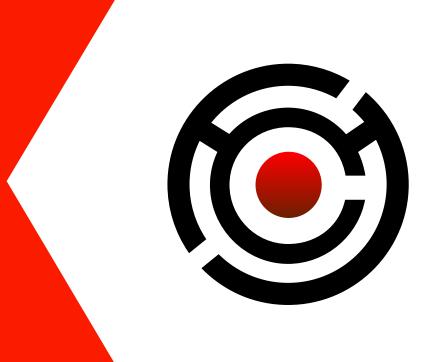
#### SEPTEMBER 16 @ 1 PM ET

# WHAT ZOOM GOT WRONG WITH E2EE







PRESENTED BY PATRICK WALSH, CO-FOUNDER & CEO OF IRONCORE LABS.



## AGENDA

1. Set a baseline

Less

- 2. Recap Zoom's big 2020 fails
- 3. Credit where it's due
- 4. Aside: SaaS trust models

More technical

- 5. Zoom's E2EE architecture
- 6. Alternative architecture
- 7. Summary



# E2E: A DEFINITION

Establish a shared baseline (And here's why...)

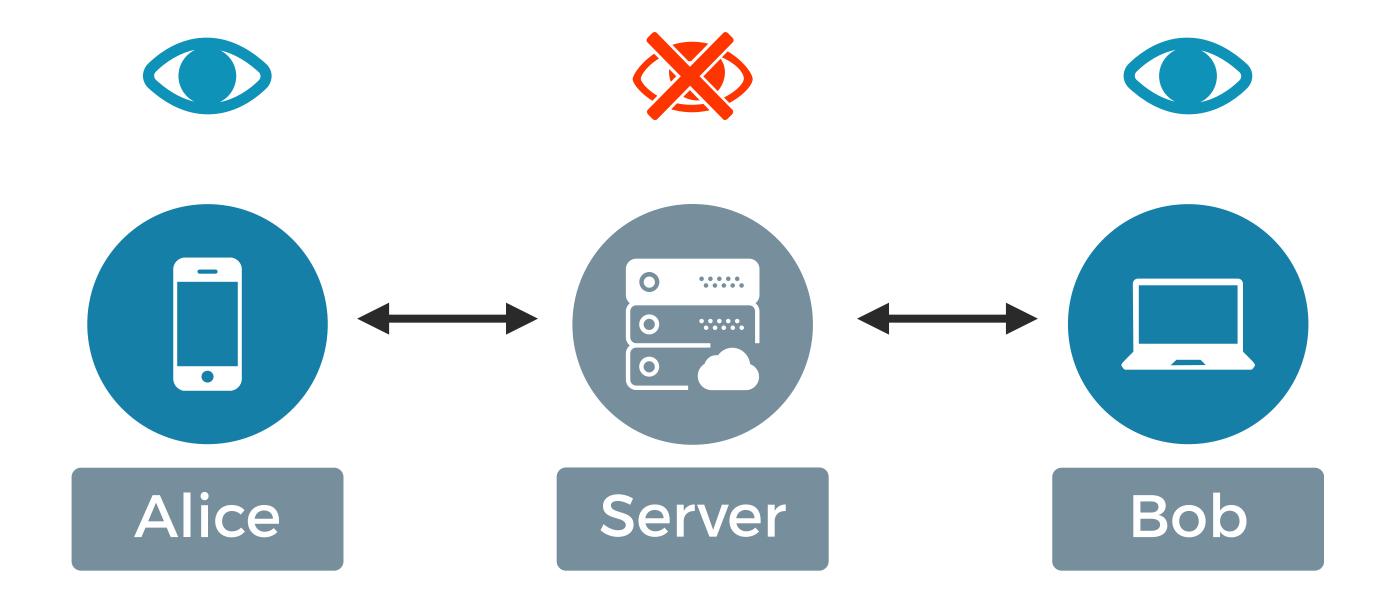


# WHAT IS E2E?



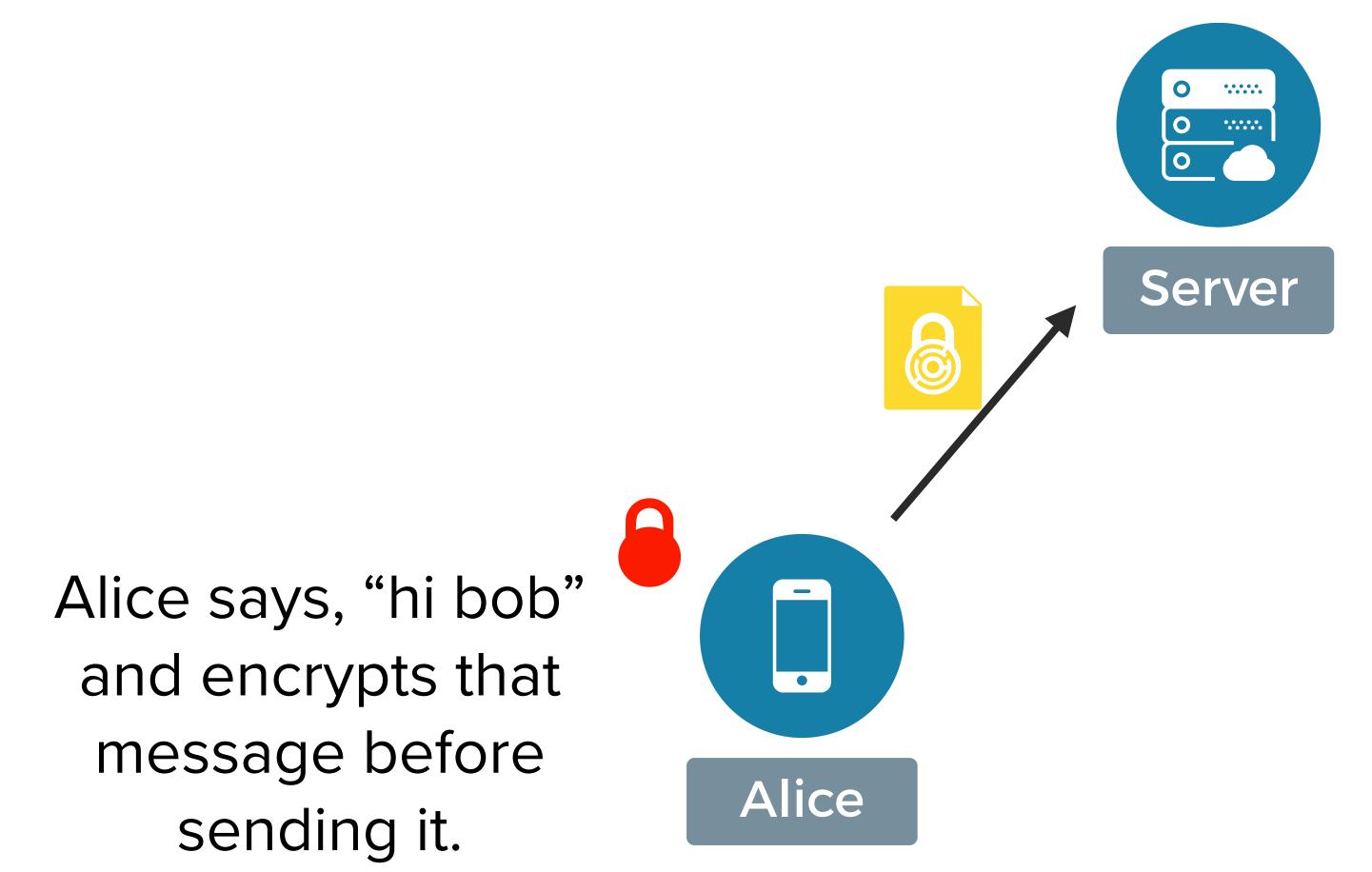


# WHAT IS E2E?



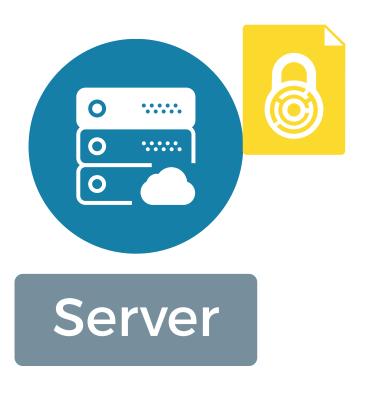
Alice talks to Bob via a server which can't see/hear the conversation.











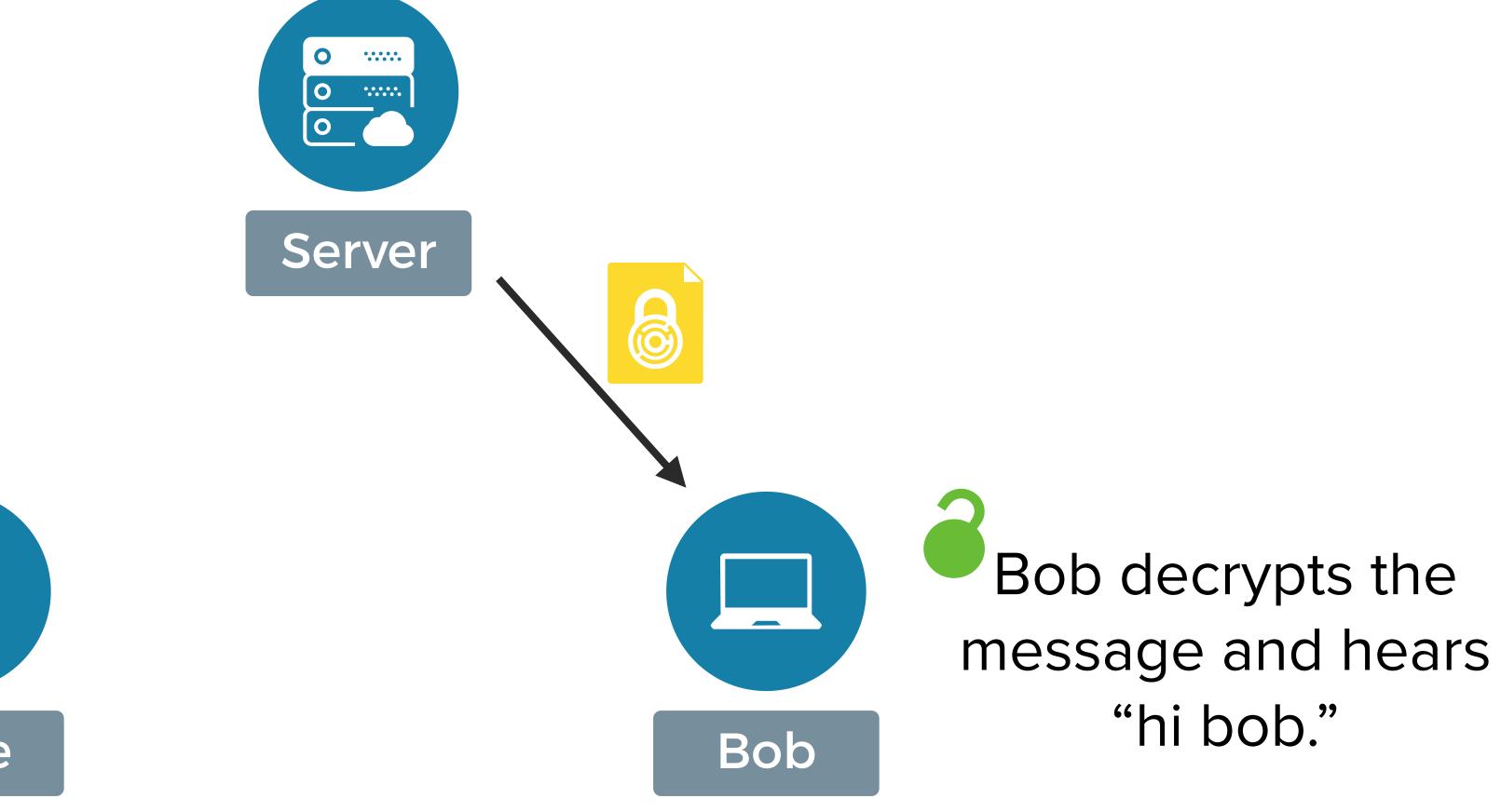
The server only sees "AR3Z84M...".

