Unsaflok
Unlocking Millions of Hotel Locks

Lennert Wouters & Ian Carroll

whoami

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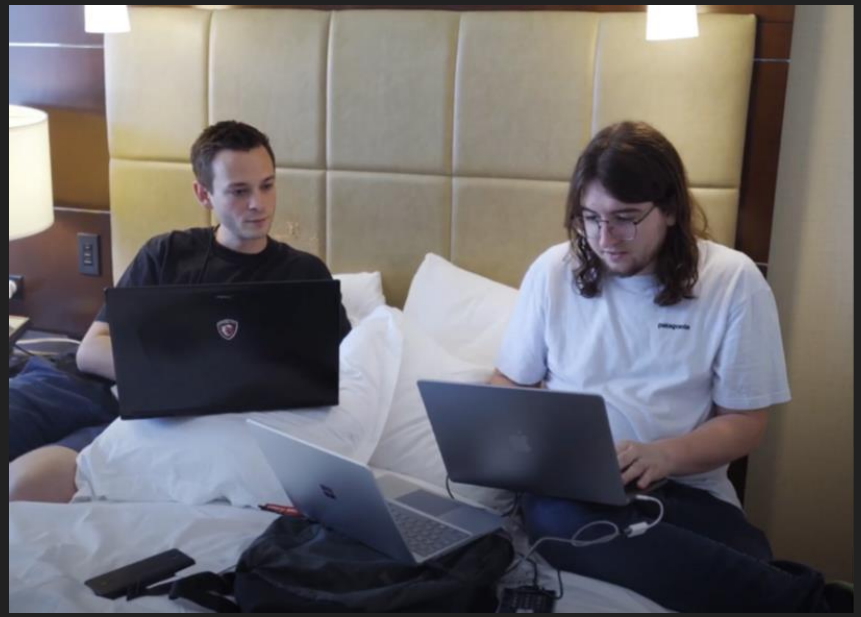
- **Ian:** Application security researcher, founder of Seats.aero. Formerly Red Team at Robinhood. @iangcarroll



Background

- Neither of us was particularly knowledgeable about RFID or locks.
- A group of Las Vegas hotels and casinos ran a bug bounty event alongside DEF CON 30 in 2022.
- A large group of us participated and the locks were in scope!

Related Research: Onity (2012)

- My Arduino can beat up your hotel room lock - Sera Brocious (@daeken)
  - https://daeken.dev/bhpaper.html
- Onity HT locks were introduced in 1993.
- Programming port allows to read lock memory, including the sitecode.
- Fix: mechanical cap or PCB replacement.

https://www.wired.com/2017/08/the-hotel-hacker/

Related Research: Vingcard (2018)

- Ghost In The Locks: Owning Electronic Locks Without Leaving A Trace
  - Tomi Tuominen and Timo Hirvonen
- Reading a single card allows to make a master key.
- F-Secure worked with ASSA ABLOY on a fix.
- Every lock had to be updated.

blog.f-secure.com/hotel-room-keys-can-be-hacked

This talk: dormakaba Saflok

- Introduced in 1988 by Computerized Security Systems (CSS)
- Acquired by Kaba Holding AG in 2006
- 2015: merger between Dorma and Kaba
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- 3 million doors
- 13,000 properties in 131 countries

Dormakaba Saflok architecture (offline)

