

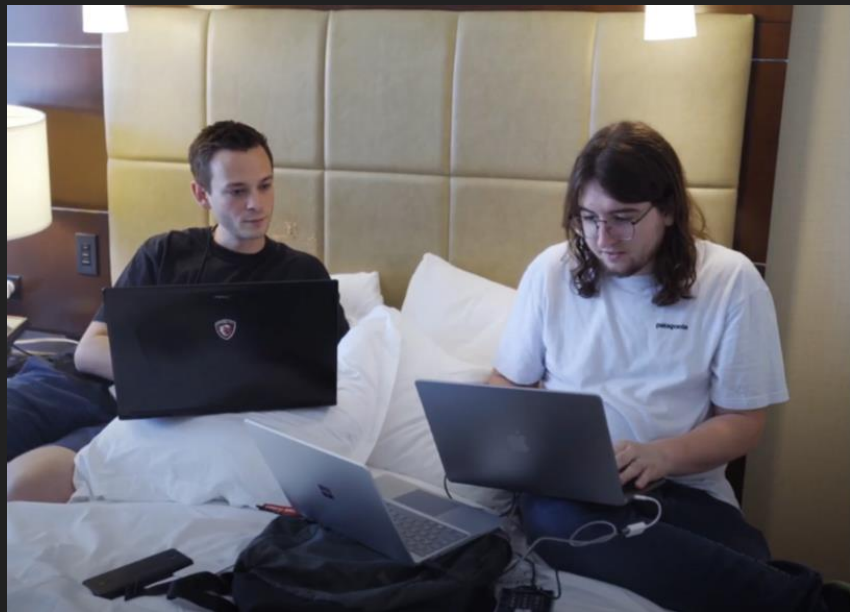
Unsaflok

Unlocking Millions of Hotel Locks

Lennert Wouters & Ian Carroll

whoami

- **Lennert:** Hardware security researcher (COSIC, KU Leuven).
@LennertWo
- **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 Brocius (@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.

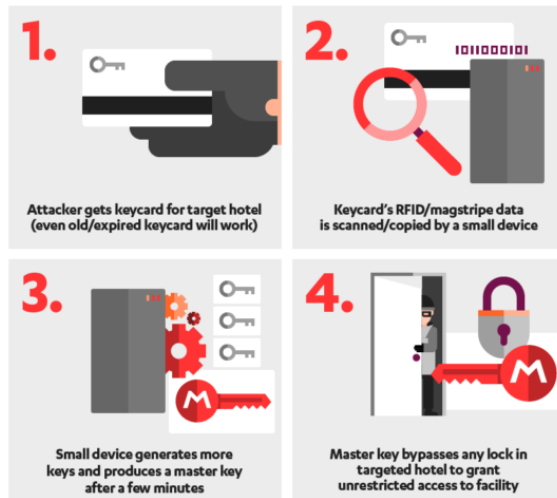


Related Research: Vingcard (2018)

- 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.

GHOST IN THE HOTEL LOCKS: ONE KEY TO OPEN EVERY ROOM IN THE BUILDING

Researchers have found a way to access
EVERY ROOM in a hotel with just one key



STAY SAFE – Always Follow Basic Travel Security Tips

Don't leave valuables in your room unless you put them in a safe

Use the door chain when in your room

Use a VPN when on hotel WiFi network

Use your credit card instead of debit and be on the lookout for fraudulent transactions

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



Restricted area



Dormakaba Saflok architecture (semi-online)

