

Making Sense of Web Fraud With Splunk Stream

An in-depth look at Stream use cases and customer success stories with a focus on stream:http

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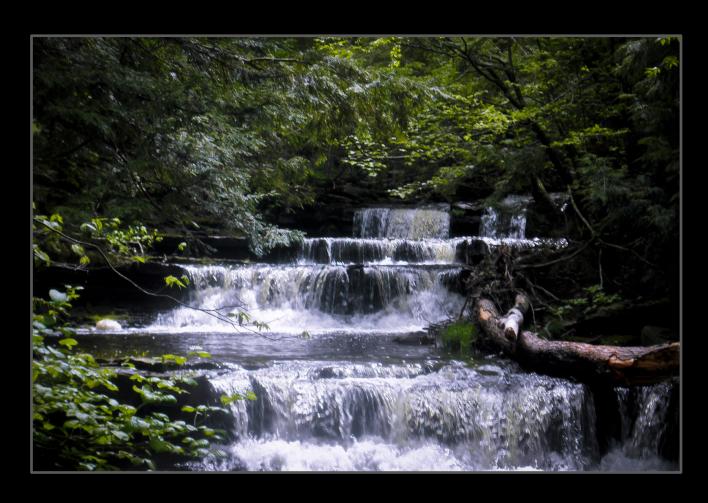
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Agenda

Making Sense of Web Fraud with Splunk Stream

- ► Introductions
- Stream Architecture
- Web Fraud Detection
- Customer Success





What is Stream?

What is re(ə)l 'tīm/?



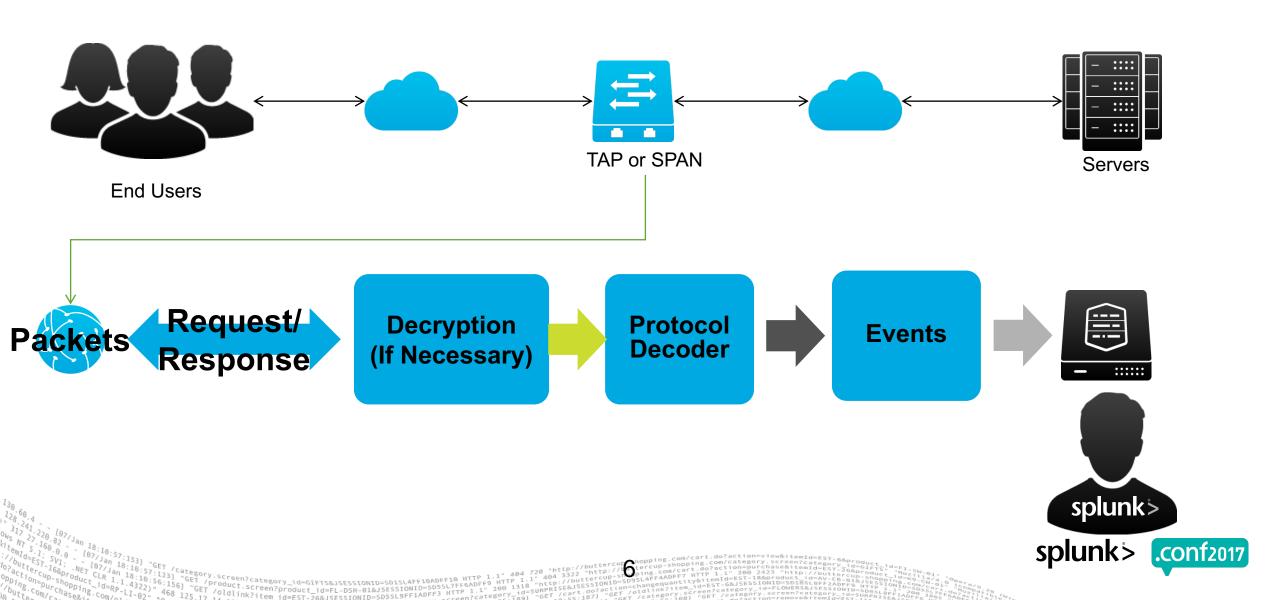
Time is a Nonrenewable Resource

Layer	Examples
7. Application	HTTP, SMTP
6. Presentation	TLS
5. Session	SCP
4. Transport	TCP, UDP
3. Network	IPv4, IPv6
2. Data Link	Ethernet
1. Physical	Ethernet, WiFi