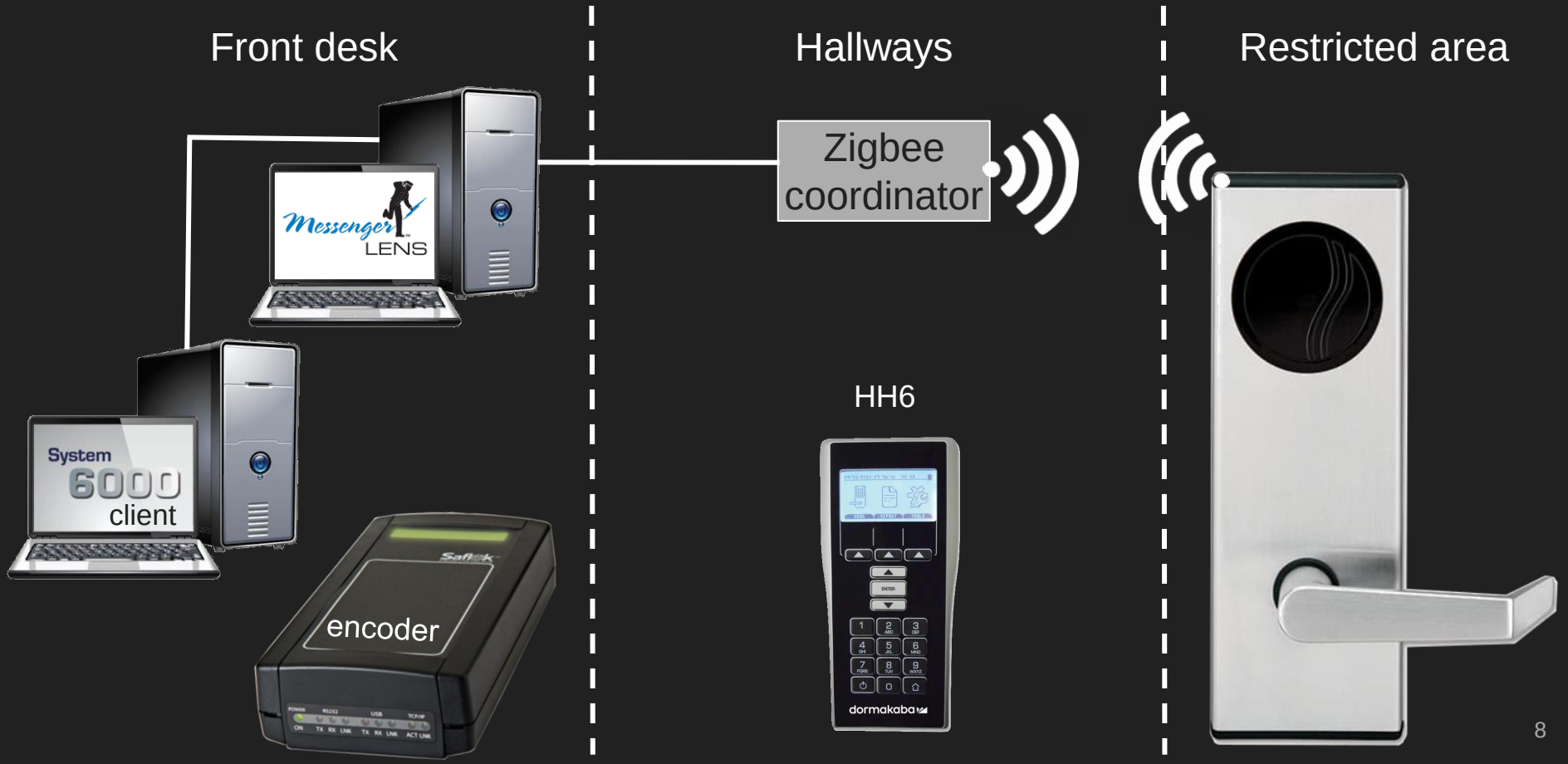
Front desk

Hallways

HH6

Restricted area

Dormakaba Saflok architecture (semi-online)



Build your own Saflok System 6000 hotel

- The System 6000 software
- A Saflok RFID encoder (74350-RP)
  - These used to be expensive! But hotels have to replace them now…
  - Alternative: ACR1281U-C8
- MIFARE Classic 1k cards
- Optional: door locks and HH6 programmer

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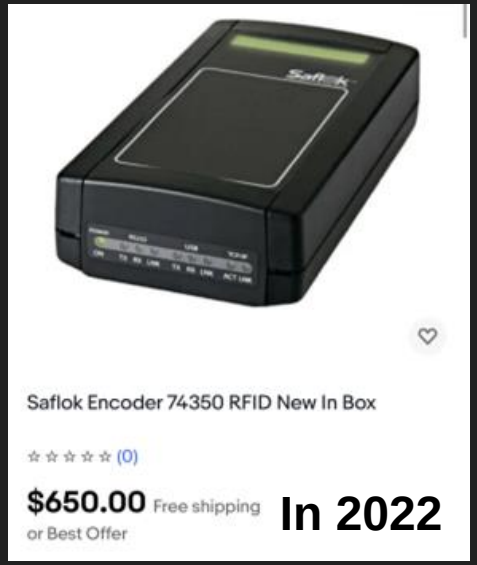

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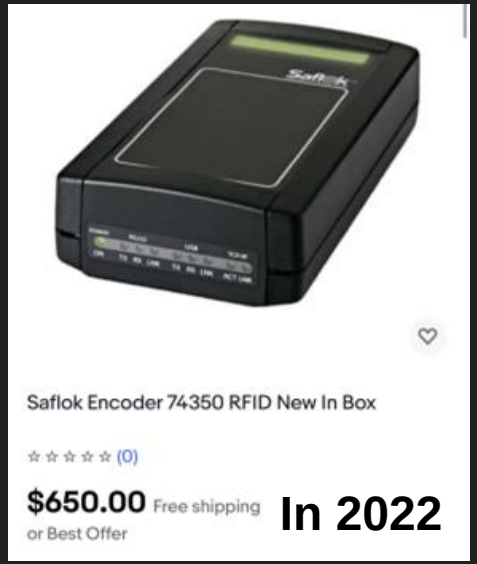
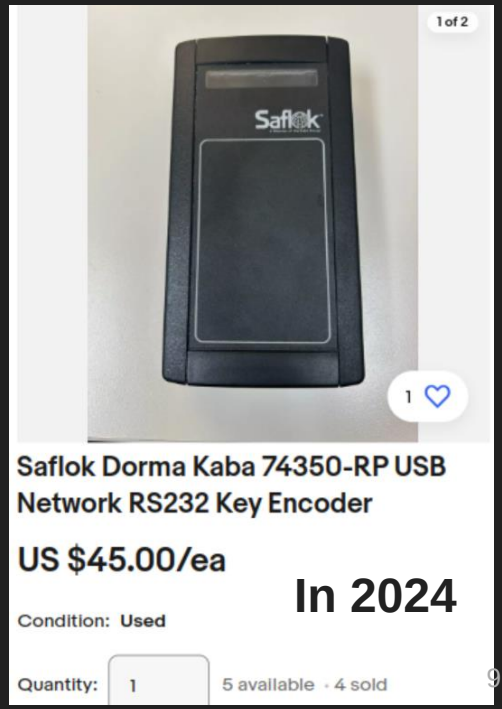
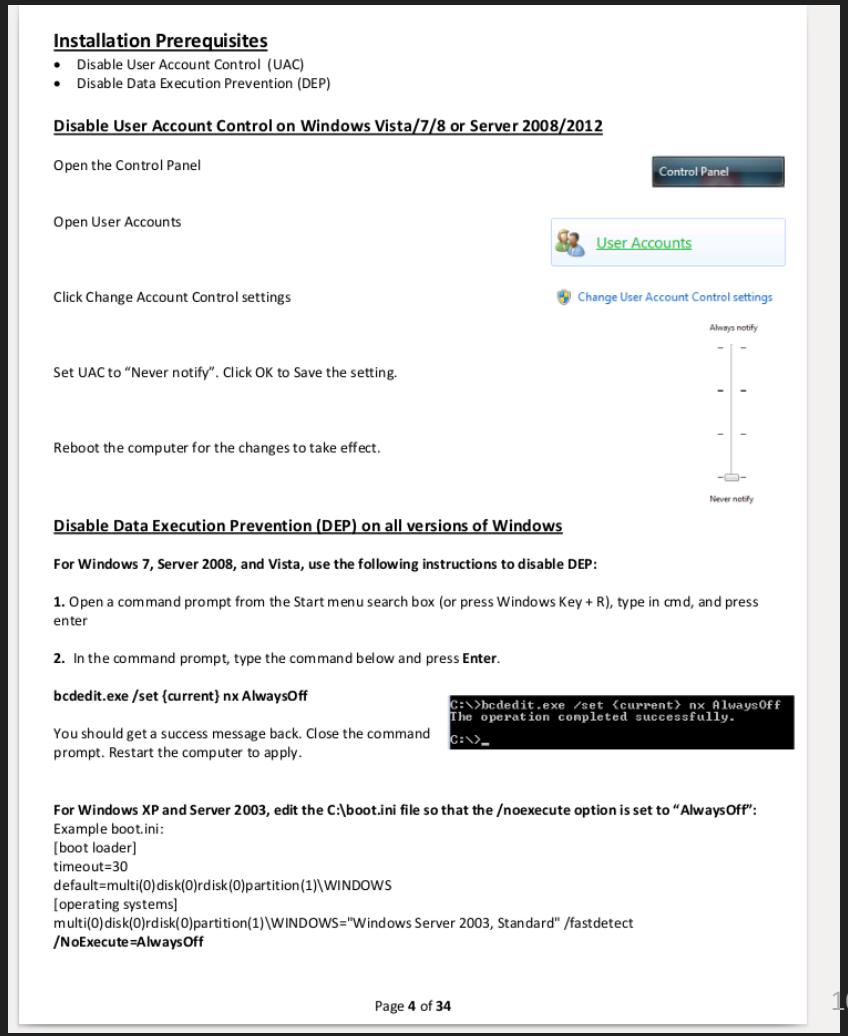