Front desk



Hallways

Zigbee
coordinator

HH6



Restricted area



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

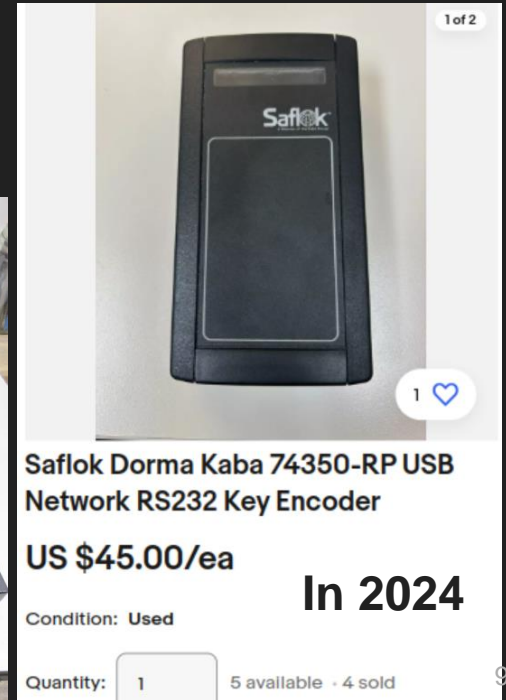
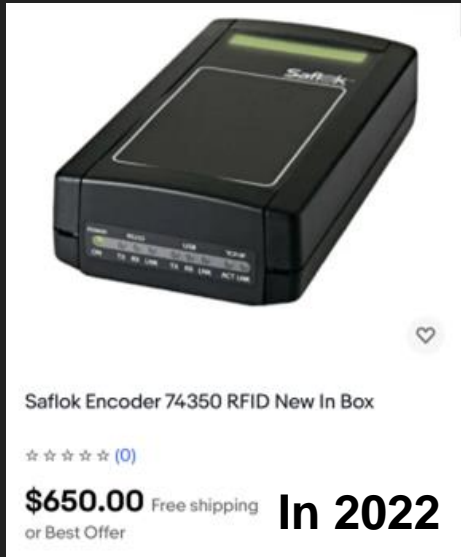
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Setting up the software

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

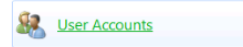
- Disable User Account Control (UAC)
- Disable Data Execution Prevention (DEP)

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

Open the Control Panel



Open User Accounts



Click Change Account Control settings



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



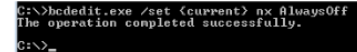
Reboot the computer for the changes to take effect.

