# Protecting SAP applications from Malware uploads –

# How (Henkel) does it with SAP VSI

Markus Hille, Henkel Joerg Schneider-Simon, bowbridge



### **In This Session**

- Learn about file-based threats to your SAP applications
- Get to know the SAP Virus Scan Interface VSI.
- Explore how Henkel implemented VSI-based protection on-prem and in RISE.

#### Agenda

- Application-layer malware scans? Why?
- Henkel's Journey with SAP VSI
- Solutions for On-Prem and Cloud
- Q & A



#### Agenda

• Application-layer malware scans? Why?

Henkel's Journey with SAP VSI

• Solutions for On-Prem and Cloud

• Q & A



#### **Reason #1: Because SAP Recommends It**



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Security Guide for SAP S

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#### 9 Virus Scanning

#### **Basic Concepts**

We recommend installing and running a VSI 2.x-compliant virus scanner in your landscape. The SAP S/4HANA code calls this scanner using a dedicated interface during different stages of processing - during upload, download, and passage through the Gateway, and so on. You can customize the interface with the help of scan profiles.

We recommend running VSI scans for:

- Signature scans
- All files should be checked against an up-to-date list of known virus signatures.
- Mime-type detection
- Only trusted file types should be allowed. • Active content detection

Files with active content should be blocked (for example, PDF files containing JavaScript).

For more information about virus scan profiles and customizing, go to https://help.sap.com/s4hana\_op\_2022, enter Virus Scan Interface into the search bar, press Enter], and open the search result with that title.

Additional information is available in SAP Notes 786179 and 1494278

or virus scanning in SAF Content Server, see SAF Note 1383/07/

9.1 Virus Scanning in File Uploads

#### Example

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The system allows uploading of files. For example, users can add an attachment to business documents. Also, you can upload template files, such as e-mail HTML templates, which can be used to render data on a UI

Once uploaded into SAP S/4HANA, such documents may be displayed in SAP Fiori apps without further security-related checks. If a document contains malicious content, unintended actions could be triggered when the item is downloaded or displayed. This can lead to situations, such as cross-site scripting vulnerabilities. That is why proper virus scanning at upload time is an essential first line of defense against (stored) XSS attacks.

For a technical description of this problem see the ABAP Platform Security Guide.

Go to https://help.sap.com/s4hana\_op\_2022, enter Preventing Cross-Site Scripting From Uploads into the search bar, press Enter, and open the search result with that title.

It is clear that uploaded files need to be scanned for malware. Also, their type needs to be verified against a allowiist of MIME-types. You can meet both these requirements by installing and running a VSI 2.x-compliant virus scanner in your landscape.

Security Guide for SAP S/4HANA 2022 Virus Scanning

#### SAPinsider

#### **Examples of File-based Threats**

- Malware
  - Viruses
  - Trojans
  - Ransomware, etc.
- File-type filter bypass
  - e.g. Upload of arbitrary content by changing/removing the extension
- Active Content
  - Macros, OLE, DDE
  - Executables, Screensavers, DLLs, shell-scripts
  - PDF with JavaScript, XML with JavaScript, etc.

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#### **Reason #2: because your auditor will flag the SAL warnings**

- Warnings in Security Audit Log for
  - File uploads and downloads that were not scanned
  - Standard with SAP\_BASIS 757 and/or SAP note 3165706 and 3165707

Security	Audit Lo	og - I	Evali	uation						
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### **Reason #3: because your red-team/pen-tester will report findings**



PROJECTS CHAPTERS EVENTS ABOUT Q

Member Login

#### **Unrestricted File Upload**

#### **Description**

Uploaded files represent a significant risk to applications. The first step in many attacks is to get some code to the system to be attacked. Then the attack only needs to find a way to get the code executed. Using a file upload helps the attacker accomplish the first step.

The consequences of unrestricted file upload can vary, including complete system takeover, an overloaded file system or database, forwarding attacks to back-end systems, client-side attacks, or simple defacement. It depends on what the application does with the uploaded file and especially where it is stored.

#### **Reason #4: because your OS-level Security does not even see it**

	anti-virus
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合 Home	106267 - Virus scanner software on Windows 🗸 🖾 🖾 🛄
📰 Calendar	SAP Note, Version: 18, Released On: 15.06.2021
	Description Software Components References V Attributes Available Languages
DASHBOARDS	virus scanner. In the experience of SAP Support, these errors no longer occur in 95% of all cases. If the error can also be reproduced
S Customer Success	then, the customer can open a case with Microsoft so that Microsoft can determine the exact cause of the access error - if necessary using a full memory kernel dump.
間\$ Finance & Legal	We recommend excluding the file shares SAPLOC and SAPMNT from the monitoring by the real-time scan engine of the virus scanner. The same applies for all directories of the database (data files, log files, archive logs, and so on).
ରୁ Partner Solutions	Known errors in connection with virus scanners on Windows Server operating systems:
<u>ප</u> ු Partnership	Access error to the file system, local or remote:
Portfolio & Products	<ul> <li>Sporadic error messages stating that a file or a folder cannot be found, even though it exists</li> <li>Error when deleting files, usually access problems (<i>access denied</i>)</li> </ul>
💥 Sales & Marketing	<ul> <li>Error when reading large files, sporadic error "The device is not ready" or similar error messages</li> <li>The virus scanner solution blocked the start of processes because malware was determined in the SAP source code, and this was caused due to incorrect virus scanner</li> </ul>
Services & Support	