Setting up the software

1. Disable all security features!
2. Run the installer.
3. Place your gdb database file in the Program Files for Saflok
    a. Installer does not create one!
4. Start the software!



Installation Prerequisites

- Disable User Account Control (UAC)
- Disable Data Execution Prevention (DEP)

Disable User Account Control on Windows Vista/7/8 or Server 2008/2012

Open the Control Panel

Control Panel

Open User Accounts

User Accounts

Click Change Account Control settings

Change User Account Control settings

Always notify

Set UAC to "Never notify". Click OK to Save the setting.

Reboot the computer for the changes to take effect.

Never notify

Disable Data Execution Prevention (DEP) on all versions of Windows

For Windows 7, Server 2008, and Vista, use the following instructions to disable DEP:

1. Open a command prompt from the Start menu search box (or press Windows Key + R), type in cmd, and press enter

2. In the command prompt, type the command below and press **Enter**.

bcdedit.exe /set {current} nx AlwaysOff

```
C:\>bcdedit.exe /set {current} nx AlwaysOff
The operation completed successfully.

C:\>_
```

You should get a success message back. Close the command prompt. Restart the computer to apply.

For Windows XP and Server 2003, edit the C:\boot.ini file so that the /noexecute option is set to "AlwaysOff":
Example boot.ini:
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Windows Server 2003, Standard" /fastdetect
/NoExecute=AlwaysOff

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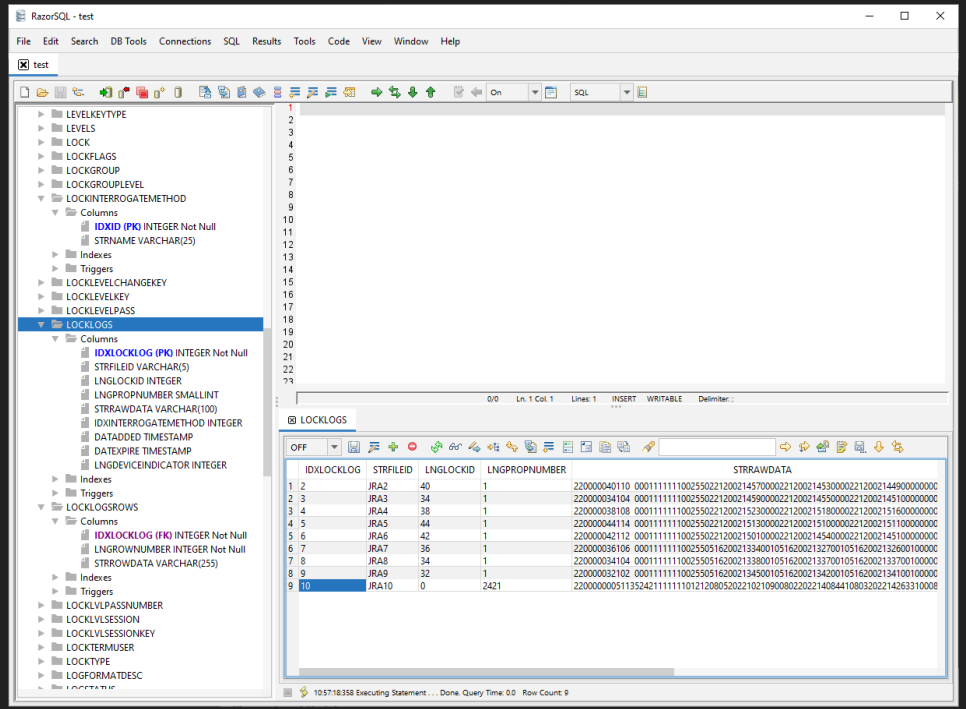
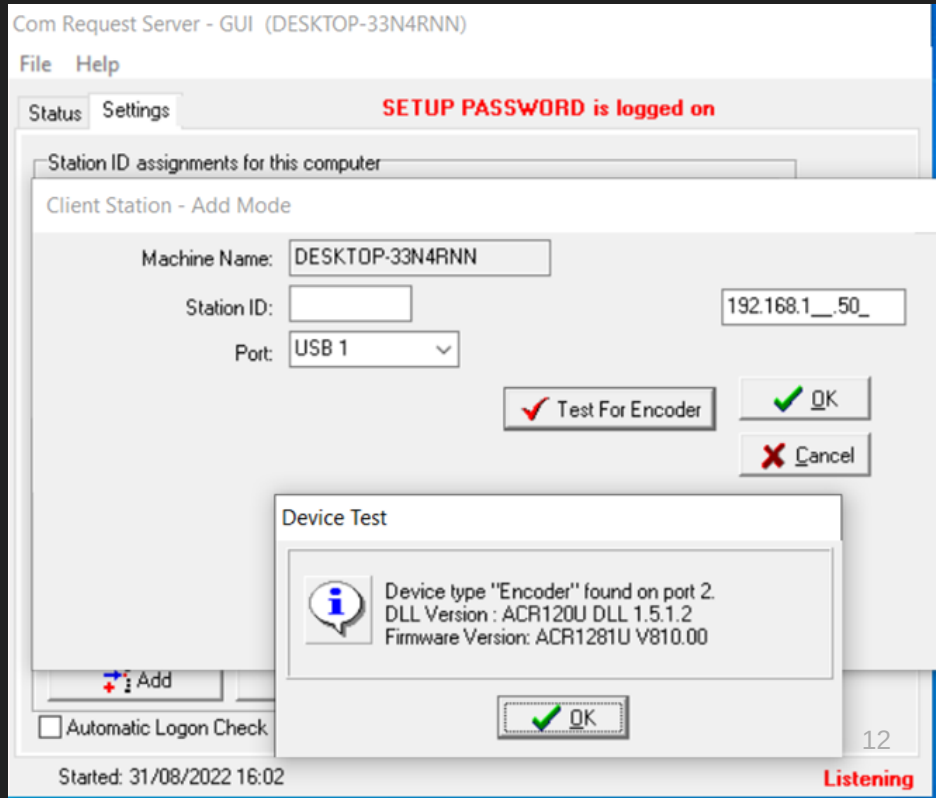
System 6000 Firebird database