Wire Data Collection / Metadata Generation



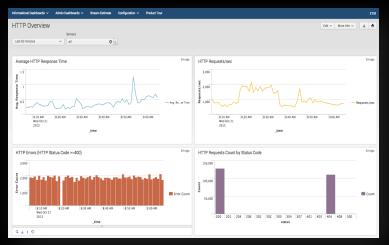
Example of Applications in Search

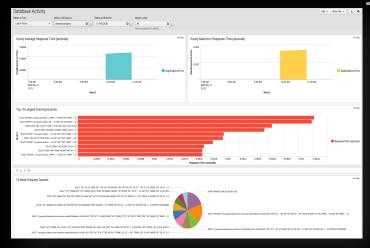
sourcetype=stream:* | stats count by app

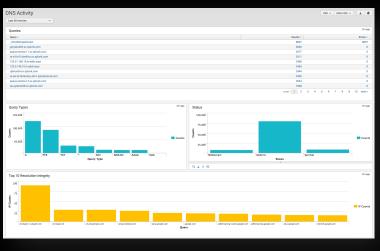
amazon_aws	31	krb5	30
apple	5	live_hotmail	6
apple_location	2	norton_update	5
dhcp	6	ntp	2
facebook	6	ocsp	81
flickr	1	pinterest	1
google	58	skype	1411
google_analytics	4	smb	12
google_gen	29	spdy	4
google_safebrowsing	8	spotify	3
google_tags	3	teredo	15
gstatic	11	tumblr	28
http	7945	twitter	11
http2	11	yahoo	129
https	214	yahoo_search	1
icloud	8	ymsg_webmessenger	3
imgur	9	youtube	1



Prebuilt Reporting What does real time mean to you?







Get visibility into applications performance and user experience

Understand database activity and performance without impacting database operation

Improve security and application intelligence with **DNS** analytics





Using Stream to "sessionize" clicks into complete web clickstreams



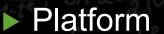
Web Fraud Detection

- "Sessionization" 101
- ▶ Use Case #1
 - Profile Change
 - Large Purchase
- ▶ Use Case #2
 - Multiple Shipments to Same Address









▶ Data (clicks)

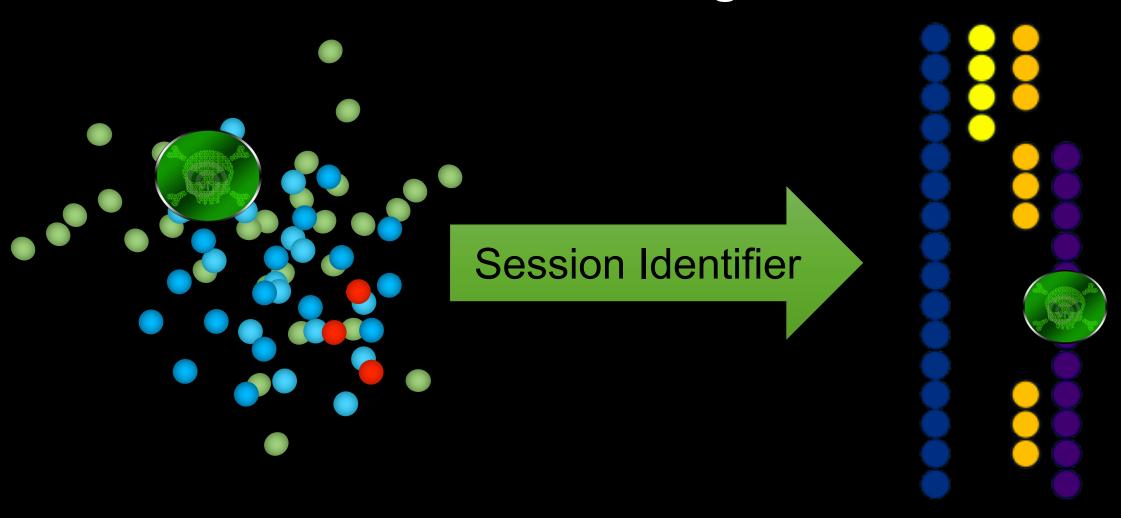


- Enrich
- ► Add Context
- Sessionize



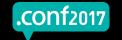
- Session Analytics
- ► History (1st time X)
- Outliers
- Risk