#### **Reason #5: because your company may be liable for damages**

- Most cybersecurity regulatory frameworks require organizations to implement state of the art malware protection:
  - ISO 27002:2022, Control 8.7
  - UK's Cyber Essentials Scheme and Security Standard SS-015
  - PCI DSS
  - HIPPAA
  - German BSI Cloud Computing Catalogue C5:2020
- SAP VSI exists since 2005 it is considered state of the art
- Failure to implement VSI-based solutions can be found **negligent** 
  - Entitles persons and organizations to compensation for damages



## • Application-layer malware scans? Why?

Henkel's Journey with SAP VSI

Solutions for On-Prem and Cloud

• Q & A



SALES

**€22.4**<sub>BN</sub>

**€2.3**<sub>BN</sub>

**PROFIT (EBIT)** 



-55% CO<sub>2</sub> EMISSIONS FROM OUR OPERATIONS<sup>1</sup> SOCIAL PROJECTS IN 2022

2,055



ADJUSTED OPERATING

WE EMPLOY MORE THAN 50,000

PEOPLE FROM 124 NATIONALITIES

146 YEARS

SUCCESS WITH

**BRANDS AND** 

**TECHNOLOGIES** 

around 39%

WOMEN IN MANAGEMENT



<sup>1</sup> Per ton of product, compared to the base year 2010

## **LEADING POSITIONS** IN INDUSTRIAL AND CONSUMER BUSINESSES



#### ADHESIVE TECHNOLOGIES

CONSUMER BRANDS











#### How it started...

From: Sent: Thursday, January 12, 2023 11:39 AM To: Andreina @henkel.com>; Inc. Base @henkel.com> Subject: [EXT] Virus on the platform!!!!!!

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments

Dear Andreina and Ink

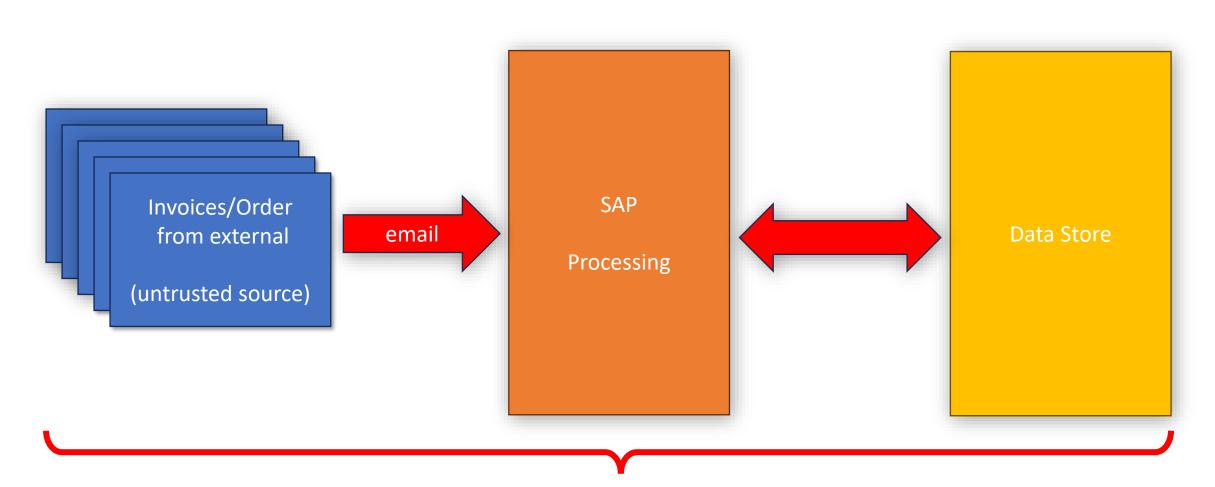
While working on the platform we noticed some problems with some files: IDH FG 2884084 - TBV IDH 2883809 DH FG 2884086 - TBV IDH 2883813 You probably have a virus on the platform. Please forward this message to the appropriate person.

Some screenshots are attached.

#### How it started...

	IRUS								-	□×
Wykrycia										: ?
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<b>Filtrowanie</b>										

#### Where it started - Invoice & Order Process



No dedicated malware protection

We realized there was a gap - technically and legally:

- Legally Reversal of the burden of proof
  - In the event of litigation, we need to be able to demonstrate the files downloaded from our systems were NOT infected at the time of the download
- Technically let's dive into it...

