Perspectives from psychology

- Users become habituated to experiences and processes
  - Learn “skill” of clicking OK in dialog boxes
  - Heuristic factors affect perception of risk
  - Level of control, salience of examples
  - Social pressures can override security rules
    - “Social engineering” attacks

User attention is a resource

- Users have limited attention to devote to security
  - Exaggeration: treat as fixed
  - If you waste attention on unimportant things, it won’t be available when you need it
  - Fable of the boy who cried wolf

Research: ecological validity

- User behavior with respect to security is hard to study
- Experimental settings are not like real situations
- Subjects often:
  - Have little really at stake
  - Expect experimenters will protect them
  - Do what seems socially acceptable
  - Do what they think the experimenters want

Research: deception and ethics

- Have to be very careful about ethics of experiments with human subjects
  - Enforced by institutional review systems
- When is it acceptable to deceive subjects?
  - Many security problems naturally include deception

Email encryption

- Technology became available with PGP in the early 90s
- Still an open “challenge problem”
- Also some other non-UI difficulties: adoption, govt. policy
Phishing
- Attacker sends email appearing to come from an institution you trust
- Links to web site where you type your password, etc.
- Spear phishing: individually targeted, can be much more effective

Phishing defenses
- Educate users to pay attention to X:
  - Spelling → copy from real emails
  - URL → homograph attacks
  - SSL “lock” icon → fake lock icon, or SSL-hosted attack
- Extended validation (green bar) certificates
- Phishing URL blacklists

SSL warnings: prevalence
- Browsers will warn on SSL certificate problems
- In the wild, most are false positives
  - foo.com vs. www.foo.com
  - Recently expired
  - Technical problems with validation
  - Self-signed certificates (HA2)
- Classic warning-fatigue danger

SSL warnings: effectiveness
- Early warnings fared very poorly in lab settings
- Recent browsers have a new generation of designs:
  - Harder to click through mindlessly
  - Persistent storage of exceptions
- Recent telemetry study: they work pretty well

Older SSL warning

Modern Firefox warning

Modern Firefox warning (2)

Modern Firefox warning (3)
Spam-advertised purchases

- “Replica” Rolex watches, herbal Vi@gr@, etc.
- This business is clearly unscrupulous; if I pay, will I get anything at all?
- Empirical answer: yes, almost always
  - Not a scam, a black market
  - Importance of credit-card bank relationships

Advance fee fraud

- “Why do Nigerian Scammers say they are from Nigeria?” (Herley, WEIS 2012)
- Short answer: false positives
  - Sending spam is cheap
  - But, luring victims is expensive
  - Scammer wants to minimize victims who respond but ultimately don’t pay

Trusted UI

- Tricky to ask users to make trust decisions based on UI appearance
  - Lock icon in browser, etc.
- Attacking code can draw lookalike indicators
  - Lock favicon
  - Picture-in-picture attack

Smartphone app permissions

- Smartphone OSes have more fine-grained per-application permissions
  - Access to GPS, microphone
  - Access to address book
  - Make calls
- Phone also has more tempting targets
- Users install more apps from small providers

Permissions manifest

- Android approach: present listed of requested permissions at install time
- Can be hard question to answer hypothetically
  - Users may have hard time understanding implications
  - User choices seem to put low value on privacy

Time-of-use checks

- iOS approach: for narrower set of permissions, ask on each use
- Proper context makes decisions clearer
  - Users may have hard time understanding implications
- iOS app store is also more closely curated

Trusted UI for privileged actions

- Trusted UI works better when asking permission (e.g., Oakland’12)
- Say, “take picture” button in phone app
  - Requested by app
  - Drawn and interpreted by OS
  - OS well positioned to be sure click is real
  - Little value to attacker in drawing fake button

Outline

Usability and security, cont’d
Usable security example areas
Time for SRTs