To these nice **clickstreams**

splunk>



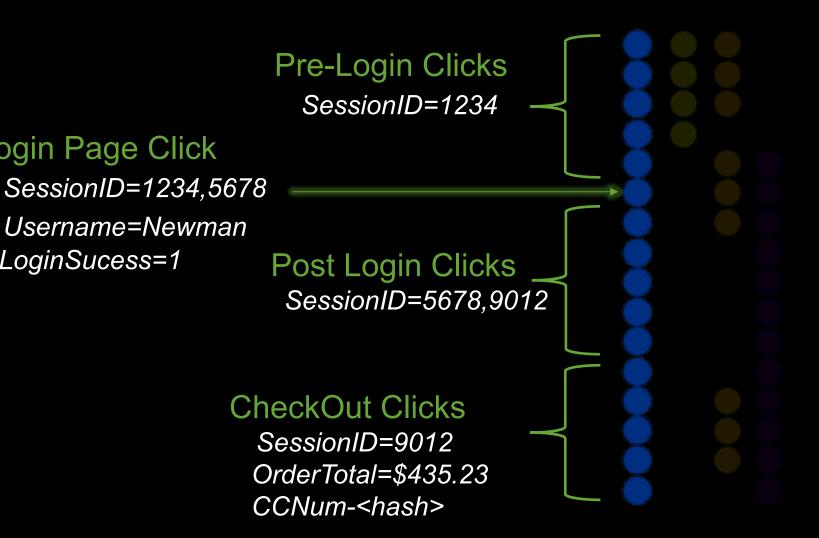
From this mess of **clicks**

Login Page Click

LoginSucess=1



SessionID is changing!







Pro Tip: the "transaction" command will accept a multivalue field and will link on **any** of the specifical transfer in the specifical property in the spec

|transaction sessionID

22223333

4444



|rex field=cookie max_match=5 "fronten[^=]+=(?<splSessionid>\w+)"

splunkweb, carf_token_8000=10728691767422127275; session_id_8000=7bb0567a937f6606108da27f6458850335058957; frontend_cid+bXXXxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	cookie 0	splSessionid ‡	✓ uri_path ≎
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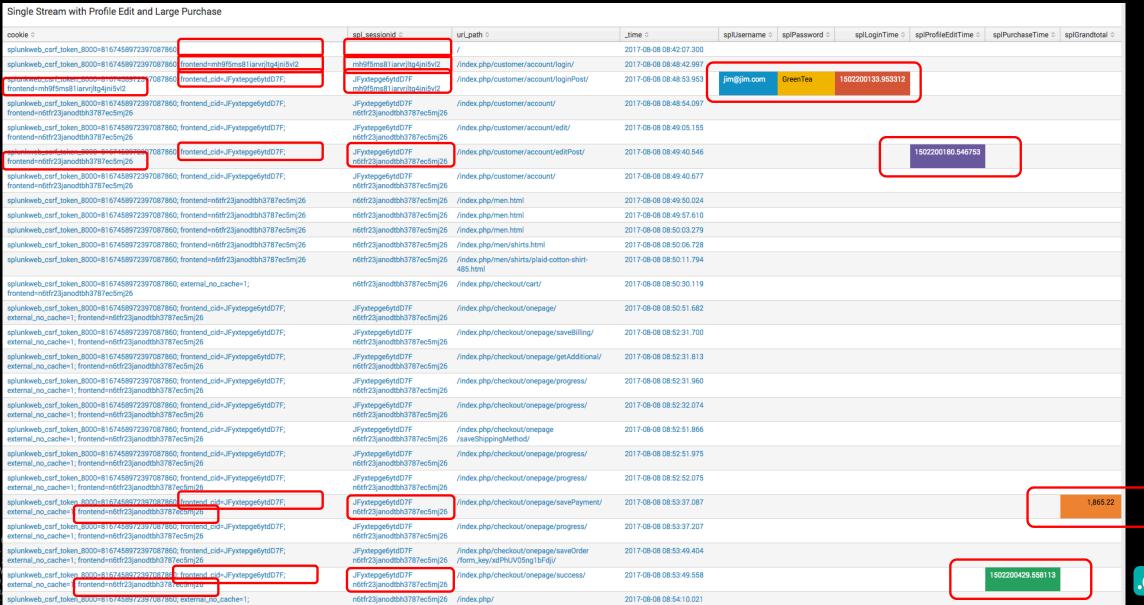
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splSessionid 0

