

April 24, 2025

To all Students, Faculty and Staff,

Network Interruption Measures due to Cyber-Attacks on the Corporation

The network interruption measures have caused great inconvenience to everyone in education, research, and administration. We are truly sorry for any inconvenience it may cause. First, we would like to inform you of the situation.

On the morning of April 17, a rewriting of files on the university's web server was carried out, resulting in the files and their contents being invisible to us. As a result of the investigation, it was assumed that the damage was probably caused by ransomware, a type of malware. At about the same time, the Isehara Campus also suffered damage from ransomware, and we found that the scale of the situation had reached a significant level. From the perspective of placing the highest priority on "preventing the spread of infection" and "detering information leakage," the decision was made to interrupt access from the outside. Under this decision, we cut off the connection to the SINET6 academic information network on the afternoon of the 17th. The University's task force and the police are currently investigating the infection route, cause, and countermeasures. Please understand that this is a very serious situation, which, if looked at from similar cases, may take more than one month to resolve.

Impact of network blockage

Due to the interruption of external communication from the campus, the headquarter, university, and hospital websites, student portal (TIPS), class support system (OpenLMS), faculty portal, and campus community systems are unavailable. Although Microsoft 365 software does not allow the receiving of external e-mails, it allows the use of Teams and internal e-mails.

Known damage from ransomware at each campus

Ransomware attacks were actually confirmed at the Shonan, Isehara, Shinagawa, Shizuoka, Kumamoto, and Sapporo campuses, covering almost the entire area. In addition, when PCs were checked to confirm infection, it was reported that several types of malware were found. Please be aware that PCs and servers on campus are potentially being targeted. Please understand that due to the confidentiality of the investigation, we are unable to disclose all the details.

Check for infections and take infection control measures on your own

On Windows machines, run "Windows Update", make sure "Windows Security" is set up properly, and scan for viruses using "Microsoft Defender" (a full scan is recommended). However, even if these

measures are taken, there is a possibility that the virus will not be detected, so it is not perfect; keep an eye on any irregularities, such as slow PC operation or higher than usual communication volume, and scan frequently for "virus threats and prevention".

*Virus detection: Search "How to start scanning for viruses and malware in Microsoft Defender",
Microsoft Corp

If you are managing servers or shared PCs, please take measures for them as well. If a virus is detected, please take a screenshot or report the situation to the task force in order to ascertain the infection status.

Class management

For in-person classes, they shall be conducted as usual. For courses which uses the network system, other means shall be determined as much as possible. A class shall be canceled if and only if there are no alternative measures, however, alternative methods shall be considered for future classes. For updated information, please check "Tokai University temporary website at "<https://tokai-university.info/>".

Future outlook

Analysis of access logs and other data is expected to take approximately one week, and confirmation of infection and restoration work may take more than one month. We have launched the above temporary site, and we are planning to restore the official site and other functions in stages. However, in a past similar case, it took six months to restore the network whilst still resulting in information leakage. It is possible that it may take a considerable time for the complete restoration of the network.

Thank you for your understanding and cooperation. We ask for your creativity and ingenuity at this time.

For updated information, please check the temporary website at <https://tokai-university.info/>.

Hideki Kimura
Chancellor, Tokai University

Dear Students

Ransomware Task Force

Response to Cyber-Attacks (as of 12:00 p.m., April 19, 2025)

On Thursday, April 17, we confirmed that the servers in the network of our corporation and computers installed on campus received unauthorized access and were infected with ransomware. In order to prevent the spread of damage, we have shut down the connection to the Internet, and therefore several websites, e-mails, and other systems of this corporation and related institutions are currently unavailable. The cases show that there is a risk of information leaks that may occur several weeks after the infection. Therefore, it is necessary to continuously operate the system under strict conditions and in a uniform manner, including the use PCs owned by each of us.

■ Use of Information Equipment on Campus

- When using a computer on campus, please make sure to confirm the following:
 - The OS and applications must be updated to the latest version.
 - A virus checker must be performed to confirm that the computer is not infected.
- The on-campus network, including Wi-Fi connectivity services, is not available. If you use your own network connection environment, such as your home network or tethering on your smartphone, Microsoft 365 applications such as Teams and Outlook will work, but you will not be able to receive emails from off-campus.
- Recovery efforts are currently underway, but the time for restoration has not yet been confirmed. We assume that it will take several weeks or more at the earliest for restoration.