- System 6000 uses a local Firebird database with the hardcoded username **SYSDBA** and password **QUSOSQ**
- Database contains configuration data as well card data.



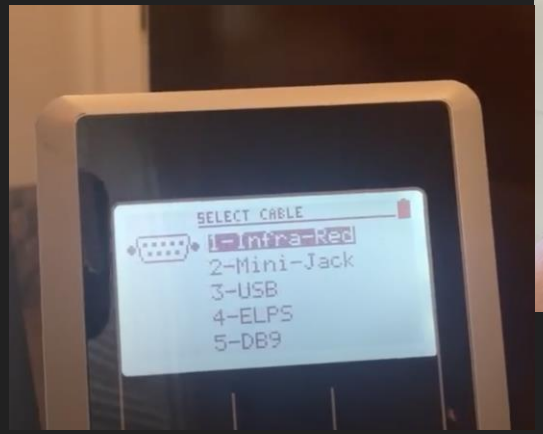
Using a commercial ACR RFID reader as an encoder

- System 6000 implements support for ACR RFID readers.
- Can be enabled through the Firebird DB.
- Set BHIDELEGACYENCODERS to 0.



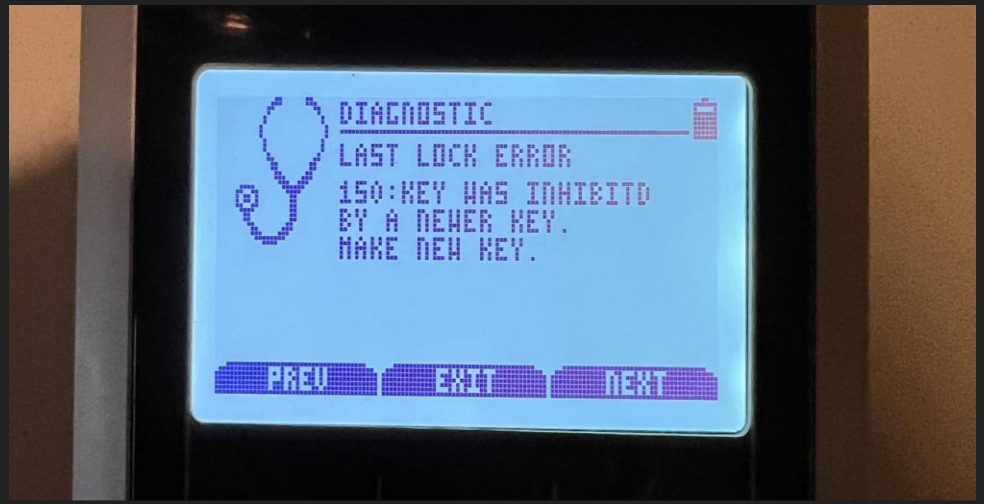
Using the handheld programmer (HH6)

- HH6 communicates with locks through a mini-USB connector or over NFC.
- Needs to be programmed using System 6000 before it can be used.
- Errors out if the property ID of the lock is wrong…
- **…but** if you change the property ID in Firebird? 😮



Using the handheld programmer (HH6)

- HH6 can interrogate the lock and view all entries and exits
- Useful for debugging why a key does not open the door



0008) LVL6 TYPE 0 : STANDARD LEVEL KEY KEY ID#:166
From: Key Used On: 08/02/2022 11:41 AM DSTa, Allowed to Open
Unadjusted- Used On: 08/03/2022 11:59 AM DST

0009) LVL16 TYPE 6 : EGRESS OR EXIT
From: Key Used On: 08/02/2022 10:49 AM DSTa
Unadjusted- Used On: 08/03/2022 11:07 AM DST

Reverse engineering System 6000

- Mix of Delphi executables, native and .NET
  - Delphi tooling didn’t work
  - But .NET code was easy to reverse engineer using dotPeek!

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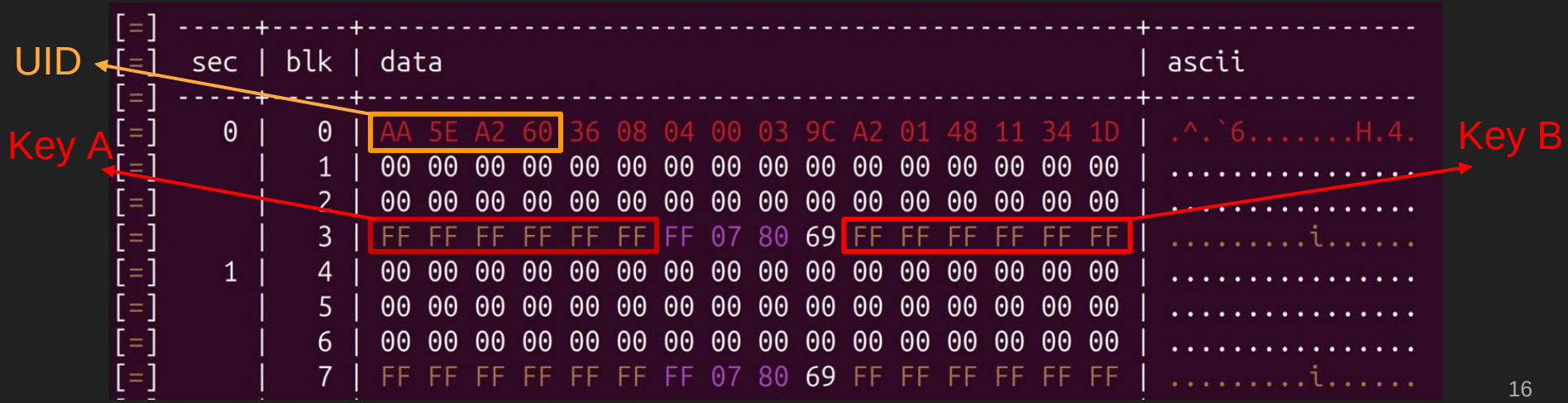
- Goals:
  - Understand how the sector keys are derived
  - Understand how the data on the card is encrypted
  - Understand the meaning of the card data