uri_path 0

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"GET /oldlink?item id=EST-26&JSESSIONID=SD5SL9FF1ADFF3 HTTP 1

GOAL: Find a profile change occurring before a large purchase

```
index=wiredata dest_port=80 OR dest_port=443 http_content_type="text/html; charset=UTF-8"
[search index=wiredata sourcetype=stream:http dest_port=80 OR dest_port=443 splGrandtotal="*"
http content type="text/html; charset=UTF-8" |fields splGrandtotal src ip|rex field=splGrandtotal mode=sed
"s/,//"|where splGrandtotal > 500|stats values(src ip) as src ip]
reverse
table time cookie uri path splGrandtotal splUsername
rex field=cookie max match=5 "fronten[^=]+=(?<splSessionid>\w+)"
|eval splLoginTime=if(uri_path="/index.php/customer/account/loginPost/",_time,NULL)
eval splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/", time,NULL)
|eval splProfileEditTime=if(uri_path="/index.php/customer/account/editPost/",_time,NULL)
rex field=splGrandtotal mode=sed "s/,//"
transaction splSessionid maxpause=20m maxspan=2h
where splProfileEditTime < splPurchaseTime AND splGrandtotal > 500
eval PurchaseTime=strftime(splPurchaseTime,"%F %T")
|eval LoginTime=strftime(splLoginTime,"%F %T")
eval ProfileEditTime=strftime(splProfileEditTime,"%F %T")
table splUsername duration PurchaseTime LoginTime ProfileEditTime splGrandtotal splSessionid uri path
```

GOAL: Find a profile change occurring before a large purchase

```
index=wiredata dest_port=80 OR dest_port=443 http_content_type="text/html; charset=UTF-8"
[search index=wiredata sourcetype=stream:http dest port=80 OR dest port=443 splGrandtotal="*"
http content type="text/html; charset=UTF-8" |fields splGrandtotal src ip|rex field=splGrandtotal mode=sed
"s/,//"|where splGrandtotal > 500|stats values(src ip) as src ip]
reverse
table time cookie uri path splGrandtotal splUsername
rex field=cookie max match=5 "fronten[^=]+=(?<splSessionid>\w+)"
|eval splLoginTime=if(uri_path="/index.php/customer/account/loginPost/",_time,NULL)
eval splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/", time,NULL)
|eval splProfileEditTime=if(uri_path="/index.php/customer/account/editPost/",_time,NULL)
rex field=splGrandtotal mode=sed "s/,//"
transaction splSessionid maxpause=20m maxspan=2h
where splProfileEditTime < splPurchaseTime AND splGrandtotal > 500
eval PurchaseTime=strftime(splPurchaseTime,"%F %T")
eval LoginTime=strftime(splLoginTime,"%F %T")
eval ProfileEditTime=strftime(splProfileEditTime,"%F %T")
table splUsername duration PurchaseTime LoginTime ProfileEditTime splGrandtotal splSessionid uri path
```