It never sees a key that could decrypt the data.





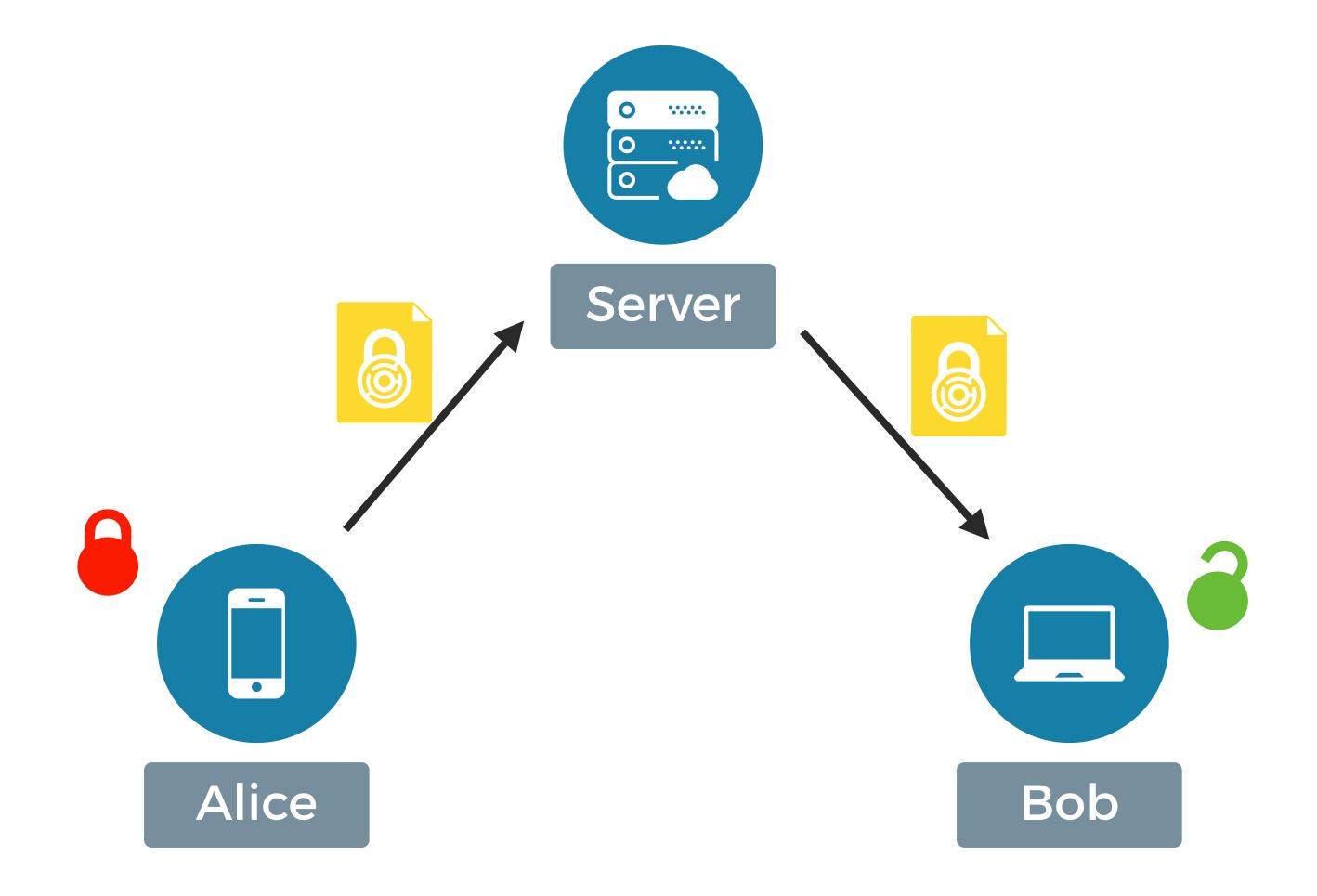






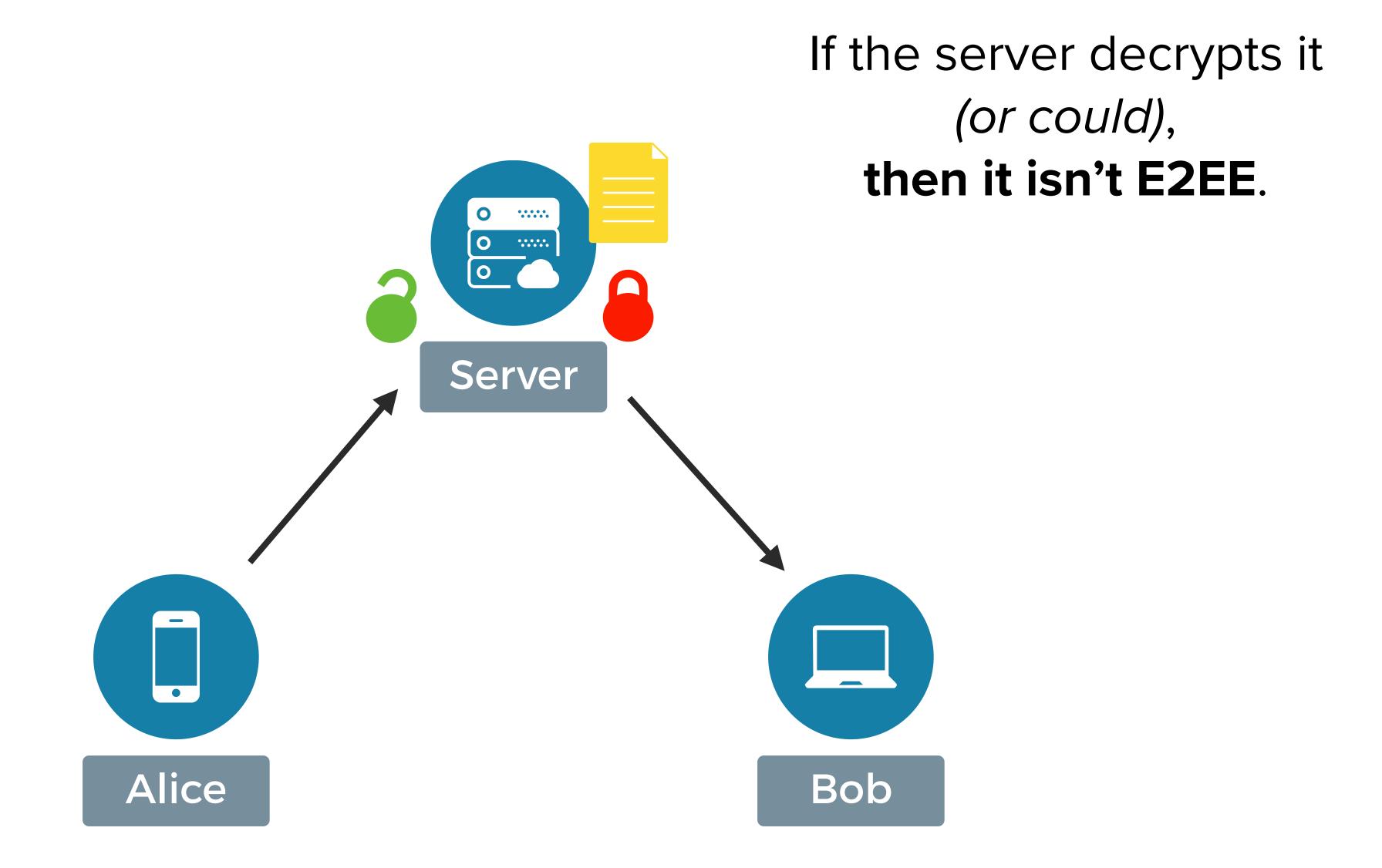


# WHAT ISN'T E2EE?



Not sufficient to say Alice encrypts and Bob decrypts.







"We protect your data with military grade encryption at rest and in transit."