MIFARE Classic cards

- Most Saflok deployments used MIFARE Classic 1k cards.
  - Each card consists of 16 sectors, each containing 4 16-byte blocks of data.
  - Block 0 / manufacturer block contains the card's UID and the manufacturer data.
  - The last block of each sector contains the keys and access conditions.
- These cards have inherent weaknesses and can be cloned.
  - This takes several seconds (less than 2 seconds now that the KDF is known).
- A cloned card has the same capabilities as the original card.



Saflok MIFARE Classic cards

- The Saflok data is stored in sector 0
- The key to read that sector is derived from the card's UID
  - The Key Derivation Function (KDF)
- The key for sector 1 is the same on all Saflok cards
  - Makes it easy to identify!

Proxmark3 `hf mf autopwn` result

Same key on all Saflok cards

Unique for every Saflok card!
But derived from the UID…

Saflok Key Derivation Function (KDF)

- We need the keys to the MIFARE sectors of the card to read the card data.
  - Proxmark3 to recover the keys or figure out how the keys are generated.

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- Back in 2022 multiple people had already reverse engineered the KDF.
  - Back then the KDF was not public so we reverse engineered it ourselves.
  - Published on Gitee by user jadenwu
    https://gitee.com/jadenwu/Saflok_KDF/blob/master/saflok.c
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- Not strictly needed for our attack since MFC has other vulnerabilities.

Saflok Key Derivation Function (KDF)

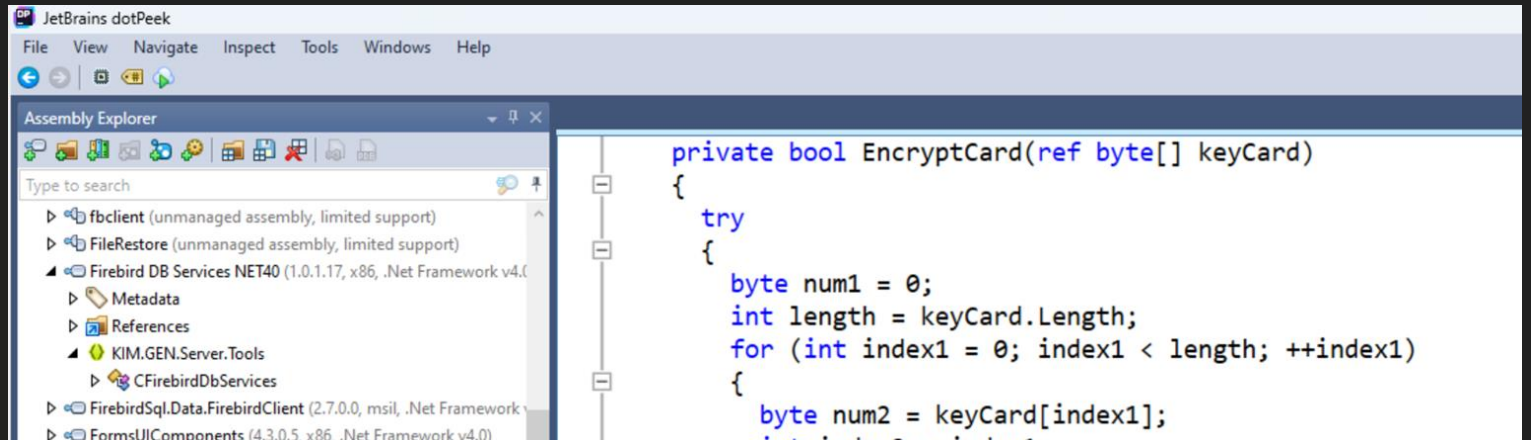
- Implemented in SaflokCardEncoder.dll
  - KABAGetSecuredKeys()
- Started by directly using the DLL.
- Later ported the KDF to Python.

```
[usb] pm3 --> hf mf info

[=] --- ISO14443-a Information
[+]  UID: BD 13 39 26
[+] ATQA: 00 04
[+]  SAK: 08 [2]
```

```python
from ctypes import *

saflokdll = WinDLL ("C:\\SaflokV4\\KIPES\\SaflokCardEncoder.dll")

uid = bytearray.fromhex("ED1B4842")
uidp = create_string_buffer(bytes(uid), len(uid))

rights = bytearray([0]*4)
keya = bytearray([0]*6)
keyb = bytearray([0]*6)

rightsp = create_string_buffer(bytes(rights), len(rights))
keyap = create_string_buffer(bytes(keya), len(keya))
keybp = create_string_buffer(bytes(keyb), len(keyb))

saflokdll.KABAGetSecuredKeys(uidp, 1, keyap, rightsp, keybp)

print(bytearray(keyap).hex())
```

Proprietary Saflok card data encryption

- Functionality of the card is determined by 17-bytes of encrypted data.
  - 16 bytes from block 1
  - First byte from block 2
- encryptCard() and decryptCard() in Firebird DB Services NET40.dll
  - Can be decompiled using dotPeek and is easy to translate to Python.
- Security through obscurity
  - Bit manipulations and a substitution table.
  - The secret substitution table is the same for every Saflok installation.