GOAL: Find a profile change occurring before a large purchase

index=wiredata dest_port=80 OR dest_port=443 http_content_type="text/html; charset=UTF-8"

splUsername \$	duration \circ	ProfileEditTime 0	PurchaseTime \$	LoginTime 🗘	splGrandtotal •	splSessionid ‡	uri_path ‡
jim@jim.com	327.024214	2017-08-08 08:49:40	2017-08-08 08:53:49	2017-08-08 08:48:53	1865.22	JFyxtepge6ytdD7F mh9f5ms81iarvrjltg4jni5vl2 n6tfr23janodtbh3787ec5mj26	/index.php/ /index.php/checkout/cart/ /index.php/checkout/cart/add /uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmRleC5waHAvbWVuL3NoaX. /product/404/form_key/xdPhUV05ng1bFdji/ /index.php/checkout/onepage/ /index.php/checkout/onepage/getAdditional/ /index.php/checkout/onepage/saveBilling/ /index.php/checkout/onepage/saveOrder/form_key/xdPhUV05ng1bFdji/ /index.php/checkout/onepage/savePayment/ /index.php/checkout/onepage/saveShippingMethod/ /index.php/checkout/onepage/saveShippingMethod/ /index.php/customer/account/ /index.php/customer/account/edit/ /index.php/customer/account/login/ /index.php/customer/account/login/ /index.php/customer/account/login/ /index.php/men.html /index.php/men/shirts.html /index.php/men/shirts/plaid-cotton-shirt-485.html

eval ProfileEditTime=strftime(splProfileEditTime,"%F %T")

table splUsername duration PurchaseTime LoginTime ProfileEditTime splGrandtotal splSessionid uri_path



splUsername 🗘 🖊	duration \$	ProfileEditTime 0	PurchaseTime \$	LoginTime 🕏	splGrandtotal 0	splSessionid 🗘 🧪	uri_path \$
MihajloPupin@att.net	177.637588		2017-08-10 19:16:36	2017-08-10 19:14:37	731.53	Neur8e0ieINnUfTI dnlchj0183st2tltn9dg0fgi14 jnrv2df7h4rsg49tjbnik5drh2	/index.php/ /index.php/checkout/cart/ /index.php/checkout/cart/add /uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmRleC5waHAvaG9tZS1kZWNvci9/445/form_key/DqFP562FbcMc1Ubg/ /index.php/checkout/onepage/ /index.php/checkout/onepage/getAdditional/
LoniLove@aol.com	135.846551		2017-08-10 19:13:17	2017-08-10 19:11:10	774.88	6kq2urt4c3ll6vmcvrfn1djn13 I2mpA2sJGE32FDCj kflfd94ine4pu7ujs9t6kg8263	/index.php/ /index.php/checkout/cart/ /index.php/checkout/cart/ /index.php/checkout/cart/add/uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmF //XUqlynJLqZQp2mLv/ /index.php/checkout/onepage/ /index.php/checkout/onepage/ /index.php/checkout/onepage/getAdditional/
GeorgeWestinghouse@yahoo.com	187.132008		2017-08-10 19:10:39	2017-08-10 19:07:43	541.55	VvW58CQjx5MzpoBZ kpcikdaqvcnrfs6suf80vo7g50 tph1ccml9i81pa77qavtph1dp5	/index.php/ /index.php/checkout/cart/ /index.php/checkout/cart/add /uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmRleC5waHAvbWVuL2JsYXplcnl /407/form_key/pPhbH9FSyJRyMVkx/ /index.php/checkout/onepage/ /index.php/checkout/onepage/getAdditional/
LeeForest@gmail.com	219.195976		2017-08-10 19:07:06	2017-08-10 19:04:50	552.71	4por7icd9eggmcgrjbuovoc9p7 mghlr03lv11cmqek00lp57fp14 paWBa1NNaqou5lfw	/index.php/ /index.php/accessories/jewelry.html /index.php/checkout/cart/ /index.php/checkout/cart/ /index.php/checkout/cart/add /uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmRleC5waHAvbWVuL2JsYXplcnl //405/form_key/w25nVUb8hiOaOgKf/ /index.php/checkout/onepage/
MFaraday@aol.com	173.403543		2017-08-10 19:03:02	2017-08-10 19:00:19	487.36	g029fgieacgsvd456i4jof4ae1 k3srjh4pl6giiueuppdj1c15f0 quyHxySk69nK6d8R	/index.php/ /index.php/accessories/jewelry.html /index.php/accessories/jewelry/pearl-necklace-set-test.html /index.php/checkout/cart/ /index.php/checkout/cart/add /uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmRleC5waHAvYWNjZXNzb3JpZX /product/555/form_key/Ol2mc3GZ4IzU5IE4/
GuglielmoMarconi@yahoo.com	259.963875		2017-08-10 18:59:28	2017-08-10 18:55:22	541.88	abbvkr6dqi26hakg1qtci82jg4 t8s86ctpbrf0mdq70qm7cgn4t3 vK8TFr9rVRUDrrnU	/index.php/ /index.php/accessories/jewelry.html /index.php/checkout/cart/ /index.php/checkout/cart/add/uenc/aHR0cDovL21hZ2VudG8ubGVmdG92ZXJmdW5rLmNvbS9pbmF/AcyqmLV3iAOPUdC4/ /index.php/checkout/onepage/
GeorgeWestinghouse@yahoo.com GuglielmoMarconi@yahoo.com LeeForest@gmail.com	540.5895			2017-08-10 18:45:36 2017-08-10		1alv0j54e250pt1tefds4ug135 7vto4uls4u6j1g26d146eo6ha4 PfUvkC3ImGwwVuYO	/ /admin /index.php/admin