# "MILITARY GRADE"

"We protect your data with military grade encryption at rest and in transit."

-Bullshit Artist (or marketing department)

Using some AES algorithm. But: easy to screw up. No concept of who holds the keys.

This webinar is protected by "military grade encryption."



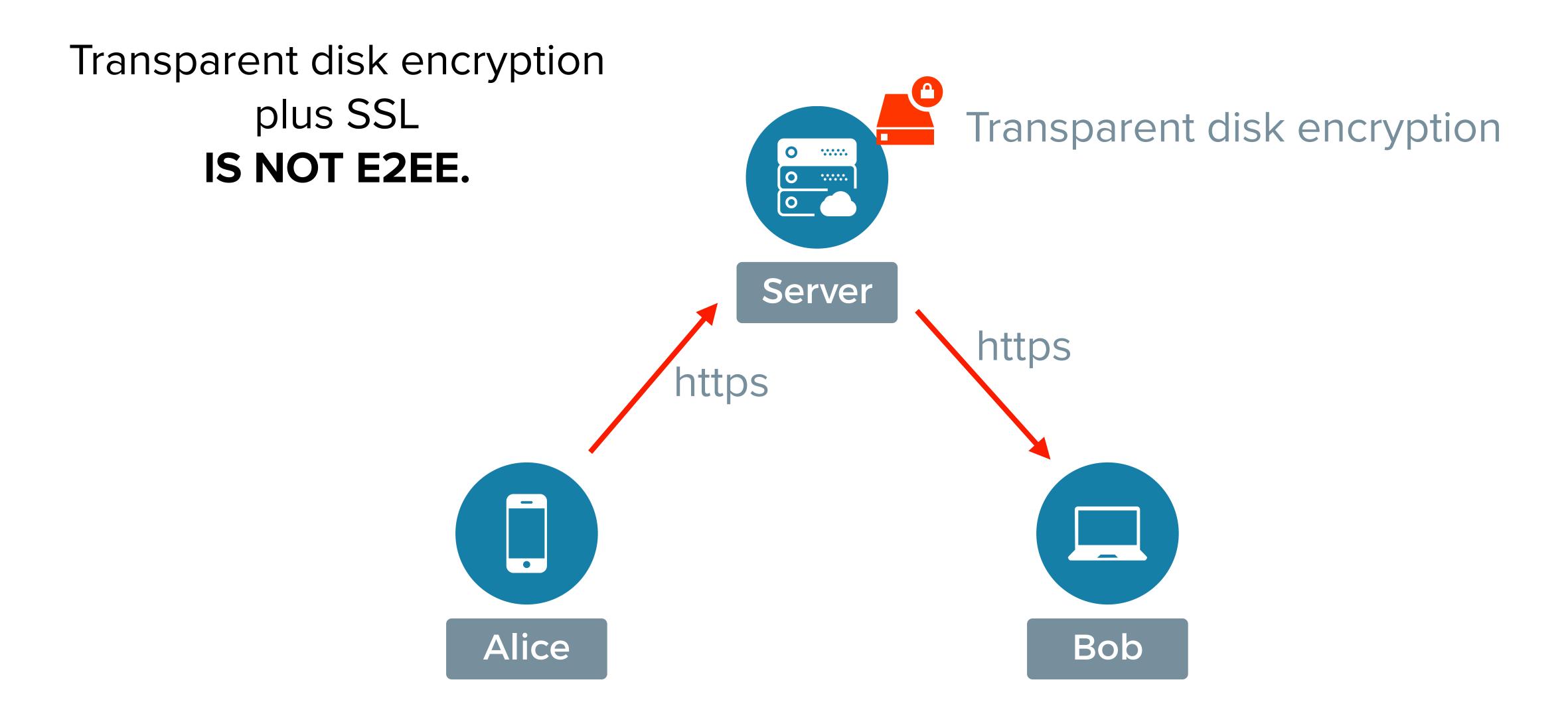
# "AT REST AND IN TRANSIT"

