

# Hacking Your Users

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# Systems of Trust



# Problems of Perception









# HELPDESK

HAVE U TRIED TURNING IT OFF  
AND ON AGAIN?



# Hacking Users



# WARNING

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**This activity involves  
a degree of skill and risk.**

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# Enthusiast Users







Knows Enough to  
be Dangerous







Fears all  
Computers



**Rapid**

A fatal exception 0E has occurred at 0028:C0011E36 in UXD UMM(01) +  
00010E36. The current application will be terminated.

- \* Press any key to terminate the current application.
- \* Press CTRL+ALT+DEL again to restart your computer. You will  
lose any unsaved information in all applications.

Press any key to continue \_



panic(cpu 1 caller 0xffffffff80210b7bd5): Kernel trap at 0xffffffff7fa229e2f2, type 14=page fault, registers:

CR0: 0x000000000001003b, CR2: 0xffffffff818175f800, CR3: 0x0000000023371000, CR4: 0x00000000000060e0  
RAX: 0x000000001ec00500, RBX: 0x0000000000000010, RCX: 0xffffffff800b75d000, RDX: 0x000000000000000d  
RSP: 0xffffffff8099feb9e0, RBP: 0xffffffff8099febaf0, RSI: 0xffffffff8099feb7b0, RDI: 0xffffffff802c3e44b0  
R8: 0x0000000000000000, R9: 0x0000000000000000, R10: 0x0000000000000001, R11: 0x0000000000000000  
R12: 0xffffffff8099feb7b0, R13: 0xffffffff8099feb17, R14: 0x0000000000000003, R15: 0xffffffff802c3e4400  
RFL: 0x0000000000010246, RIP: 0xffffffff7fa229e2f2, CS: 0x0000000000000000, SS: 0x0000000000000000

Fault CR2: 0xffffffff818175f800, Error code: 0x0000000000000000, Fault CPU: 0x1

Got boot device = IOService:/AppleACPIPlatformExpert/PCI000/AppleACPI/PCI/SATA01F,2/AppleIntelPchSeriesAHCI/PRT000/IOAHCIDevice00/AppleAHCIIDiskDriver/IOAHCIBlockStorageDevice/IOBlockStorageDriver/SAMSUNG SSD 830 Series Media/IOGUIDPa

BSD root: disk2, major 1, minor 8

Debugger called: <panic>

Backtrace (CPU 1), Frame : Return Address

0xffffffff8099feb780 : 0xffffffff802101d626  
0xffffffff8099feb7f0 : 0xffffffff80210b7bd5  
0xffffffff8099feb9c0 : 0xffffffff80210ce4ed  
0xffffffff8099feb9e0 : 0xffffffff7fa229e2f2  
0xffffffff8099febaf0 : 0xffffffff7fa229d00d  
0xffffffff8099feb60 : 0xffffffff7fa2288d3f  
0xffffffff8099feb6f0 : 0xffffffff7fa2283982  
0xffffffff8099febcb0 : 0xffffffff7fa228352f  
0xffffffff8099febd70 : 0xffffffff7fa228f55e  
0xffffffff8099febe00 : 0xffffffff7fa228f51a  
0xffffffff8099febe90 : 0xffffffff7fa2283c1e  
0xffffffff8099febef0 : 0xffffffff7fa2283a6d  
0xffffffff8099febfb0 : 0xffffffff7fa22802ac  
0xffffffff8099febfb0 : 0xffffffff80210b26b7

Kernel is LP64

Kernel Extensions in backtrace:

com.apple.driver.CoreStorage(274.7)[5A5DC888-8553-3485-B461-B7895A7ED734]0000000000000000->0xffffffff7fa22d5fff  
dependency: com.apple.iokit.IOStorageFamily(1.8)[5BA4CD36-E96D-3A9E-ADFF-A86388D63BC7]0000000000000000

BSD process name corresponding to current thread: kernel\_task

Mac OS version:

Not yet set

Kernel version:

Darwin Kernel Version 12.2.0: Sat Aug 25 00:48:52 PDT 2012; root:xnu-2050.10.24~1/RELEASE\_ARM64\_T8020

Kernel UUID: 69A5853F-375A-3EF4-9247-478FD0247333

Kernel slide: 0x0000000020e00000

Kernel text base: 0xffffffff8021000000

System model name: MacBookPro8,1 (Mac-9424583640C91C81)

System uptime in nanoseconds: 831460690





# Building a System of Trust



User Education



User Control



Not Every  
Problem Has a  
Technical  
Solution



Fight For  
Your Users





**KEEP  
CALM  
AND  
FIGHT FOR  
THE USERS**

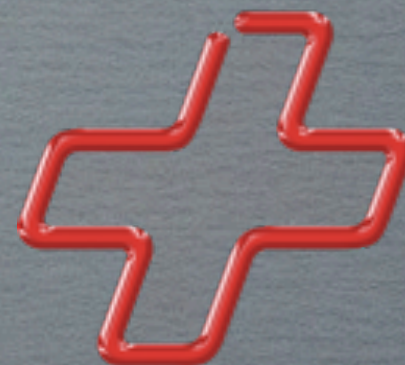


Give Users a  
Quality  
Experience



Protect Them  
from  
(Self) Harm







Educate



# Fight Against The Unnecessary



Be Their  
Machine  
Interface, Too



Send it Forth  
With Deliberate  
Intent



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