Remove the 'where' constraint in the state of the state o



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Use Case: Multiple Accounts -> Same Address

How does this happen?



- Account Harvesting
- Often preceded by Account Peeking



```
index=wiredata sourcetype="stream:http" dest_port=80 OR dest_port=443
[search index=wiredata sourcetype=stream:http dest_port=80 OR dest_port=443 splShippingStreet="*"
http content type="text/html; charset=UTF-8" |stats values(src ip) as src ip]
|fields splPurchaseTime splUsername splPassword splSessionid splGrandtotal splShipping* cookie uri path dest content
|rex field=cookie max match=5 "fronten[^=]+=(?<splSessionid>\w+)"
|eval splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/", time,NULL)
|rex field=dest_content "Your order # is:[^>]+>(?<splOrderNumber>[^>]+)<"
Ireverse
|transaction splSessionid maxpause=10m maxspan=2h
|eval PurchaseTime=strftime(splPurchaseTime,"%F %T")
|stats list(splOrderNumber) as OrderNum list(splUsername) as Username list(splPassword) as Password
list(splShippingFirstname) as ShippingFirstname list(splShippingLastname) as ShippingLstname list(splShippingPhone) as
ShippingPhone list(PurchaseTime) as PurchaseTime count by splShippingStreet splShippingCity splShippingZip
splShippingCountry
|where count > 2
```



```
index=wiredata sourcetype="stream:http" dest_port=80 OR dest_port=443
[search index=wiredata sourcetype=stream:http dest_port=80 OR dest_port=443 splShippingStreet="*"
http content type="text/html; charset=UTF-8" |stats values(src ip) as src ip]
|fields splPurchaseTime splUsername splPassword splSessionid splGrandtotal splShipping* cookie uri path dest content
|rex field=cookie max match=5 "fronten[^=]+=(?<splSessionid>\w+)"
|eval splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/", time,NULL)
|rex field=dest_content "Your order # is:[^>]+>(?<splOrderNumber>[^>]+)<"
Ireverse
|transaction splSessionid maxpause=10m maxspan=2h
|eval PurchaseTime=strftime(splPurchaseTime,"%F %T")
|stats list(splOrderNumber) as OrderNum list(splUsername) as Username list(splPassword) as Password
list(splShippingFirstname) as ShippingFirstname list(splShippingLastname) as ShippingLstname list(splShippingPhone) as
ShippingPhone list(PurchaseTime) as PurchaseTime count by splShippingStreet splShippingCity splShippingZip
splShippingCountry
|where count > 2
```



```
index=wiredata sourcetype="stream:http" dest_port=80 OR dest_port=443
[search index=wiredata sourcetype=stream:http dest_port=80 OR dest_port=443 splShippingStreet="*"
http content type="text/html; charset=UTF-8" |stats values(src ip) as src ip]