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



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
```

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.

The screenshot shows the RazorSQL interface for a Firebird database named 'test'. The left pane displays the database schema, with the 'LOCKLOGS' table selected. The table structure is as follows:

Column Name	Data Type
IDXLOCKLOG (PK)	INTEGER Not Null
STRFILEID	VARCHAR(5)
LNGLOCKID	INTEGER
LNGLPROPNUMBER	SMALLINT
STRROWDATA	VARCHAR(100)
IDXINTERROGATEMETHOD	INTEGER
DATEDADD	TIMESTAMP
DATEXPIRE	TIMESTAMP
LNGLDEVICEINDICATOR	INTEGER

The right pane shows the 'LOCKLOGS' table with the following data:

IDXLOCKLOG	STRFILEID	LNGLOCKID	LNGLPROPNUMBER	STRROWDATA
1	JRA2	40	1	220000040110 00011111110025502212002145700002212002145300002212002144900000000
2	JRA3	34	1	220000038104 00011111110025502212002145900002212002145500002212002145100000000
3	JRA4	38	1	220000038108 00011111110025502212002152300002212002151800002212002151600000000
4	JRA5	44	1	220000044114 00011111110025502212002151300002212002151000002212002151100000000
5	JRA6	42	1	220000042112 00011111110025502212002155100002212002145400002212002145100000000
6	JRA7	36	1	220000036106 00011111110025505162002133400105162002132700105162002132600100000
7	JRA8	34	1	220000034104 00011111110025505162002133800105162002133700105162002133700100000
8	JRA9	32	1	220000032102 00011111110025505162002134500105162002134200105162002134100100000
9	JRA10	0	2421	220000000511352421111101212080520221021990080202214084410803202214263310000

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 B_HIDELEGACYENCODERS to 0.



Com Request Server - GUI (DESKTOP-33N4RNN)

File Help

Status Settings **SETUP PASSWORD is logged on**

Station ID assignments for this computer

Client Station - Add Mode

Machine Name:

Station ID:

Port:

Test For Encoder

Device Test

Device type "Encoder" found on port 2.
DLL Version : ACR120U DLL 1.5.1.2
Firmware Version: ACR1281U V810.00

