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INCIDENT RESPONSE

Preserving Volatile Evidence in the First Hours of Incident Response Without Slowing Down Recovery

The first hours of a ransomware or intrusion response set how much of the record the examiner can read about what the attacker reached, and every host preserved before a rebuild adds to it. Isolate instead of powering down, freeze log retention and bring counsel in before the first rebuild. Call (800) 868-8189 at any hour.

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By Joseph Caruso, Founder, CEO and CTO, Global Digital Forensics

Resolving the Tension Between IT Business Continuity and Legal Evidence Preservation

When ransomware encrypts production servers or an unauthorized intruder is detected inside an enterprise network, internal IT teams face immense pressure to wipe machines, restore backups and bring operations back online immediately. Meanwhile, the legal team, cyber insurers and regulators need to know how the attacker entered, how long they dwelled in the environment and whether regulated personal or financial data was exfiltrated. Capturing volatile evidence before hosts are wiped or powered down is what gives the organization a factual basis for its notification decision, in place of a worst case, enterprise wide assumption.

Capturing Volatile Memory and Rolling Telemetry in Parallel With Containment

Global Digital Forensics works alongside corporate IT security teams and under the direction of retained breach counsel to execute rapid triage preservation that runs alongside operational recovery. Live RAM on a compromised server holds active attacker network connections, running malware processes and encryption keys, so our incident response specialists isolate the affected network segments at the switch or endpoint detection layer first and keep the server powered. We then deploy rapid live memory capture and forensic triage collectors across critical domain controllers and compromised endpoints in minutes, allowing your IT staff to proceed confidently with eradication and restoration while our examiners analyze the preserved evidence in our lab.

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What the Preserved Record Holds and How It Is Read

A memory image taken from a live domain controller or file server is the closest thing an examiner gets to a photograph of the intrusion in progress. It holds the running process list, the network connections the attacker had open, injected code that never touched disk, cached credentials and in many ransomware cases the encryption keys or configuration the malware loaded. Paired with the Windows event logs, the Sysmon or EDR telemetry and the NTFS Master File Table and USN journal, the examiner reads that image for which account was used, which tool was staged where, and in what order hosts were touched. Those are the facts needed to answer the two questions every regulator and insurer asks: how did they get in, and what did they reach.

We report the reach of each record so every finding carries its true weight. NetFlow and firewall session logs establish that a volume of data left a host for a given destination, and the examiner looks to full packet capture, staged archives and the receiving side for what that data contained. Microsoft Purview audit events record mailbox access where the tenant's licensing and audit configuration captured it, so the examiner confirms that configuration before reading the events and treats a mailbox that was never audited as an open question rather than a quiet one. Where EDR retention rolled over before the alert, or an MSP already rebuilt the beachhead server, we document the period, turn to the other sources that cover it and explain the effect on the notification analysis. Mapping coverage early lets the response team plan the data breach analysis around the evidence in hand.

The record reads best when three questions are asked of every finding: what artifact supports it, what alternative explanation the examiner considered and what the finding would look like if the attacker had done more. A sign in from unfamiliar infrastructure becomes an intrusion finding when it is tied to a session that did something the account owner did not do. A staged archive becomes an exfiltration finding when the examiner finds evidence that it left. We write each finding with its artifact, its alternatives and its weight so that counsel can decide which facts belong in a notice, which belong in a memo to counsel and which call for further corroboration. Reports built that way are written for review by an insurer's panel examiner or a regulator's staff, and they let the organization base its notification decision on the record.

The Standards the Preservation Will Be Held To

Once litigation or a regulatory inquiry is reasonably anticipated, the duty to preserve attaches, and Federal Rule of Civil Procedure 37(e) sets the consequence for electronically stored information lost because a party failed to take reasonable steps to preserve it. Imaging servers before recovery, extending SIEM retention while scope is settled and pausing scheduled EDR purges are the reasonable steps a company points to if a spoliation question arises months later. We document what was preserved, by whom, with what tool and what hash values, so counsel can show the court that the steps taken were reasonable under the pressure of the moment.

GDF coordinates evidence preservation with the team containing the incident. We set the collection priorities, document the sources and build a chronology that management, the legal team and security staff can use to direct the response. Speak with an examiner to scope the work and agree on immediate next steps.