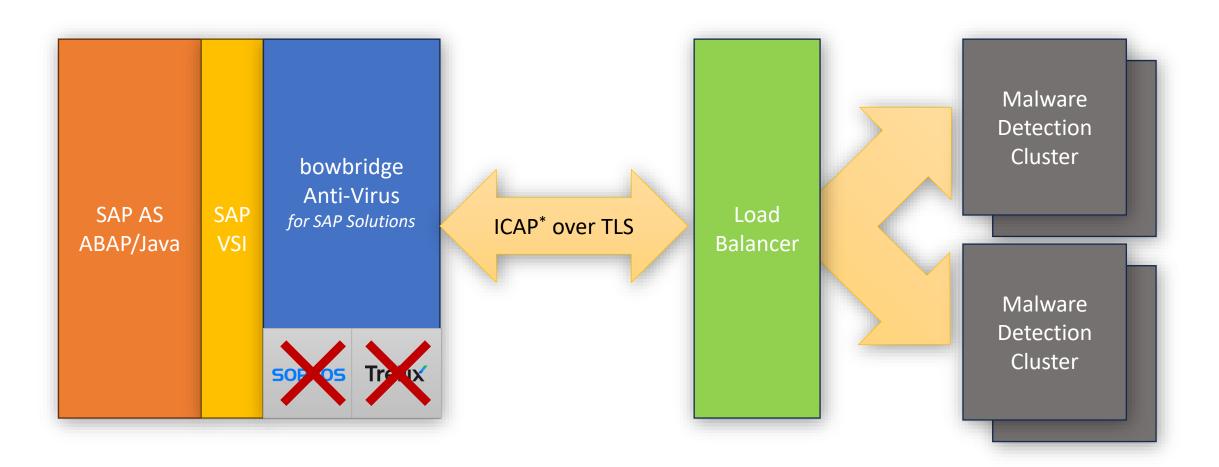
#### **Key Finding:** File-Ingestion into SAP was not properly protected

- Several file ingestion vectors exist, some interactive and some automated
  - Email (for example invoice handling)
  - GUI and HTTP uploads by users
  - eFolder
- Even if anti-virus is deployed on the OS, uploads into SAP are not scanned
- Vulnerability Management Department was unaware of this "blind spot"

#### **Selection Criteria for a possible Solution**

- Must be available for ABAP (R/3 & S/4)
- Must be SAP-certified for NW-VSI 2.x
- Must be available on multiple OS platforms
  - Linux x86\_64
  - IBM AIX
- Must be a commercial solution with professional support

#### **Solution Building Blocks**



\* ICAP: Internet Content Adaptation Protocol, RFC 3507

## Why ICAP?

#### **PROs:**

- ICAP product was already licensed, no need to introduce a new AV engine
- Separation of operational responsibilities
- Automatic monitoring and well-established processes around malware

#### CONs:

 slightly lower scanning throughput than with a local scan engine on the AS Not critical for our scan volume (most scans are "background scans")

#### **Roll-out – OS-Layer installation**

Solution rollout consists of 2 steps:

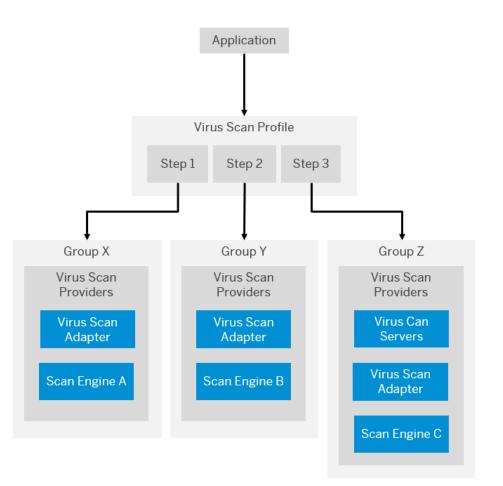
- OS-Layer Installation
  - Performed by Henkel's OS-team and provider
  - Command-line installer
    - Interactive
    - "Silent", unattended option
  - Newly deployed systems on RISE



## **SAP Virus Scan Interface - configuration**

SAP VSI introduces 3 abstraction layers for:

- Maximum transparency for the application
- Availability, redundancy
- Increased security