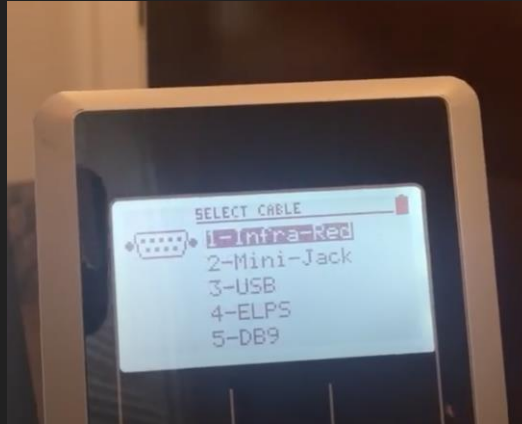
Automatic Logon Check

Started: 31/08/2022 16:02

12 **Listening**

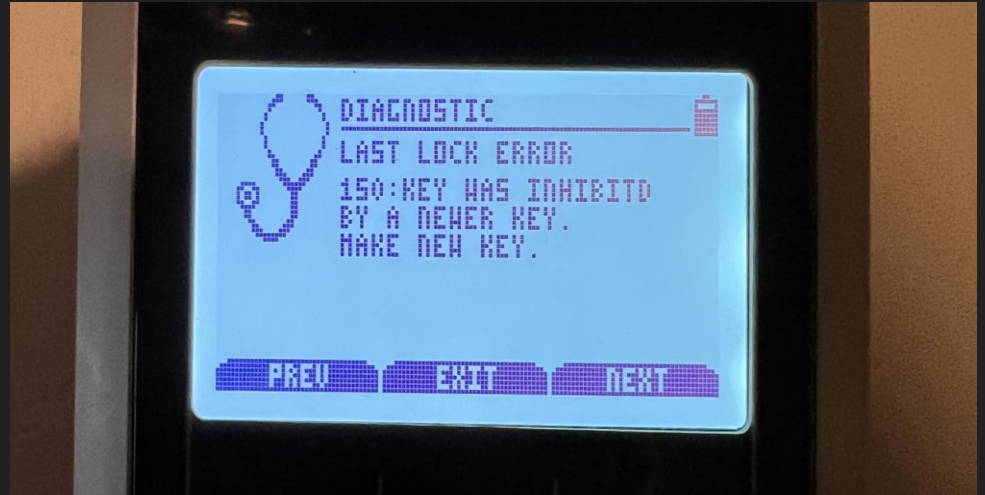
Using the handheld programmer (HH6)

- 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.

[=]	sec	blk	data	ascii
[=]	0	0	AA 5E A2 60 36 08 04 00 03 9C A2 01 48 11 34 1D	.^.`6.....H.4.
[=]		1	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
[=]		2	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
[=]		3	FF FF FF FF FF FF FF 07 80 69 FF FF FF FF FF FFi.....
[=]	1	4	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
[=]		5	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
[=]		6	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
[=]		7	FF FF FF FF FF FF FF 07 80 69 FF FF FF FF FF FFi.....

UID ← (points to block 0)

Key A ← (points to block 3)

Key B → (points to block 3)

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

Sec	Blk	key A	res	key B	res
000	003	A2006B4652AF	D	FFFFFFFFFFFF	D
001	007	2A2C13CC242A	D	FFFFFFFFFFFF	D
002	011	FFFFFFFFFFFF	D	FFFFFFFFFFFF	D
003	015	A2006B4652AF	D	FFFFFFFFFFFF	D
004	019	A2006B4652AF	D	FFFFFFFFFFFF	D
005	023	A2006B4652AF	D	FFFFFFFFFFFF	D
006	027	A2006B4652AF	D	FFFFFFFFFFFF	D
007	031	A2006B4652AF	D	FFFFFFFFFFFF	D
008	035	A2006B4652AF	D	FFFFFFFFFFFF	D
009	039	A2006B4652AF	D	FFFFFFFFFFFF	D
010	043	A2006B4652AF	D	FFFFFFFFFFFF	D
011	047	A2006B4652AF	D	FFFFFFFFFFFF	D
012	051	A2006B4652AF	D	FFFFFFFFFFFF	D
013	055	A2006B4652AF	D	FFFFFFFFFFFF	D
014	059	A2006B4652AF	D	FFFFFFFFFFFF	D
015	063	A2006B4652AF	D	FFFFFFFFFFFF	D

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 then the KDF was not public so we reverse engineered it ourselves.
 - Published on Gitee by user jadenwu
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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)

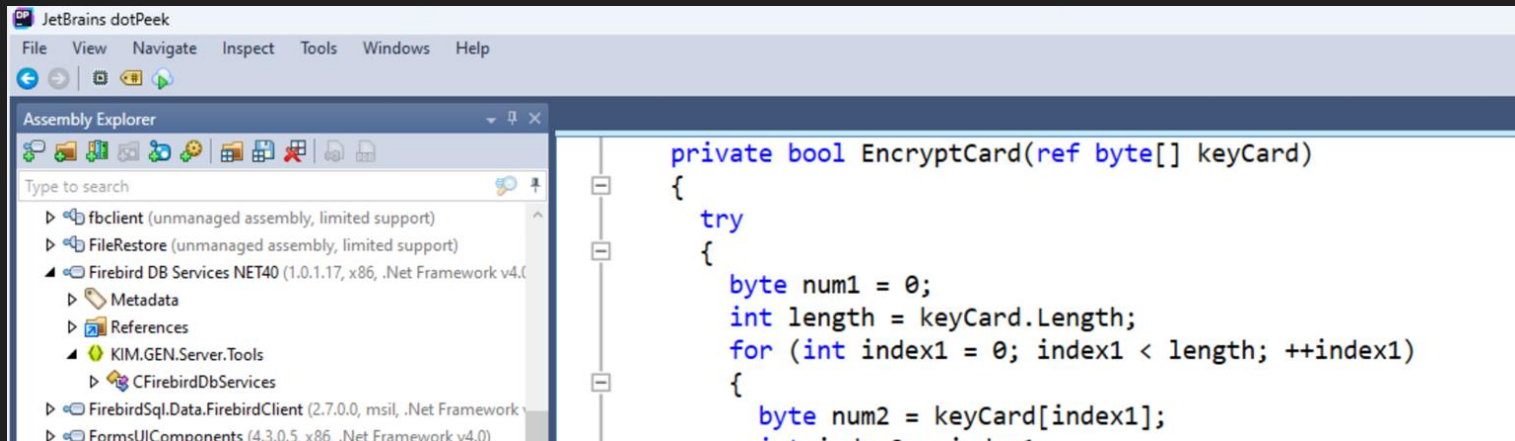
- Implemented in SaflokCardEncoder.dll
 - KABAGetSecuredKeys()
- Started by directly using the DLL.
- Later ported the KDF to Python.