"We protect your data with military grade encryption at rest and in transit."

-Bullshit Artist (or marketing department)

We do the most basic thing possible: we use SSL/TLS and transparent disk encryption.





The data is vulnerable to an attack against the running server.





# THE ZOOM STORY: A 2020 RECAP

Yeah, we know, 2020 is maybe better forgotten...



#### zoom

#### Security Guide

#### Client Application

#### **Role-based user security**

The following pre-meeting security capabilities are available to the meeting host:

- Enable end-to-end encrypted meeting
- Secure log-in using standard username and password or SAML Single Sign On
- Start a secured meeting with password
- Schedule secured meetings with password

#### **E2E Chat Encryption**

Zoom end-to-end (E2E) chat encryption allows for a secured communication where only the intended recipient can read the secured message. Zoom use public and private key to encrypt the chat session with Advance Encryption Standard (AES256). Session keys are generated with device unique hardware ID to avoid data being read from other devices. This ensures that the session can not be eavesdropped or tampered with.

**Application security:** Zoom can encrypt all presentation content at the application layer using the Advanced Encryption Standard (AES) 256-bit algorithm.

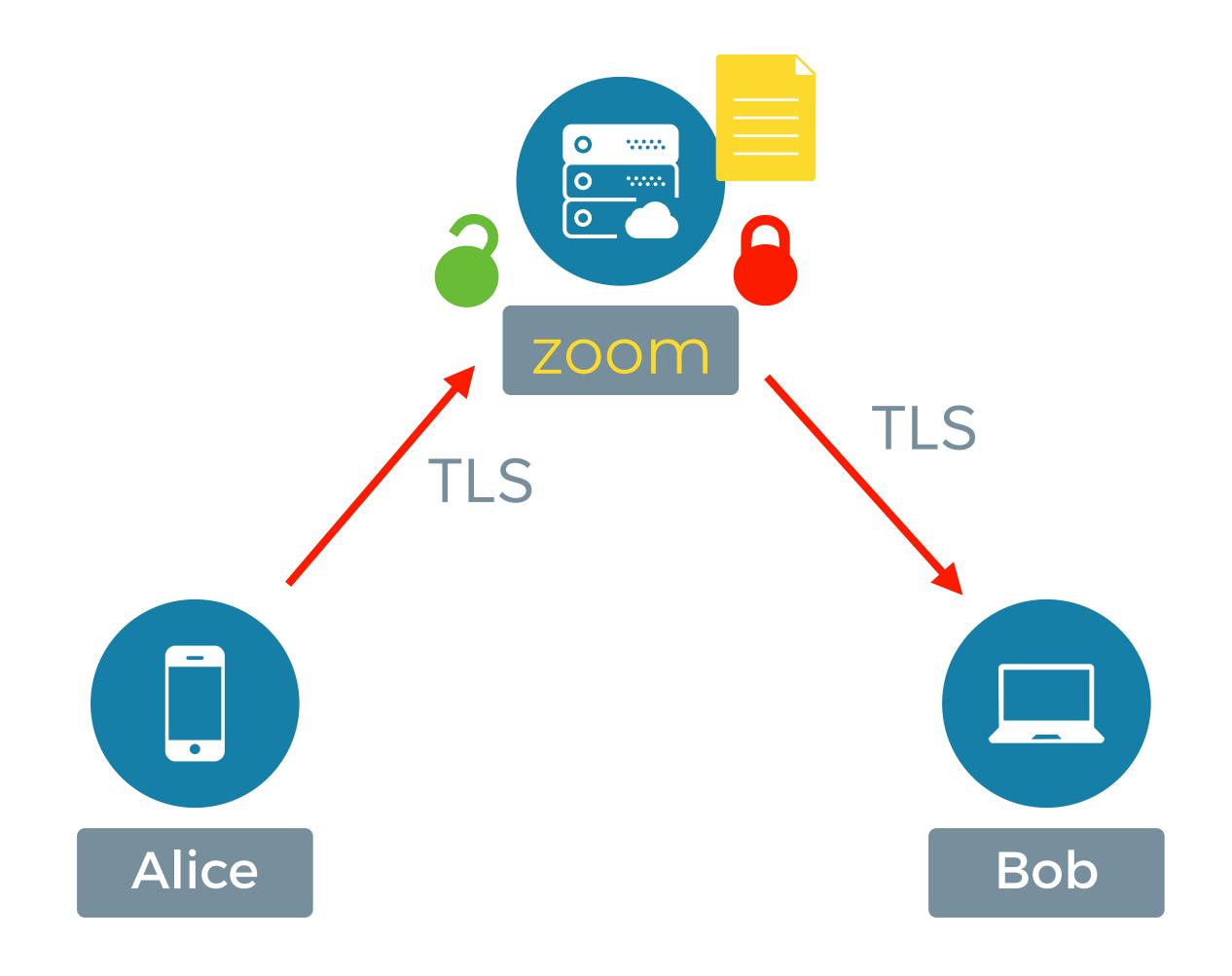
#### **Secured Communications**

Zoom can secure all session content by encrypting the communications channel between the Zoom client and the multimedia router using a 256-bit Transport Layer Security (TLS) encryption tunnel.