## **SAP-Layer configuration – Virus Scanner Group**

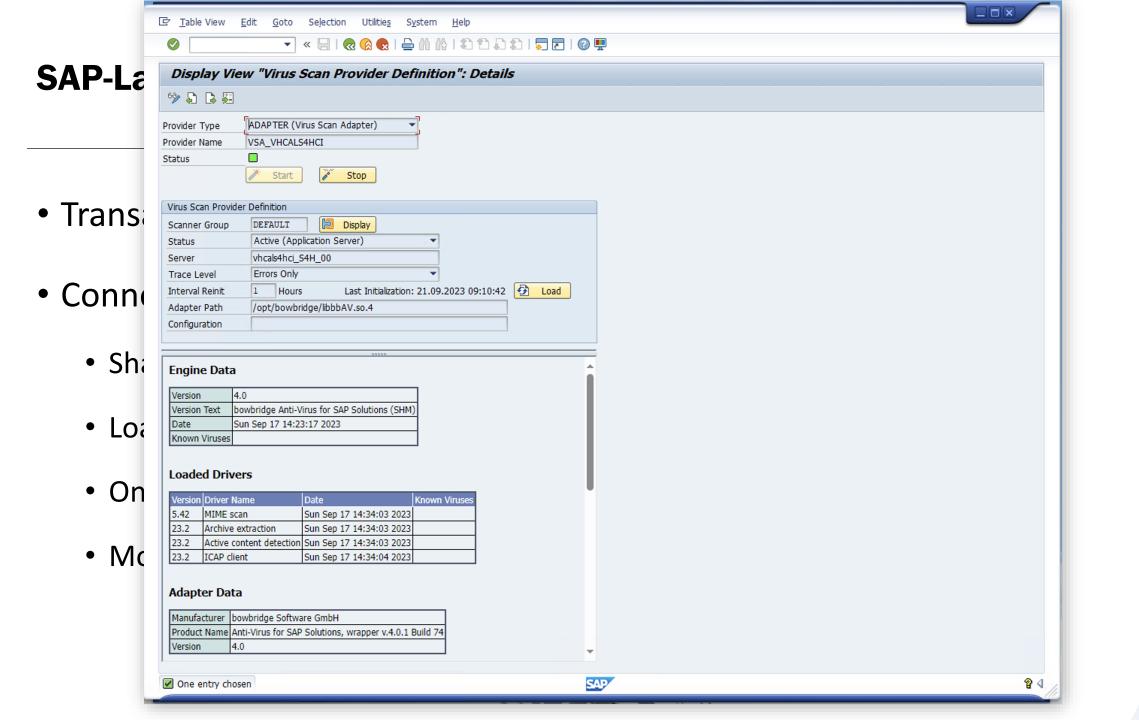
- Transaction VSCANGROUP
- "Container" for initialization parameters
  - Groups one or more Virus Scan Providers
  - Load-balances providers, if there are more than one
  - Watch out with paths, so the configuration can be transported and applied to DEV/QA/PROD.

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		INITDIRECTORY	/opt/bowbridge	<b></b>	
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° 11 a 113 (		INITENGINES	mimescan; archive extractor; active content; icap		
		INITLICENSE_PATH	396223a8-9d3d-43ad-8b29-22aa1982ac04@local:Y3uw7	7Ex	
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### **SAP-Layer configuration – Virus Scan Provider**

- Transaction VSCAN
- Connects to SAP VSI
  - Shared Library/DLL
  - Loaded into the Work-Processes / jstart process
  - One per Instance
  - Monitored by CCMS



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## **SAP-Layer configuration – Virus Scan Profiles**

- Transaction VSCANPROFILE
- Scan is triggered by Function Modules
  - Any application using the module automatically scans file transfers
  - No application changes required
- SAP provides several virus scan profiles out of the box
- Admins may create own reference profiles
- Configure individual scan settings for each profile

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#### Display View "Virus Scan Profile": Overview

• Transa

• Scan i:

- Any
- No
- SAP pi
- Admir
- Config

Virus Scan Profile	Virus Scan Profile	Active	Default Pr	Profile Text	
Steps	/CBGLMP_API/WWI_GET_			GLM Plus: Load Image File	-
Step Configuration     Profile Configuration I	/CBUI/WWI_REPORT_GEN			EHS: WWI Report Genera	-
MIME Types	/COND_PUBLIC_MAINTE				
	/HCM_TMC/DOCUMENT_U			File Upload Using the Met	
-	/IC_CCS_MCM/ICI_MAIL			Virus Scan Profile for Emai	i
-	/IWBEP/CP/ODATA_DOW				
-	/IWBEP/V4/ODATA_UPL				. 33
-	/MDG_BS_FILE_UPLOAD				
-	/PAOC_EIC_APPL_COMM	_		Employee Interaction Cen	
-	/PAOC_RCF_BL/HTTP_U	_		SAP E-Recruiting: File Uplo	
-	/PC01/SVINCOMING	Π		Scanning Incoming Status	
-	/PLMU/UI_SPC_BAS/MS	Π			
-	/SAPC_RUNTIME/APC_W				
-	/SAPC_RUNTIME/APC_W				
-	/SARC/ARCHIVING ADK	Π		Virus Protection Using the	
	/SBCOMS/SMTP INBOUND	Π		SMTP Inbox Processing	
÷ -	/SCA/DM ATTACHMENTS				
-	/SCA/DM BRANDING/UP				
-	/SCA/DM FTR/UPLOAD				
-	/SCA/DM_HELPCENTER/				
-	/SCA/DM MFGC/UPLOAD				
-	/SCA/DM_MYS/UPLOAD				
-	/SCET/DP_VS_ENABLED				
-	/SCET/GUI_DOWNLOAD				
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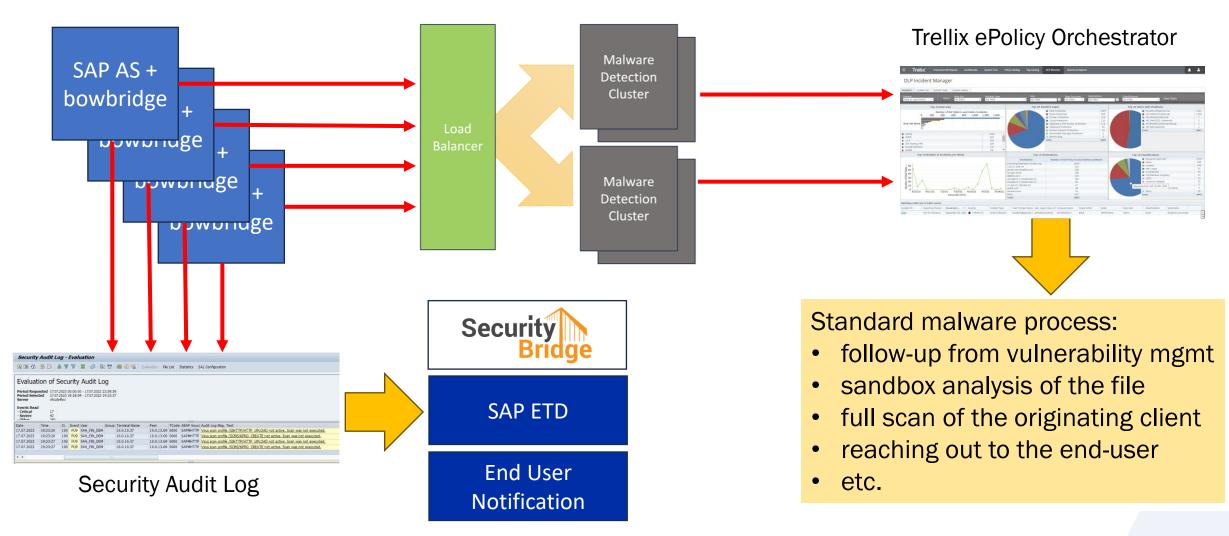
## **Scan Options**

In addition to malware-scanning Henkel's policy is to

- Enforce matching of file content and file extension
  - Block files where the extension does not match the content ("notepad.pdf")
- Block active content in files
  - Macros in Office documents
  - JavaScript in PDF/HTML/XML/SVG, etc.
  - Shell scripts
  - Executables, etc.

Parameter	Value
CUST_ACTIVE_CONTENT	1
CUST_CHECK_MIME_TYPE	1

#### Integrations for monitoring and post-detection measures



## **Operations**

### **Current implementation:**

- VSI in use on 70 Instances
  - On-Premises
  - On RISE with SAP
- Securing several applications, for example:
  - Ordering
  - Inbound email
  - eFolders
  - Files received by middleware (e.g. SAP CPI)
  - CRM (File exchange)
- Scanning thousands of files per day

#### **Lessons learned – unexpected value**

- Fewer detections of **malware** than expected
- More detections of **active content** than expected
  - e.g. download of executables from SAP to execute on local machine
- We gained a lot of **VISIBILITY** 
  - e.g. into how users and developers are (mis-) using data / file transfers
- We increased the quality of data processing
  - e.g. by detecting/blocking corrupted files
- Overall improved Data Hygiene

#### Agenda

• Application-layer malware scans? Why?