```
[usb] pm3 --> hf mf info  
  
[=] --- ISO14443-a Information  
[+] UID: BD 13 39 26  
[+] ATQA: 00 04  
[+] SAK: 08 [2]
```

```
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 screenshot shows the JetBrains dotPeek application interface. The Assembly Explorer on the left displays the project structure, with 'Firebird DB Services NET40' expanded to show 'References' and 'KIM.GEN.Server.Tools'. The main editor window displays the following C# code for the EncryptCard method:

```
private bool EncryptCard(ref byte[] keyCard)
{
    try
    {
        byte num1 = 0;
        int length = keyCard.Length;
        for (int index1 = 0; index1 < length; ++index1)
        {
            byte num2 = keyCard[index1];
```

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.
- $(\text{encrypt}(\text{sequence}) + \text{combination}) \& 0\text{xFFF}$
- 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.



Building a full PoC

- 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!
- 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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- 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
- 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

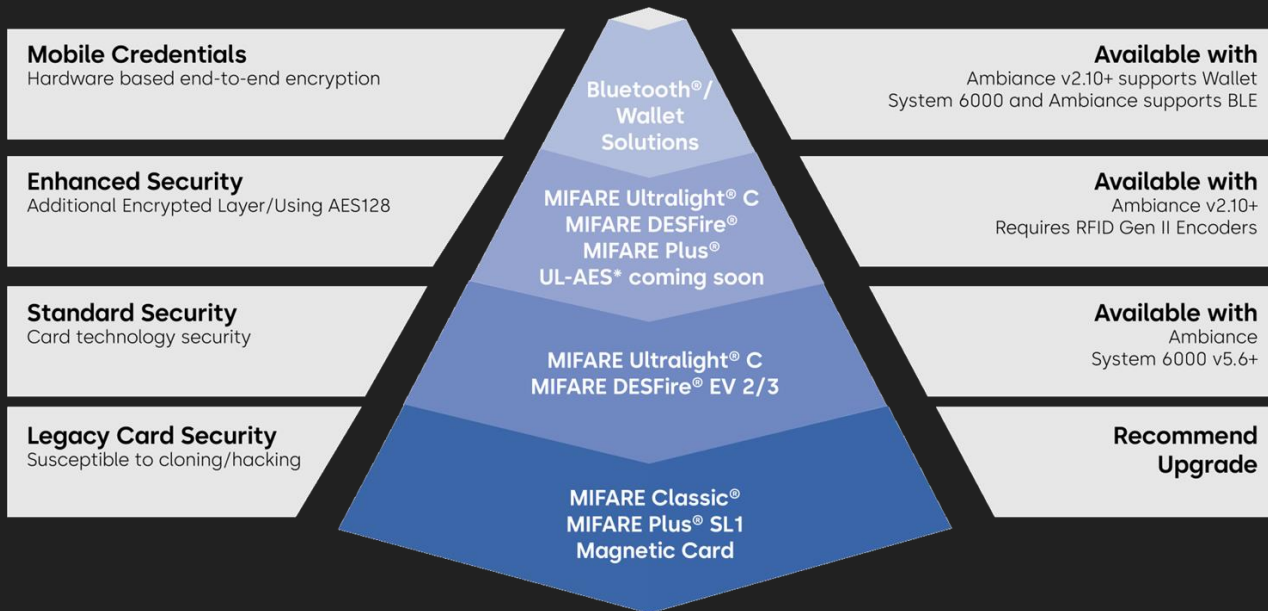
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- 11/2023: First hotels upgraded to resolve vulnerability

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- 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.
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 - 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

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
-
- 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?

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- b. Saflok Quantum, MR and RT are the most common locks.



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2. Did you get a MIFARE Classic or Ultralight C card?

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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 TOOO!



Veritas Traveller's doorstop



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[deviating.net](https://www.youtube.com/channel/UCdeviating)

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It's June... I Made You Something

DeviantOllam · 19K views · 1 month ago

My video from last year when I talk about the history and evolution of Deadbolt Straps...
<https://www.youtube.com/watch?v=EoWgGh1YBC0> Credit to Kara for those Trans Pride rifle slings. Credit...



Are THESE Hotel Door Locks Better Than The Addalock? (Spoiler: No.)

DeviantOllam · 32K views · 1 year ago

A short while back, we took a look at the Addalock and discussed its suitability for hotel room security...
<https://www.youtube.com/watch?v=Ty3hwUr9jX8> ... while it might communicate to someone...



Hotel Room Security... Putting Teeth into your Do Not Disturb Sign!

DeviantOllam · 152K views · 3 years ago

Many of you likely saw my friend Naomi Wu's recent video about assorted hotel room security products for travelers... https://www.youtube.com/watch?v=zQgdjzjz_Ow ... the result of her tests...

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!