■ Conducting Classes

- Classes will be conducted as usual. Classes may only be cancelled when they cannot be held due to use of the university system, etc.
- "Additional Course Registration and Cancellation Period" will be postponed until the system is restored. Please give priority to class attendance. For courses for which the number of seats are limited or for which you were planning to register during the "Additional Course Registration and Cancellation Period," please confirm with your instructor whether you can take the course or not when you first attend the class.
- For classes that are not currently in session, we plan to resume classes in due course. Students will be notified of how classes will be held at their respective campus college offices or centers on the bulletin boards.
- The updated information regarding the conduct of classes and various other information will be posted on the bulletin board of each College Office or the Center. Please be sure to check them when you come to the campus. We will release information as soon as it is ready.

■ On-campus activities, job search and certificates

- On-campus activities such as club, "Circle" activities, and others will be carried out as usual.
- We are currently unable to issue any certificates. If you need a certificate for job hunting, etc., please explain the situation and tell the company that you will submit them once they are available. Please make use of the letter to companies posted on the "Official

Tokai University Temporary Website.

- Updated information will be posted on the bulletin board. If you have any questions, please talk to the staff at your college office or the respective center.
Important information will be given on the following official SNS:

Facebook: <https://www.facebook.com/TokaiUniversity.Official>

Instagram : https://www.instagram.com/tokai_univ_/

X: https://x.com/Tokai_Univ_

We will inform you once the system resumes. We apologize for any inconvenience this may cause and ask for your understanding and cooperation.

April 24, 2025

Dear Faculty and Staff

Ransomware Task Force

Measures against cyber-attacks (as of 12:00, April 19, 2025)

Due to the cyber-attack that occurred on Thursday, April 17, we would like to inform you of the current situation as well as the response measures. We apologize for the inconvenience and ask for your continued support.

1. Situation

On Thursday, April 17th, the servers in the network of our corporation and computers installed on campus received unauthorized access and were infected with ransomware. In order to prevent the spread of the damage, we are currently blocking the connection to the Internet. Therefore, official websites, e-mails, and other systems of the university and related organizations are currently shut-down.

Similar incidents in the past show that information leaks may occur several weeks after infection. Therefore, it is necessary to continuously operate the system under strict conditions and in a unified manner, including use of PCs owned by each user.

2. Current situation of the systems

All computers using the systems listed below shall be used under the following conditions.

- The OS and applications must be updated to the latest version.
- A virus check must be performed to confirm that the computer is not infected.

■ Tokai University Official Website: N/A

■ Mail (****@tokai.ac.jp) sending/receiving:

Internal to Internal: Available

Internal to External: Available

External to Internal: N/A

■ Network:

Wi-Fi connection on campus: N/A

Internet access via wired LAN from a laboratory or other location: N/A

■ Extension phone: Available except for Shonan Campus

*Available when not using the campus Wi-Fi

■ Teams: via tethering or other external network: Available

Box: via tethering or other external network: Available

TIPS: N/A

Open LMS: N/A

- Computer room:
Computer usage: N/A (Do not turn on the power!)
Room usage: Available
Projector usage: Available

3. Future actions

1) Upcoming correspondence

We are currently working on restoration, but we expect that it will take several weeks at the earliest to restore. We will first set up an "Official Tokai University Temporary Website" (<https://tokai-university.info/>) on or after the 21st (Mon.) to ensure a communication system for all students, faculty and staff. Updated information shall be shared through official SNS as well.

2) Classroom support

- Basically, classes shall be conducted as usual.
- "Additional Course Registration and Cancellation Period" will be postponed until the system is restored. Please confirm who is attending the class for their registration. Students will be reminded that even if they have not registered for classes, they should attend the class and ask for registration permission to the instructors.
- It is expected that it will take some time to restore the systems (TIPS, Open LMS, etc.). For online classes, please consider changing the tools to such as to ZOOM or TEAMS, or the class could be delivered in-person. If it is difficult to change the means of conducting the class, it can be cancelled. Please contact your college office/center staff to discuss any alternative methods.

3) How to provide information to students

- If you have means of communication with students, please keep them.
- The percentage of online classes is currently approximately 10%, and we assume that many students commute to campus. All the updated information will be posted on bulletin boards at each campus. Please ask the respective college office/center if you have any questions or inquiries.

4) Other correspondence

- Club and Circle activities, etc. will be conducted as usual.
- We are unable to issue any certificates. If you receive any inquiries from students, please request that they check our temporary website and tell them to explain to the company the reason why Tokai University cannot issue certificates at this time.

April 24, 2025

To whom it may concern

Temporal Suspension of Certificate Issuance Due to Cyber-Attack

Due to a cyber-attack that occurred on April 17, 2025 (Thursday), Tokai University is currently unable to issue any official certificates. We are currently working on the restoration of the system, but it may take several weeks. All the certificates will be issued as soon as the system has been restored.

We apologize for any inconvenience this may cause. We ask for your patience and kind understanding.

Hideki Kimura

Chancellor, Tokai University