Henkel's Journey with SAP VSI

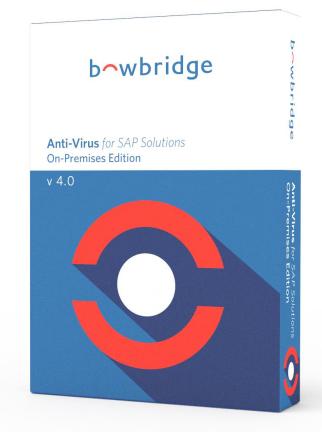
• Solutions for On-Prem and Cloud

• Q & A

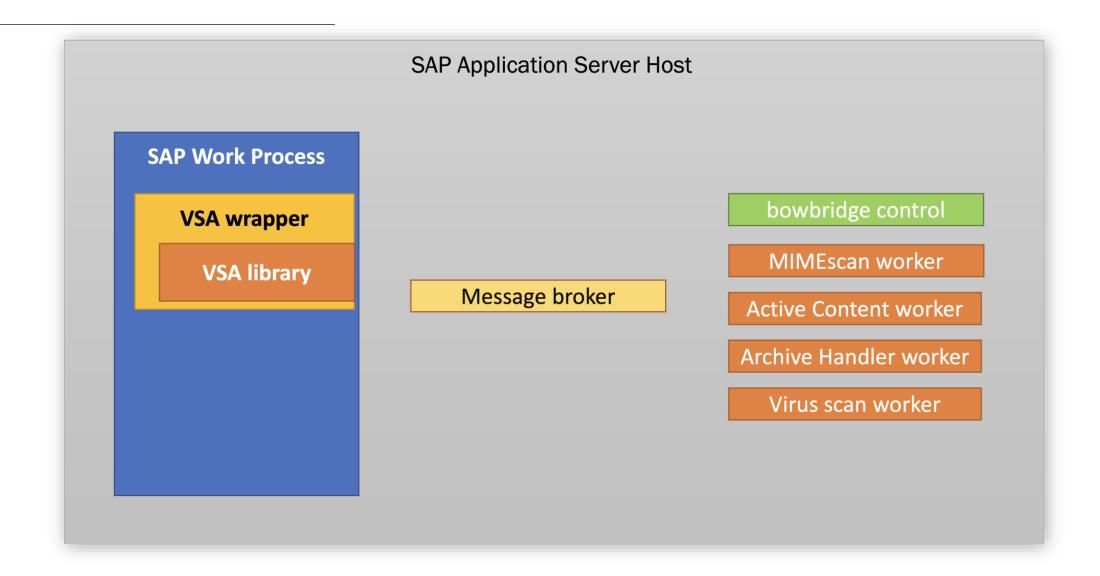


# bowbridge Anti-Virus 4.0 – launching at SAPinsider EMEA

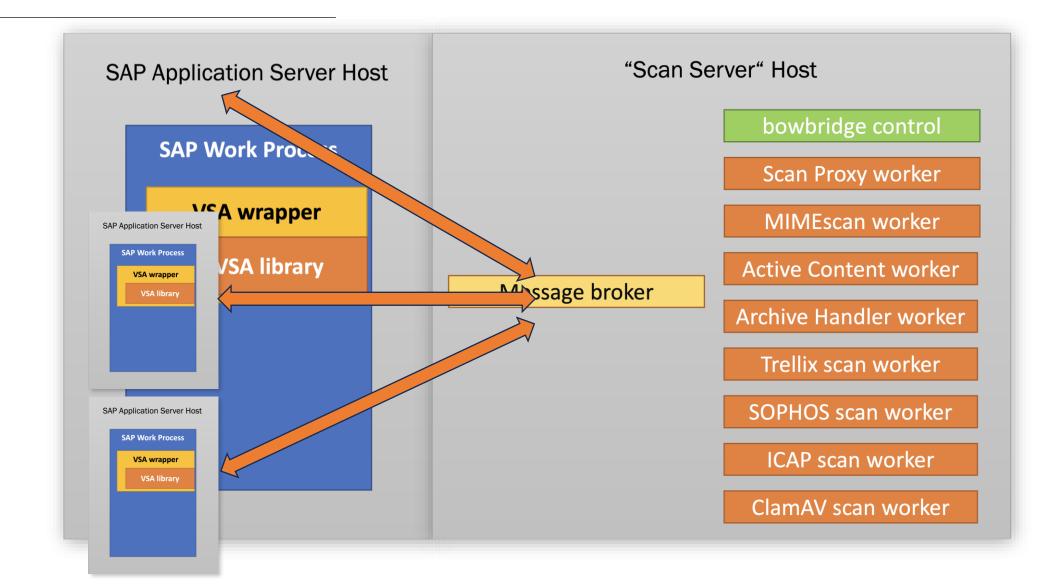
- Latest version of bowbridge Anti-Virus
- Increased Modularity
- Flexible Deployment Options
- Horizontal Scalability
- Cloud-Ready
- Hybrid SaaS-Ready