|fields splPurchaseTime splUsername splPassword splSessionid splGrandtotal splShipping* cookie uri path dest content
|rex field=cookie max match=5 "fronten[^=]+=(?<splSessionid>\w+)"
|eval splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/", time,NULL)
|rex field=dest_content "Your order # is:[^>]+>(?<splOrderNumber>[^>]+)<"
Ireverse
|transaction splSessionid maxpause=10m maxspan=2h
eval PurchaseTime=strftime(splPurchaseTime,"%F %T")
|stats list(splOrderNumber) as OrderNum list(splUsername) as Username list(splPassword) as Password
list(splShippingFirstname) as ShippingFirstname list(splShippingLastname) as ShippingLstname list(splShippingPhone) as
ShippingPhone list(PurchaseTime) as PurchaseTime count by splShippingStreet splShippingCity splShippingZip
splShippingCountry
|where count > 2
```



```
index=wiredata sourcetype="stream:http" dest_port=80 OR dest_port=443 [search index=wiredata sourcetype=stream:http dest_port=80 OR dest_port=443 splShippingStreet="*" http_content_type="text/html; charset=UTF-8" |stats values(src_ip) as src_ip] |fields splPurchaseTime splUsername splPassword splSessionid splGrandtotal splShipping* cookie uri_path dest_content |rex_field=cookie_max_match=5 "fronten[^=]+=(?<splSessionid>\w+)" |eval_splPurchaseTime=if(uri_path="/index.php/checkout/onepage/success/",_time,NULL) |rex_field=dest_content "Your order # is:[^>]+>(?<splOrderNumber>[^>]+)<" |reverse | transaction splSessionid maxpause=10m maxspan=2h |eval_PurchaseTime=strftime(splPurchaseTime,"%F %T") |stats_list(splOrderNumber) as OrderNum list(splUsername) as Username list(splPassword) as Password | list(splShippingFirstname) as ShippingFirstname list(splShippingStreet splShippingCity_splShippingZip
```

|where count > 2

splShippingCountry

splShippingStreet 🗘 🖊	splShippingCity 🗘 🖊	splShippingZip 🗘 🖊	splShippingCountry \Diamond	OrderNum 🗘 🖊	Username ≎ /	Password 0	ShippingFirstname 🗘 🖊	ShippingLstname 0	ShippingPhone 🗘 🖊	PurchaseTime 0	count 0 /
200 Franklin St	Brooklyn	11222	US	145000021 145000020 145000019 145000018	MihajloPupin@att.net LoniLove@aol.com GeorgeWestinghouse@yahoo.com LeeForest@gmail.com MFaraday@aol.com GuglielmoMarconi@yahoo.com	IGotGame1858 ComedyCentralRox ScrewThomasEdison SolidAsGranite KingOfEmag1791 87d68bTT	Mihajlo Loni George Lee Michael Guglielmo	Pupin Love Westinghouse Forest Faraday Marconi	(718) 389-3904 (718) 389-3904 (718) 389-3904 (718) 389-3904 (718) 389-3904 (718) 389-3904	2017-08-10 19:16:36 2017-08-10 19:13:17 2017-08-10 19:10:39 2017-08-10 19:07:06 2017-08-10 19:03:02 2017-08-10 18:59:28	6





From Fraud to DevOps



Use Cases

It all started with EASY fraud detection use cases...