- In their marketing, their app, and their Security Guide, Zoom advertised End to End Encryption.
- But their multimedia router decrypted all of the audio and video content that passed through it.



# THAT'S NOT E2EE





#### The Intercept\_

# ZOOM MEETINGS AREN'T END-TO-END ENCRYPTED, DESPITE MISLEADING MARKETING

The video conferencing service can access conversations on its platform.

Micah Lee, Yael Grauer

March 31 2020, 2:00 a.m.





# HELL HATH NO FURY LIKE SECURITY RESEARCHERS MISLEAD

Privacy advocates and lawyers are pissed, too...







# WHAT WAS YOUR REACTION TO THIS NEWS?





# WHY DOES IT MATTER?

Can't we just trust Zoom? Seems unlikely they're listening in to millions of calls.



# WHO IS ZOOM?

Many people, partners, and governments

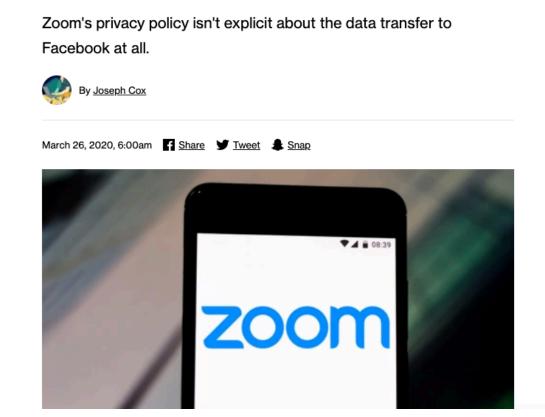
- Zoom's employees at least the Operations group and probably also Engineering.
  - Global workforce including in countries that actively conduct industrial espionage.
- **Zoom's operating countries** Zoom is subject to the laws of the countries they operate in.
- Zoom's security practices how well are they really protecting that data?





# LOWLIGHTS FROM THE WORST TWO MONTHS

### Zoom iOS App Sends Data to Facebook Even if You Don't Have a Facebook Account



#### Ex-NSA hacker drops new zero-day doom for Zoom



The 'S' in Zoom, Stands for Security uncovering (local) security flaws in Zoom's latest macOS client

by: Patrick Wardle / March 30, 2020

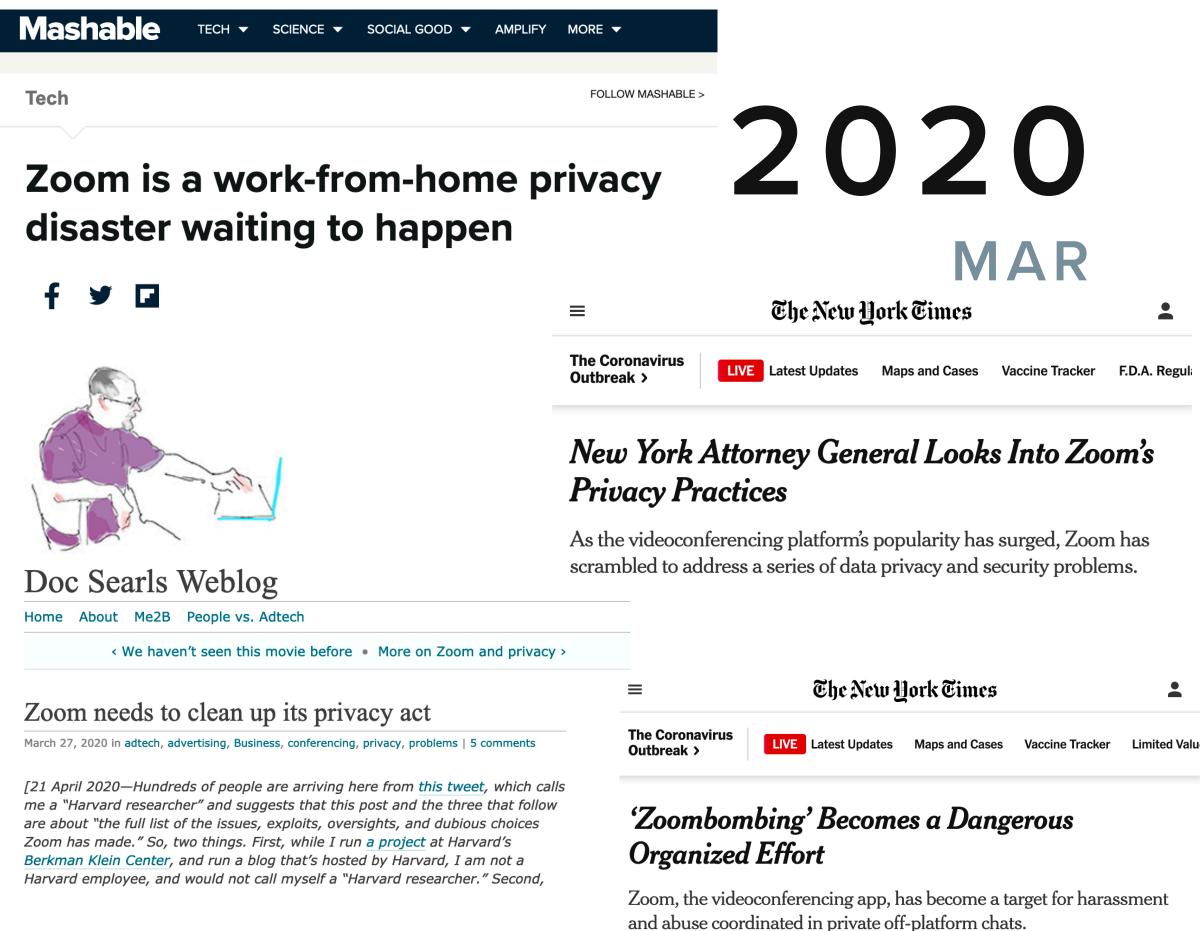
HOME > TEC

## Zoom is being sued for allegedly handing over data to Facebook

#### **Bustle**

Lif

This Hidden Zoom Feature Tells Your Boss When You're In Other Tabs During A Meeting