#### **Deployment options – All local**

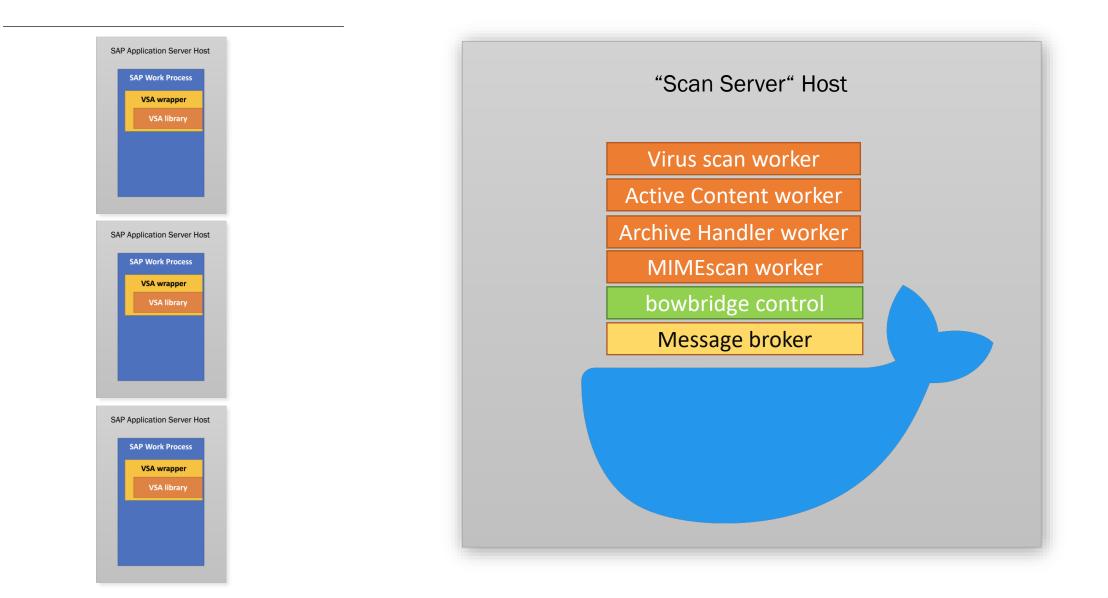


#### **Deployment options – Scan Server**



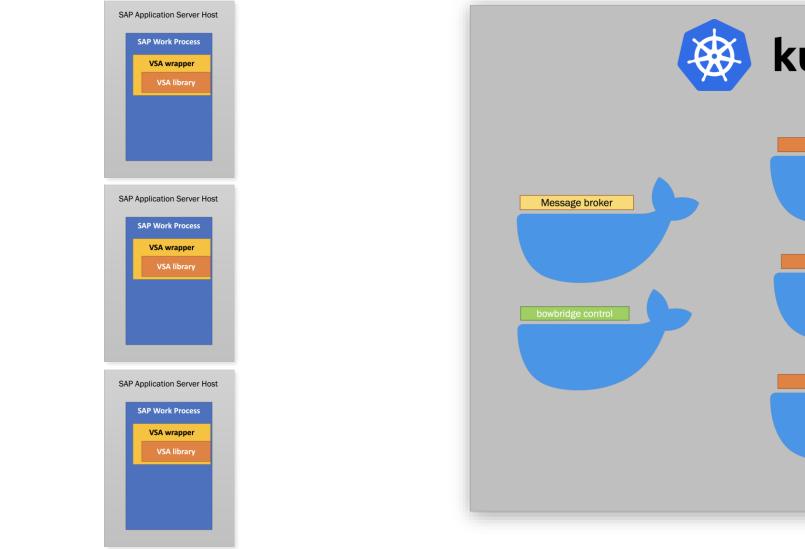
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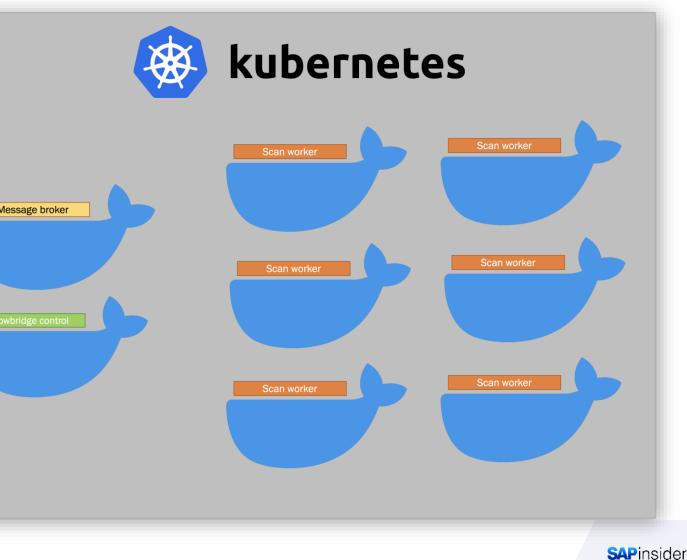
#### **Deployment options – Scan Server on Docker**



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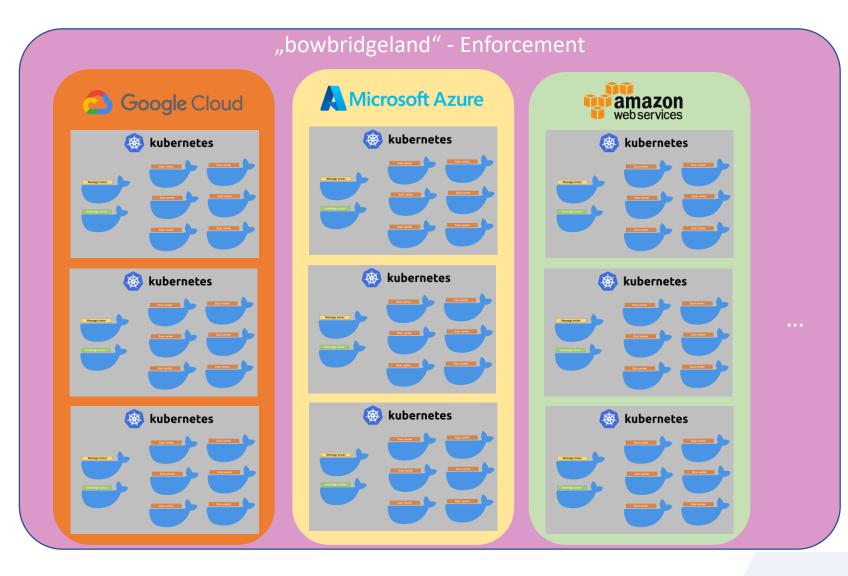
#### **Deployment options – Scan Server on kubernetes**