The Saflok card data format

- GetEmergencyCardInfo() implemented in Firebird DB Services NET40.dll
  - Not called to create cards using the normal GUI.
  - Useful to understand how the different data fields are serialised into the 17-byte structure.
- Being able to create cards helps a lot!
  - Look at the database entries.
  - Read the data from the card and decrypt it.
- Slowly developed our understanding of the format, field by field.

```
int hour1 = dtExpiry.Hour;
int minute1 = dtExpiry.Minute;
int second1 = dtExpiry.Second;
int millisecond1 = dtExpiry.Millisecond;
int num8 = (intYears & 15) << 4 & (int) byte.MaxValue | intMonths & 15;
KeyCardData[8] = Convert.ToByte(num8);
int num9 = (intDays & 31) << 3 & (int) byte.MaxValue | (hour1 & 31) >> 2;
KeyCardData[9] = Convert.ToByte(num9);
int num10 = (hour1 & 31) << 6 & (int) byte.MaxValue | minute1 & 63;
KeyCardData[10] = Convert.ToByte(num10);
```

The Saflok card data format

Field	# bits	Information
Card creation date	32	Exact date and time when the card was created.
Card expiration offset	24	Encoded as an offset from the card creation date.
Card ID	8	Incremented whenever a new identical card is made
Card level	4	GUEST / MASTER / EMERGENCY key (13 levels total).
Card type	4	The type or action of the key card
Checksum	8	Simple checksum over the first 16-bytes
Deadbolt override	1	Whether or not the card can override the deadbolt.
Lock ID	14	A numerical identifier assigned to a specific lock.
Opening key	2	Whether or not this card opens the lock.
Partial year offset	4	(creation year - 1980) & 0x70
Pass number	12	Can be used to control access to additional areas.
Property ID	12	The property or Saflok deployment identifier.
Restricted weekdays	7	1-bit per weekday.
Sequence & combination	12	sequence number and combination number.

Typically sequential but not necessarily related to the room number

We need to know this value for a given hotel/property to mint valid cards

The bane of our existence for a few weeks

Different card levels and card types

- Most keys are level 1-3 (guest keys), opening one room
- Housekeeping may use level 8, opening a range of rooms or all rooms
- Emergency keys open all rooms and override the deadbolt!
  - The deadbolt may look mechanical, but is controlled by software on most hotel locks.
- PPK/SPK for programming the lock

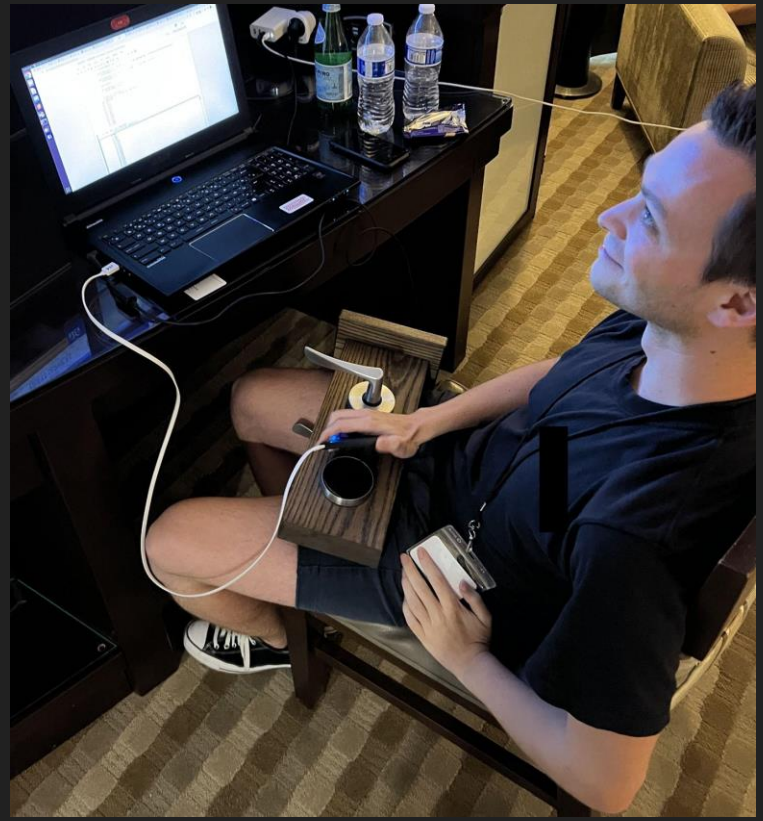
```
class SaflokFormat:
    def __init__(self, data=None):
        self._levels = {
            1  : 'GUEST KEY',
            2  : 'CONNECTORS',
            3  : 'SUITE',
            4  : 'LIMITED USE',
            5  : 'FAILSAFE',
            6  : 'INHIBIT',
            7  : 'POOL/MEETING MASTER',
            8  : 'HOUSEKEEPING',
            9  : 'FLOOR KEY',
            10 : 'SECTION KEY',
            11 : 'ROOMS MASTER',
            12 : 'GRAND MASTER',
            13 : 'EMERGENCY',
            14 : 'ELECTRONIC LOCKOUT',
            15 : 'SECONDARY PROGRAMMING KEY',
            16 : 'PRIMARY PROGRAMMING KEY'
        }
```

The Saflok card data format: sequence & combination

- Each lock has its own combination value.
  - A random number between 0 and 4095.
  - You might be able to guess a lock ID, but guessing the combination is difficult.
- Each card level has a sequence associated to it.
  - Allows to invalidate older cards.
- (encrypt(sequence) + combination) & 0xFFF
- This is the only field that prevents us from easily making a valid GUEST key for another lock.