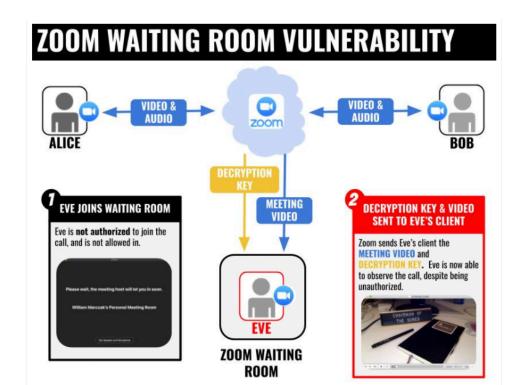


#### 'Zoombombing' Attacks Disrupt Classes

Online Zoom classes were disrupted by individuals spewing racist, misogynistic or vulgar content. Experts say professors using Zoom should familiarize themselves with the program's settings.

By Elizabeth Redden // March 26, 2020

Zoom's privacy policy: "Does Zoom sell Personal Data? Depends what you mean by 'sell."



#### A Feature on Zoom Secretly Displayed Data From People's LinkedIn Profiles

After an inquiry from Times reporters, Zoom said it would disable a data-mining feature that could be used to snoop on participants during meetings without their knowledge.

**Zoom backlash intensifies** as companies from Daimler to BofA institute bans and curbs over security concerns

2020

APR

BY DEBBY WU, VLAD SAVOV, LANANH NGUYEN, AND BLOOMBERG

#### Zoom is Leaking Peoples' Email Addresses and **Photos to Strangers**

For at least a few thousand people, Zoom has treated their personal email addresses as if they all belong to the same company, letting them video call each other.

#### **Zoom admits some calls were** routed through China by







NYC forbids schools from using Zoom for remote learning due to privacy and security concerns

#### Your Zoom videos could live on in the cloud even after you delete them

Yet another Zoom issue found.

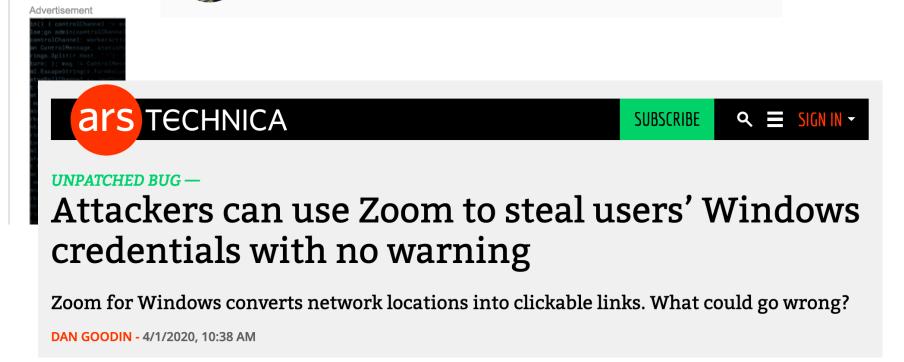


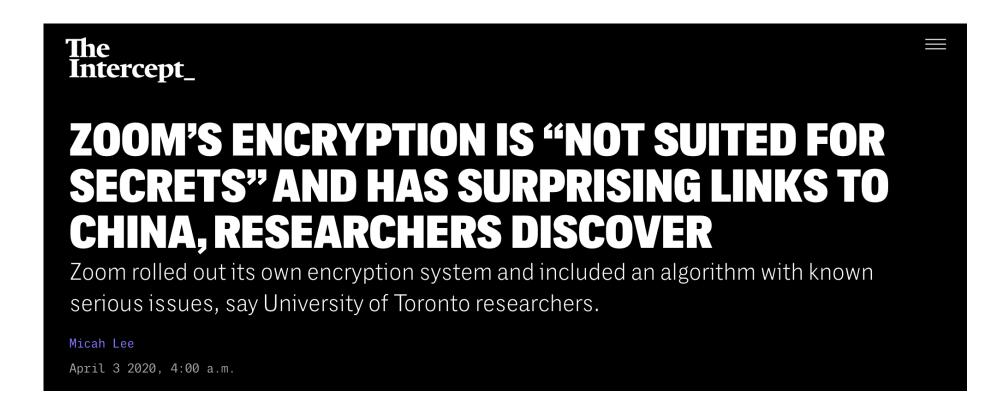
Posts Tagged: zWarDial

A Little Sunshine / The Coming Storm / Time to Patch — 77 Comments

'War Dialing' Tool Exposes Zoom's **Password Problems** 

As the Coronavirus pandemic continues to force people to work from home, countless companies are now holding daily meetings using videoconferencing services from **Zoom**. But without the protection of a password, there's a decent





# mistake

Zack Whittaker



@zackwhittaker / 6:12 pm MDT • April 3, 2020



Kate O'Flaherty Senior Contributor ①

@ironcorelabs





# WHY PICK ON ZOOM?

Aren't they following best practices?

(Bear with us: we'll balance out all the negatives in a minute.)