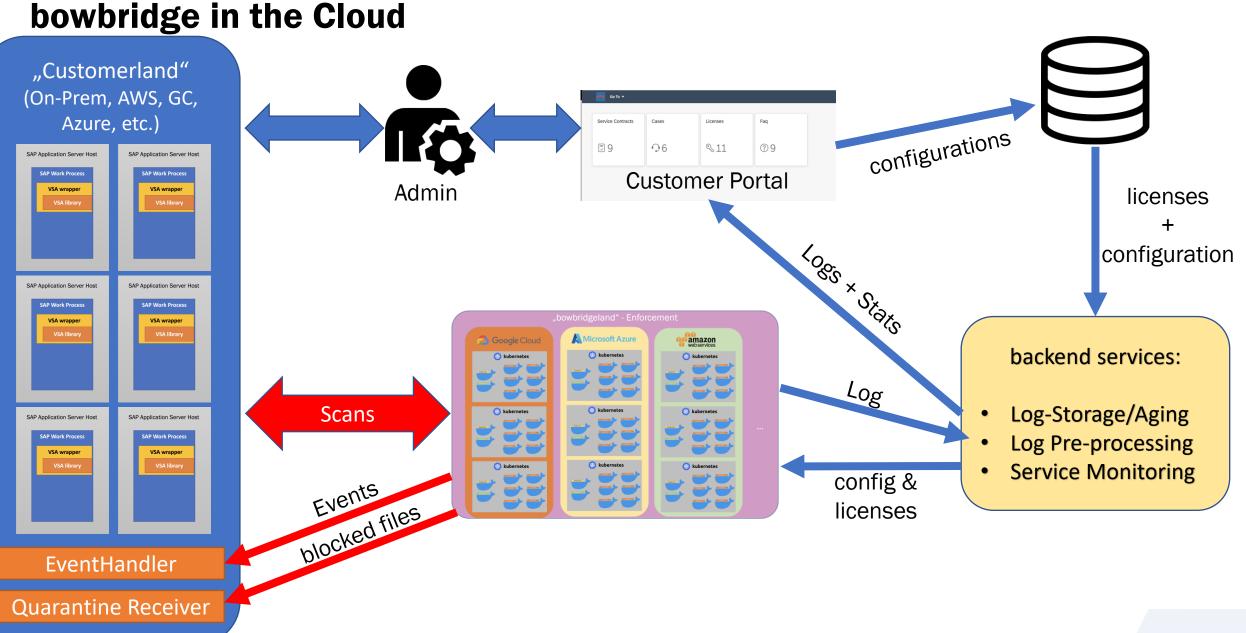




#### bowbridge in the Cloud







Join us for our hands-on labs on VSI tomorrow:

- 10:00-12:00: SAP VSI + bowbridge In OnPrem Scenarios
- 13:00-15:00: SAP VSI + bowbridge In Cloud Scenarios

Participants will be issued a bowbridge Certificate of Participation

- Anti-Virus v4 On Premises Edition: SAP-certified and available
- Anti-Virus v4 (Hybrid) SaaS Edition: ETA Q2, 2024
- bowbridge Anti-Virus BTP Edition: ETA Q3, 2024
  - Leverage bowbridge scanning from any application
  - Simple API (think "VSI over HTTPS")
  - Integrated with bowbridge SaaS backend services for logs, reports, alerting, ...

### Wrap up

- SAP VSI helps solving content-security challenges
  - Malware
  - Active content
  - MIME-type filtering
- VSI + bowbridge implementation at Henkel
  - Tightly integrated with vulnerability management processes
  - Leverages existing ICAP infrastructure
  - Clear delineation of responsibilities
  - Implemented on-premises and on RISE with SAP
  - **Result:** improved security, visibility, and data hygiene

### **Where to Find More Information**

- SAP Virus Scan Interface
  - <u>https://help.sap.com/docs/ABAP\_PLATFORM\_NEW/1531c8a1792f45ab95a4c49ba16dc50b/4e2606c3c61920cee10000000a42189c.html</u>
- SAP S/4 HANA 2022 Security Guide
  - <u>https://help.sap.com/doc/d7c2c95f2ed2402c9efa2f58f7c233ec/2022/en-US/SEC\_OP2022.pdf</u>
- bowbridge Anti-Virus for SAP Solutions, v4
  - <u>https://www.bowbridge.net/en/anti-virus-for-sap-solutions/</u>
- Top 5 reasons to implement application-layer malware scanning
  - <u>https://www.bowbridge.net/wp-content/uploads/2023/09/Top-5-Reasons-to-Implement-Application-Layer-Malware-Protection-.pdf</u>

## **Key Points to Take Home**

Top 5 reasons to implement VSI-based scanning:

- Recommended by SAP
- Prevents expensive findings during audits
- Addresses pen-test/red-team findings
- OS-level anti-virus does not help
- Reduces liability risk

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Please remember to complete your session evaluation.



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