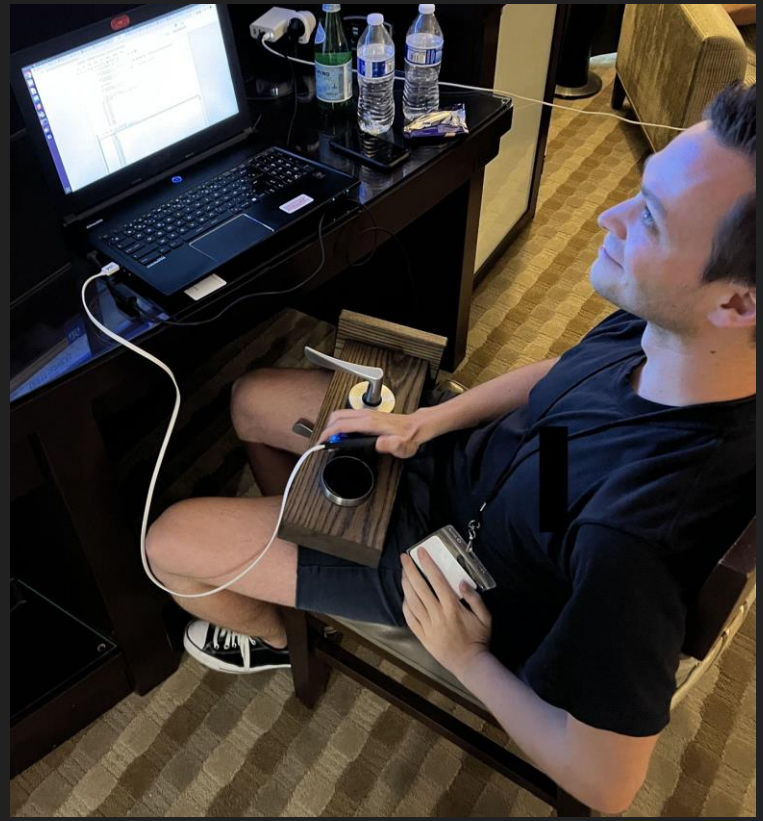
Secret combination numbers and resequencing cards

- At first we tried to brute force the combination field…
  - Very painful and not successful!



Secret combination numbers and resequencing cards

- At first we tried to brute force the combination field…
  - Very painful and not successful!
- Later discovered that the card type field can enable resequencing!
  - Lock will set its internal sequence to what it calculates from the resequencing card.
- Resequence the targeted level -> use a forged card with the same sequence & combination field.



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- Obtain any card of the hotel to read the property ID.
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  - Don’t need to know the specific lock IDs for emergency/grand master keys!

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  - Don’t need to know the specific lock IDs for emergency/grand master keys!
- Tap the resequencing key to resequence the lock, then open the door with the opening key!
- This pair of cards works on every door in the property

Proof-of-Concept: Proxmark3

- We already had a pySaflok module
  - Supports KDF, decryption, deserializing, modifying, encrypting and serializing Saflok card data
- Instead of porting all of this over to the Proxmark3 project we wrote simple wrapper functions

```
 1 from pysaflok import *
 2 from pm3lib import *
 3
 4 uid = get_present_card_uid()
 5 card = SaflokCard(uid=uid)
 6
 7 encrypted_data = read_block(card, 1) + read_block(card, 2)[:2]
 8
 9 card = SaflokCard(uid=uid, data=encrypted_data)
10 cardformat = SaflokFormat(card.card_data_dec)
11 print(cardformat)
```

Proof-of-Concept: Flipper Zero

- Straightforward to setup the build environment.
- NFC supported card plugin:
  - Verify() → is it a Saflok card?
  - Read() → derive key and read relevant blocks
  - Parse() → decrypt and parse the data, generate a resequence and emergency card

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  - Parse() → decrypt and parse the data, generate a resequence and emergency card
- We are NOT publishing this plugin.
- KDF only plugin by noproto: https://github.com/noproto/flipper_kdf/
  - Can be used to verify if the hotel you are staying at is vulnerable!

An overview of the almost 2 year long disclosure process

- 08/2022: Our research began on Saflok locks
- 09/2022: We completed a proof of concept exploit and contacted dormakaba
  - Initially we had to resort to LinkedIn to find a suitable point of contact
  - This has since been resolved! https://go.dormakaba.com/security-support
- 10/2022: We had our first meeting with dormakaba about the issues
- 2022 - 2024: During this time we had more than 10 meetings with dormakaba
- 11/2023: First hotels upgraded to resolve vulnerability

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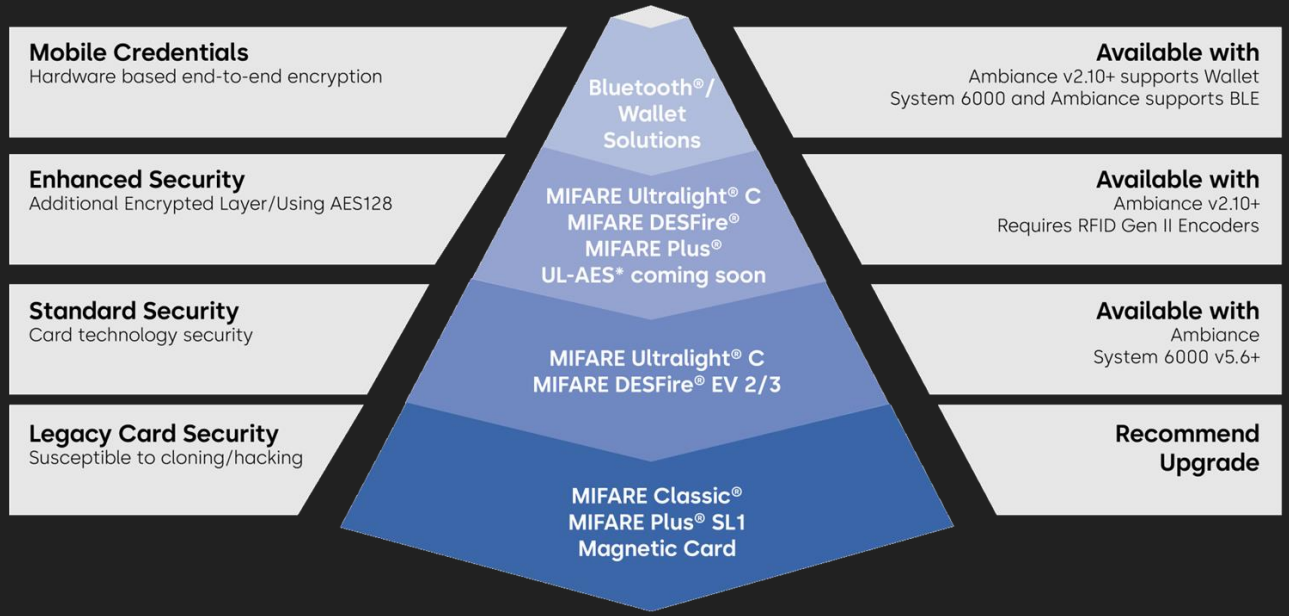
- 11/2023: First hotels upgraded to resolve vulnerability
- 03/2024: Coordinated disclosure of the vulnerability's high-level details
  - https://unsaflok.com/
  - https://www.wired.com/story/saflok-hotel-lock-unsaflok-hack-technique/
  - At this time 36% of locks had been upgraded
- Today: DEF CON talk!
  - Currently the majority of locks have been upgraded
  - Nearly all Las Vegas properties are in the process of being mitigated or have been mitigated.