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How the Engagement Runs From the First Call to the Lab

The engagement opens with a scoping call that includes the legal team, because the retention letter and the direction of counsel shape how the work product is handled from that point forward. We ask what has already been done to the environment, which hosts are encrypted or suspected, what logging exists and where it lives, and which operations must keep running. From those answers we set a preservation order of priority: volatile memory and live network state on the hosts most likely to hold attacker tooling, then rolling logs that will overwrite themselves, then full disk images, then cloud tenant exports. Setting that order on the first call points the response team's first hours at the most perishable evidence.

Collection then runs in parallel with containment rather than in front of it. Examiners capture memory with a hashed tool run, pull triage packages covering registry hives, event logs, scheduled tasks, prefetch and shell history, and image disks through hardware write blockers or through the hypervisor's snapshot export when the host is virtual. Cloud sign in logs, unified audit logs and identity provider exports are collected with their native timestamps intact. Each item receives a chain of custody record at the moment of acquisition. Your IT staff can then rebuild the host with confidence, because the evidentiary copy already exists and recovery and preservation run side by side.

Analysis and reporting follow the collection, and the structure of the report is agreed with the attorneys before the first page is written. The technical appendix carries the artifacts, hash values and timeline that another examiner could check. The narrative explains, in terms a board or a regulator can follow, what the record shows about initial access, lateral movement, privilege escalation and data staging, with the reach of each source stated. When the matter proceeds to a declaration, a deposition or trial testimony, the same examiner who did the work speaks to it, and our expert witness practice has carried that work into federal and state courts. The report is built from the first hour for that scrutiny.

First Day Decisions That Protect the Most Evidence

The most valuable decision runs against instinct: keep a host that is visibly encrypting files powered on and isolate it from the network, so memory keeps whatever keys, process tree and live connections it holds for the examiner. The second is to capture before any estate wide antivirus sweep, because the scan changes file access timestamps and quarantines the binaries an examiner needs to analyze. The third is to image a compromised volume before a backup is restored over it, which keeps the record of what the attacker did there, and the fourth is to export the sign in logs before resetting passwords across the directory, which keeps the trail to the entry point account in place. Our note on digital evidence preservation mistakes walks through the rest.

These decisions come down to who acts and in what order, and recovery keeps moving throughout. The security lead isolates affected systems at the switch or through the EDR console and leaves them running. The infrastructure lead extends log retention on the firewall, VPN concentrator, identity provider and SIEM so the records stay within retention through the response, and pauses any automated reimaging job. General counsel retains breach counsel and routes the technical engagement through that counsel, and the insurance notice is made within the policy's terms. Communications about the incident move to an out of band channel

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separate from the affected environment. Organizations with an incident response retainer in place have these roles assigned before the alert, and those that want them assigned now can start with our forensic readiness planning work.

Immediate Steps Before Reimaging a Compromised Server

Isolate affected hosts from the network while keeping them powered, freeze rolling firewall, VPN and cloud authentication logs immediately, and call the Global Digital Forensics 24/7 emergency response line at (800) 868-8189 to deploy our forensic triage specialists. If the clock is not yet running, our incident response retainers put a team that already knows your environment on call before the next alert.

Order of Volatility and the Clock on Each Source

The guide explains why preservation runs in parallel with containment and in order of volatility. This table lists the sources from most perishable to most durable, what each holds and the published or configured clock that sets the deadline. Read it as the preservation order an examiner sets on the first call, so recovery and preservation work through the same hosts in order. The regulatory clocks in the last rows run from discovery or determination, so they start ahead of the analysis.

Incident evidence from most to least perishable, what each holds and the clock that governs it.

Source	What it holds	Clock on it
Live memory on an affected host	Processes, connections, injected code, sometimes encryption keys	Kept while the host stays powered
Firewall and VPN session tables	Active connections and their sources	Roll within hours
Entra sign in logs	Entry point and token use by session	Seven or thirty days by license per Microsoft
Domain controller event logs	Logons and service creation across hosts	Wrap in days on a busy controller
Purview Unified Audit Log	Mailbox and file access, rule changes	180 days standard per Microsoft
Full disk images	The host state for deeper analysis	Taken before the host is rebuilt
Part 500 notice to the superintendent	Reportable cybersecurity event	No later than 72 hours after determination
DFARS image and packet preservation	Affected system images and monitoring data	At least 90 days, report within 72 hours

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How to Begin and What Happens on the First Call

For the first call, have ready the time of discovery, a rough list of the hosts and accounts involved, who has already touched them and what was done, and the names of your logging platforms and their retention settings. On the first conversation our examiner asks whether the attacker still appears to be active, which systems the business most needs to keep running, whether counsel and the insurer have been notified and what regulatory clocks may apply. Afterwards you receive a written scope that sets the preservation order, a timing plan for collection alongside recovery and a proposal for the analysis and reporting the matter needs. The initial consultation is free and the hotline at (800) 868-8189 is answered 24/7 by people who can start the preservation plan on that call.

