the remaining 1% often exemplify the most appalling mistakes.



Today, we are proud to announce the release of our first system based purely on Generative AI technology:

Automated Advice for NBSIEM+ Incident Tickets

Until now, when NBSIEM+ decides to escalate a reported event to create an incident ticket (whether that determination to escalate to an incident is via AI, Heuristic, or Signature rules), it simply uses some templated text as the raised ticket.

Today's enhancement to this is to use our trained Generative AI model (using the raised incident ticket text and the event itself as contextual attachments) to generate automated advice to be provided as part of the raised ticket text. This advice provides background information, explaining the event, and recommendations on handling it. As always, customers can simply continue the discussion on the ticket itself to obtain expert human advice from our Security Operation Centre engineers.

This advice can never be 100% accurate and can never be as good as a human analyst could provide, but it can occasionally determine information that an analyst may have overlooked and can be useful as baseline information to make decisions on. We clearly label these as 'Automated Analysis', and the customer always has the option to discuss further with a real human security analyst.

You may have seen this automated analysis appearing on some NBSIEM+ Incident tickets raised from 25th March 2025 onwards, and today, we release this globally to all users. We are also pleased to say that there will be no extra charge for this service.

Similarly, the second Generative AI system we will be launching with the upcoming major NBSIEM+ overhaul (scheduled for release in Q2 this year) is Automated Advice on events themselves. The user will be able to click on an event to receive a summary, analysis, and recommendations on how to handle it best. There will be no extra charge for this service, and most event automated analysis will be able to be completely delivered within 10 to 15 seconds.

As mentioned, exciting times are ahead, and we hope that these first releases of Generative AI technology in Network Box products will be able to help our customers better understand and manage these events and incidents.

As an example, here is the automated analysis of a recent NBSIEM+ incident ticket:

Incidents Tickets
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Ticket # 789321456

Ticket Description

Message: ET EXPLOIT Korenix JetWave formSysCmd Command Injection Attempt (CVE-2016-20017) [Classification: Attempted Administrator Privilege Gain]
Result: deny
Protocol: tcp

Remote IP: (redacted)
Remote Port: (redacted)

Local IP: (redacted)
Local Port: (redacted)

The activity should be investigated and workstation/server checked for possible compromise.

Raised by: SIEM rule [nbsiem] Network Box Possible Exploit Activity Detected
Rule ID: (redacted)
Event ID: (redacted)

Automated analysis result:

Summary of the Event:

- Threats: 1:2049120:2
- Message: ET EXPLOIT Korenix JetWave formSysCmd Command Injection Attempt (CVE-2016-20017) [Classification: Attempted Administrator Privilege Gain]
- Result: deny
- Protocol: tcp
- Remote IP: (redacted)
- Remote Port: (redacted)
- Local IP: (redacted)
- Local Port: (redacted)
- Timestamp: 2025-03-20T(redacted)Z
- Local Country: Hong Kong (hk)
- Remote Country: Singapore (sg)
- Application: ips
- Priority: 3 (on a scale where higher values indicate higher priority)
- Asset Name: (redacted)
- Asset Type: networkbox

Severity Assessment:

The event involves a detected and blocked attempt to exploit a known vulnerability (CVE-2016-20017) in the Korenix JetWave formSysCmd. The classification indicates an attempted administrator privilege gain, which is a high-severity threat. The severity of this event is elevated due to:

- 1.The nature of the exploit (attempted privilege escalation).
- 2.The fact that the attempt was detected and denied, indicating that the IPS is functioning correctly but still highlights an attempted breach.

Recommendations:

1.Immediate Action:

- *Verify the Status of the Local Device:* Check the workstation/server (local IP: (redacted)) for any signs of compromise or unusual activity.
- *Review Logs:* Examine logs from the local device and the Network Box IDS/IPS for any other related suspicious activity or repeated attempts.
- *Update Signatures:* Ensure that all intrusion detection and prevention systems have the latest signatures and rules to effectively block known exploits.

2.Network Security:

- *Network Segmentation:* Ensure that critical systems are properly segmented from less secure parts of the network to limit the potential impact of successful exploits.
- *Access Controls:* Verify that appropriate access controls are in place to limit exposure to potentially vulnerable services.

3.Patch Management:

- *Apply Patches:* Confirm that all systems, especially those running vulnerable services, are up to date with the latest security patches to mitigate known vulnerabilities.

4.Monitoring and Detection:

- *Enhanced Monitoring:* Increase monitoring on the involved systems and network segments to detect any further attempts or related activities.
- *Threat Intelligence:* Integrate threat intelligence feeds to stay informed about new vulnerabilities and emerging threats.

5. Incident Response Planning:

- *Review and Update IR Plan:* Assess and update the incident response plan to ensure it addresses detection and response to similar exploit attempts.
- *Conduct Drills:* Perform regular drills and simulations to ensure readiness in responding to such incidents.

By following these recommendations, the organization can enhance its security posture and better protect against similar threats in the future.

Disclaimer

This analysis was crafted with the assistance of AI, using the information available at the time. Generative AI is an exciting and experimental technology, but it's not perfect - so there might be errors or misinterpretations in the content. If you'd like a second look or need help from a human expert, feel free to reach out to your local Network Box Security Operations Centre. We're here to support you!

User: joe.user IP: 852.123.1.23 2025-03-20 00:30:00 HKT
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Network Box HIGHLIGHTS



Network Box wins Singapore Business Awards 2025

Network Box is pleased to announce that the company won the **Most Trusted Cyber Protection Company** at the **APAC Insider's Singapore Business Awards 2025**. This is the fourth consecutive year that Network Box has won this award, highlighting our continued effort to provide effective cybersecurity - many congratulations to our Singapore office for receiving this award.



Network Box NBSIEM+ App Update

The NBSIEM+ App is getting an exciting upgrade! We are taking your Network Box experience to the next level! The NBSIEM+ App v6.5 is on the way, packed with powerful updates to make security management smoother, faster, and more intuitive than ever.

Key Features

- Enhanced Android 14 & 15 Support**
 Large screen users, we heard you! Get ready for an improved experience that works seamlessly across your devices.
- Boosted Performance & Compatibility**
 Whether you're on iOS or Android, expect better speed, reliability, and efficiency.
- Future-Ready Integration**
 We're rolling out support for the upcoming NBSIEM+ 2025Q2 major release, ensuring you're always ahead of the curve.

The update is in its final stages, and pending App Store approval, it'll be hitting your devices later this month. **Stay tuned—you won't want to miss it!**



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