Remediation from dormakaba

- Enhanced security mode includes:
  - A new KDF
  - Card data encryption based on AES
  - MIFARE Ultralight-C for guest cards
  - A new encoder, performs the cryptographic operations in a secure element



Why did it take so long?

- A new solution had to be implemented and tested.
- 3rd party integrations may need to adapt (MFC → ULC).
    - Parking garages, elevators, kiosks, payment solutions, and even towel machines!

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  - 2 minutes per lock x 3 million locks.
- Property owners have to be convinced to perform the upgrade and may require assistance in doing so.
  - Peak conversion rate was about 500 properties per week.

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- Most locks have to be updated manually.
  - 2 minutes per lock x 3 million locks.
- Property owners have to be convinced to perform the upgrade and may require assistance in doing so.
  - Peak conversion rate was about 500 properties per week.
- The cost of ULC cards has come down a lot, but some hotels maybe have a lot of MIFARE Classic cards in stock.

Estimating RFID card costs

- Occupancy rate: ~65%
- Average length of stay: 1.8 nights
- Average number of cards per stay: 2
- Card return rate (NA): < 25%
- Big Las Vegas properties 3,000 - 7,000 rooms

https://en.wikipedia.org/wiki/List_of_largest_hotels
https://hoteltechreport.com/news/hospitality-statistics
https://www.ahla.com/sites/default/files/SOTI_report_Oxford_Data_Occupancy.pdf

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- Number of stays per year at a big property: 5000 * 365 / 1.8 * 0.65 = 659,027
- 1.3 million cards, of which 325k can be reused
- That’s roughly one million cards per year
- Let’s assume bulk pricing is $0.10 per card, that’s $100k USD per year for just RFID cards

https://en.wikipedia.org/wiki/List_of_largest_hotels
https://hoteltechreport.com/news/hospitality-statistics
https://www.ahla.com/sites/default/files/SOTI_report_Oxford_Data_Occupancy.pdf

How to detect if the hotel you are staying at is fixed

1. Is the hotel using Saflok?
    a. Encoders are often visible during check-in (older style encoder → vulnerable).
    b. Saflok Quantum, MR and RT are the most common locks.

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   a. Use your favorite RFID tool (we all know it is the Flipper Zero with Iceman firmware).
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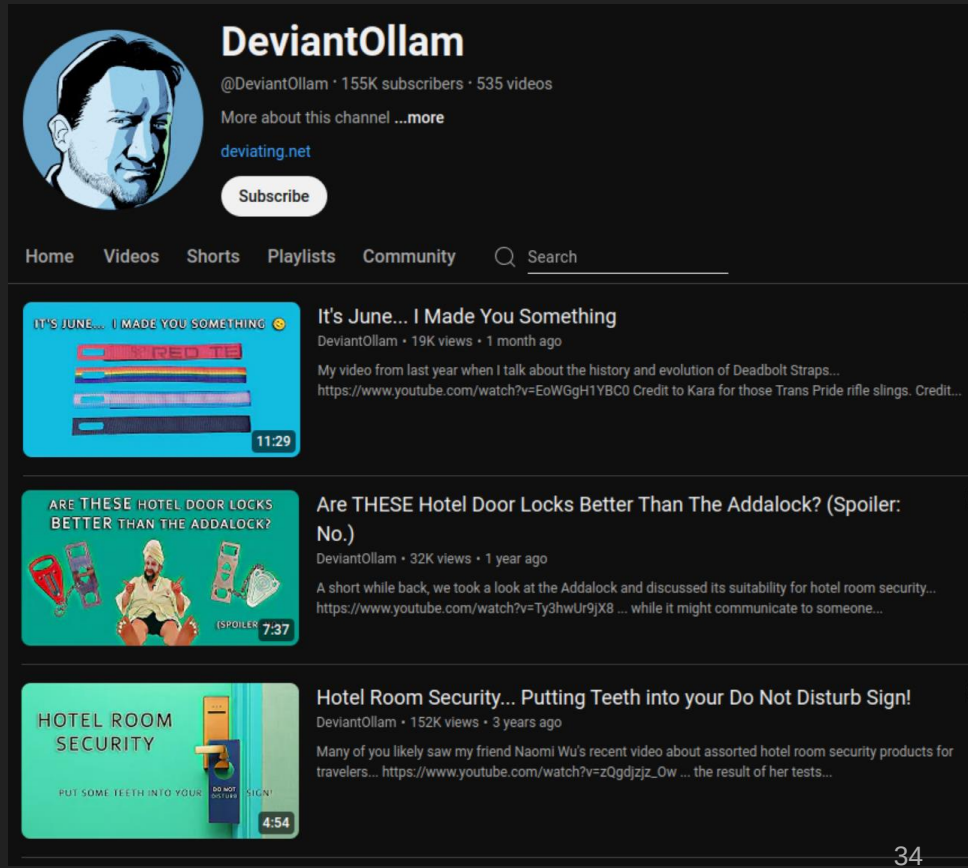
3. If it is a MIFARE Classic card it is a vulnerable Saflok deployment (or not a Saflok deployment).

How to protect yourself in a hotel (that wasn’t fixed)

- Deadbolt velcro strap
- Under door wedge

redteamtools.com/strap
Or stop by TOOOL!

Veritas Traveller’s doorstop



Summary and conclusions

- Reading a single card allows us to open any door at that property.
- This system had been vulnerable since 1988.
  - The magstripe cards were using the same format.
- Clearly many elements about these systems have not been scrutinised, and more vulnerabilities may exist.
- The cost of secure cards has come down a lot in recent years.
- Overall we had a positive experience disclosing the vulnerability to dormakaba!