Technical References and Further Reading

Primary sources and provider documentation behind this guide: SP 800-61 Revision 3.

Authorities cited in this guide: Federal Rule of Civil Procedure 37(e). Sets the consequences for electronically stored information lost through a failure to take reasonable steps to preserve it, as published by the Legal Information Institute in the current rules text. NIST SP 800-86, Guide to Integrating Forensic Techniques into Incident Response. Describes the order of volatility and the collection, examination, analysis and reporting phases that this guide follows, in the final published version. NIST SP 800-61 Revision 3. Frames incident response as part of cybersecurity risk management under the Cybersecurity Framework 2.0, in the final Revision 3 text. DFARS 252.204-7012. Establishes the 72 hour rapid reporting requirement and the 90 day image preservation duty for defense contractors, in the current acquisition.gov clause text.

FREQUENTLY ASKED

Ransomware, Recovery Time and Who Makes the Call

Should we shut down a server that is actively being encrypted by ransomware?

Isolate it and keep it running. Disconnecting the network cable or isolating the host through the switch or the EDR console stops the attacker's access while leaving memory intact. Memory holds the running malware, its configuration, open connections and in some cases the keys, and keeping the host powered keeps that material available to the examiner. Where power is the only available control, capture what you can first and document the decision, the time and who made it so the choice can be explained later.

How long does forensic preservation delay our recovery?

Properly run, preservation keeps pace with recovery, because preservation and containment proceed in parallel. The factors that drive timing are the number of hosts that need imaging, whether they are physical or virtual, the volume of cloud logs to export and how quickly our examiners are given access. Memory capture and triage packages are collected quickly, and full disk imaging can run on an isolated host while your team restores services on fresh infrastructure. Settling scope quickly on the first call keeps the whole effort moving.

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What does a breach forensics engagement cost and what determines it?

The initial consultation is free, and the proposal that follows is scoped to your incident. Cost is driven by the number and type of systems to be preserved and analyzed, whether cloud tenants and identity providers are involved, the condition of the logging when we arrive, the regulatory clocks that apply and the reporting required, from a technical memo to testimony. An organization with an incident response retainer has rates and roles agreed in advance, which removes negotiation from the first hours.

Can we prove no data was exfiltrated?

The examiner checks the outbound transfer records from the affected hosts during the intrusion window, looks for staged archive files and reads the access records for cloud mailboxes and file stores against the attacker's sessions. Where the logging is complete, those records often support a strong showing that no data left. Where logging was off or has rolled over, the report sets out the coverage and the other sources consulted, and counsel weighs the record under the applicable statute. We tell you which situation you are in before any notification decision is made.

Who should call the forensic team, IT or legal?

Either can make the first call to the hotline, and the sooner the better. The engagement itself is usually structured through counsel so that the technical work supports legal advice. In practice the CISO or IT lead calls while the general counsel retains breach counsel, and we join a call with both within the first conversation. What matters is that the people holding the systems and the people holding the legal exposure hear the same preservation plan at the same time.

Web Addresses for the Sources Cited

1. failed to take reasonable steps to preserve it: https://www.law.cornell.edu/rules/frcp/rule_37
2. SP 800-61 Revision 3: https://csrc.nist.gov/pubs/sp/800/61/r3/final
3. NIST SP 800-86, Guide to Integrating Forensic Techniques into Incident Response: https://csrc.nist.gov/pubs/sp/800/86/final
4. DFARS 252.204-7012: https://www.acquisition.gov/dfars/part-252-solicitation-provisions-and-contract-clauses#DFARS_252.204-7012

Reviewed by Joseph Caruso, Founder, CEO and CTO, CISSP. Last reviewed November 3, 2026.

Start With a Free Consultation

The initial consultation is free, and requests are handled in confidence. On the first call a senior member of our team listens to the question you need answered, identifies the records and systems involved, and recommends the next step.

Call (800) 868-8189, answered 24/7, request a consultation at evestigate.com/contact, or email info@evestigate.com.

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