- ▶ Single IP address using multiple user IDs
- ▶ Single user ID being accessed by < 3 IP addresses

- Multiple user IDs using the same CC number (hashed) for purchases
- Single user ID with multiple shipping addresses used

- Multiple user IDs using same complex password (hashed)
- User IDs created with email accounts with high shannon entropy scores



Stream:HTTP

Everything you need in one sourcetype

- ► HTTP headers
- ► HTTP arguments
- ► Form data
- Cookie data
- ► HTML content

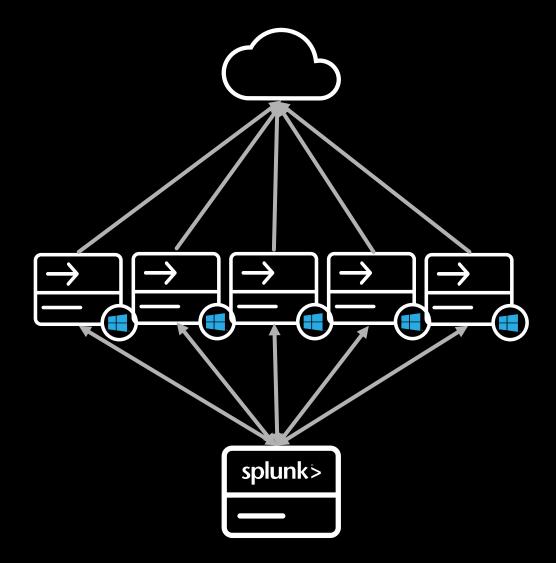




Customer Architecture

Deploying Stream with Splunk Cloud

- Used Deployment Server to push out Splunk_TA_stream to 120+ webservers
- Configure Stream app on Deployment server for pushing stream configs
- Install Stream app on Cloud for dashboards
- Gathering data in minutes



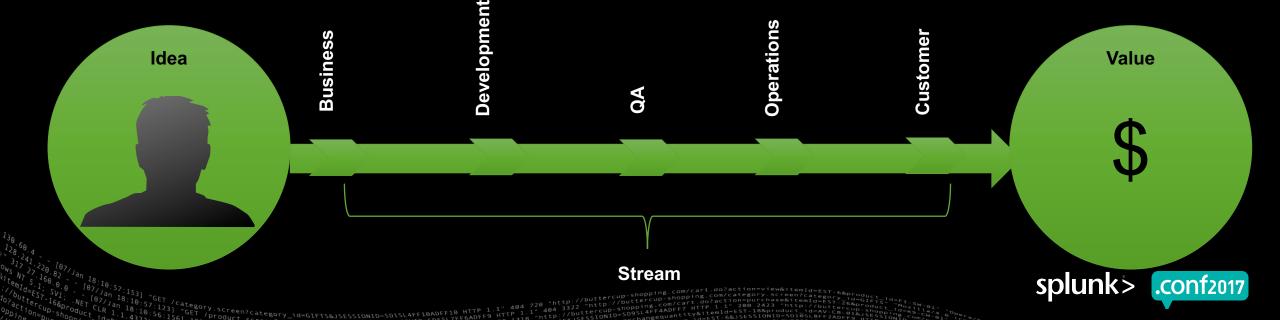


DevOps Use Cases

Enter DevOps and stream:tds (Tabular Data Stream)

Troubleshoot application calls to internal and 3rd party systems

▶ Real-time capacity planning for calls to 3rd party systems where license is usage based Provide visibility in transition to microservices architecture



DevOps Success Metrics

"Stream is essential to any organization migrating to microservices"

- ► Eliminated lost revenue associated to outages which previously happened 4-5 times a year
- Saved 100 FTE hours a month in productivity

► 40% reduction in API/SaaS usage by showing realtime application tuning effectiveness instead of monthly reports from SaaS provider

- Rapid transition to microservices architecture and speed of DevOps CI/CD
- ▶ 80% reduction in DevOps lifecycle



What Now?

Call to Action

- Visit the Fraud Detection Booth in the source=*Pavilion
- Contact your Splunk representative for a free Fraud Workshop
- Attend the next Fraud talk: "Using Splunk for Retail Banking Cross Channel Fraud Analysis, Detection & Investigation" tomorrow, Thursday at 1135
- ► Schedule a BOTS 2.0 engagement: Now with Fraud use cases!



Thank You

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