# 1. ZOOM IS THE LEADER

zoom



Cisco

64% market share

26% market share

10% market share

#### Video conferencing market share

Per Bessemer's 2020 State of the Cloud

#### Or by daily active users:

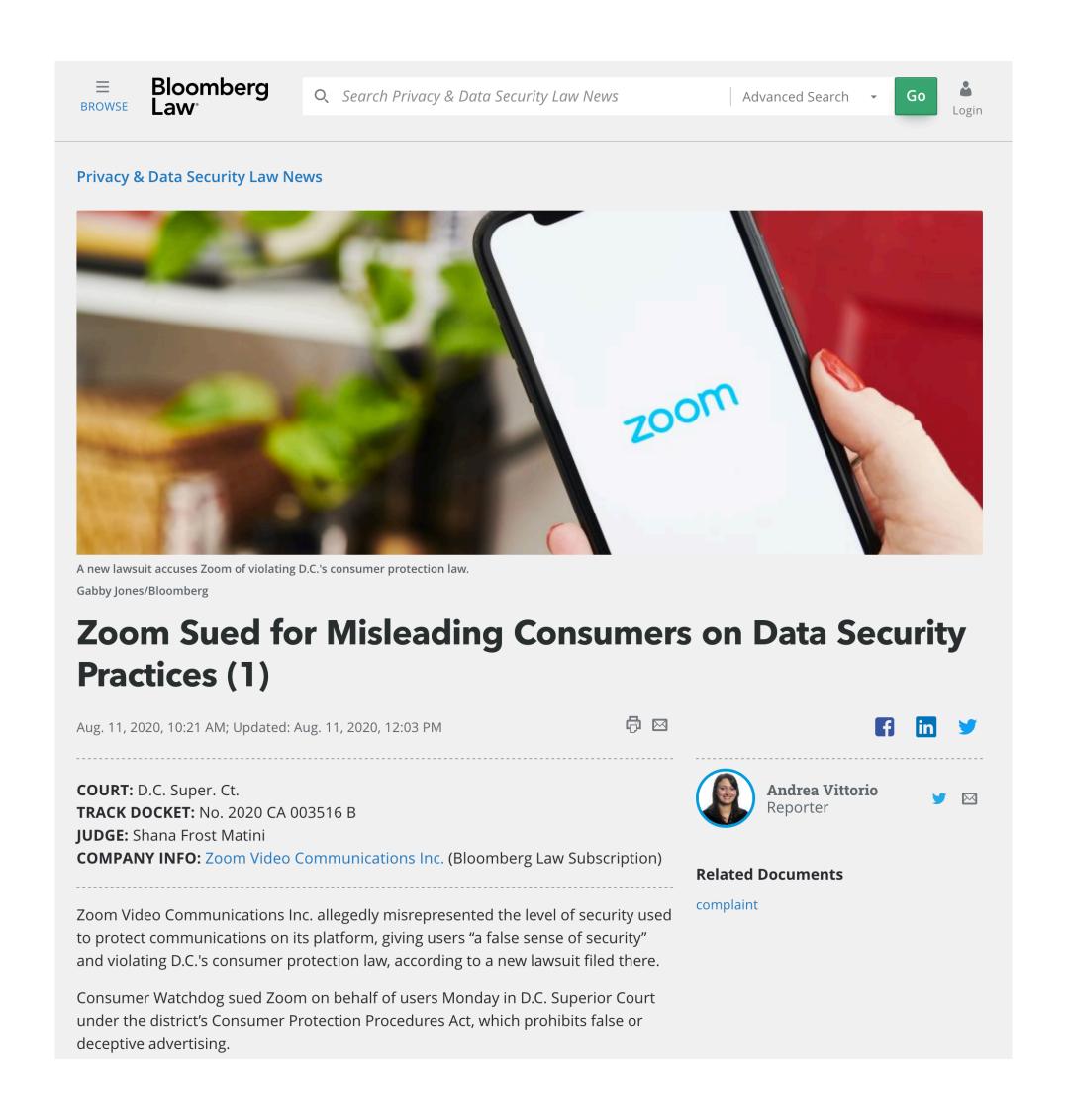
Zoom: 300m, Meet: 100m, Teams: 75m [as of June 2020]

Zoom is still the leader.



# 2. ZOOM LIED

And got caught (eventually)







#### Who has banned Zoom? Google, NASA, and more









by Brandon Vigliarolo in Security and on April 9, 2020, 11:34 AM PST

#### **Companies that have banned Zoom**

- Google has banned Zoom from company-owned computers; administrators will disable it this week, and Google employees have been directed to use Duo instead.
- SpaceX has forbidden employees from using Zoom, citing security and privacy concerns.
- Smart Communications, a Philippines-based ISP, has banned Zoom for internal use.

#### Governments and government agencies that have banned Zoom

This list of countries where Zoom won't function is based on the US government's list of sanctions; countries on that list are not included here.

- Taiwan has banned Zoom for use by all government agencies.
- NASA has banned all employees from using Zoom.
- The **German Foreign Ministry** has restricted Zoom use to personal computers in emergency situations only, as reported by Reuters.
- The **United States Senate** has urged its members to choose platforms other than Zoom due to security concerns, but has not issued an outright ban.
- The Australian Defense Force banned its members from using Zoom after an Australian comedian Zoom bombed one of its meetings.

#### **Educational institutions that have banned Zoom**

- New York City's Department of Education has banned teachers from using Zoom and encourages them to switch to Microsoft Teams.
- Clark County Public Schools in Nevada has disabled Zoom on all school computers.

# 3. ZOOM DUG A DEEP HOLE

Enterprise customers got spooked



# 4. THEY'RE DIGGING OUT

(And so should everyone.)



#### **Zoom freezes feature development to** fix security and privacy issues



Romain Dillet @romaindillet / 3:34 am MDT • April 2, 2020





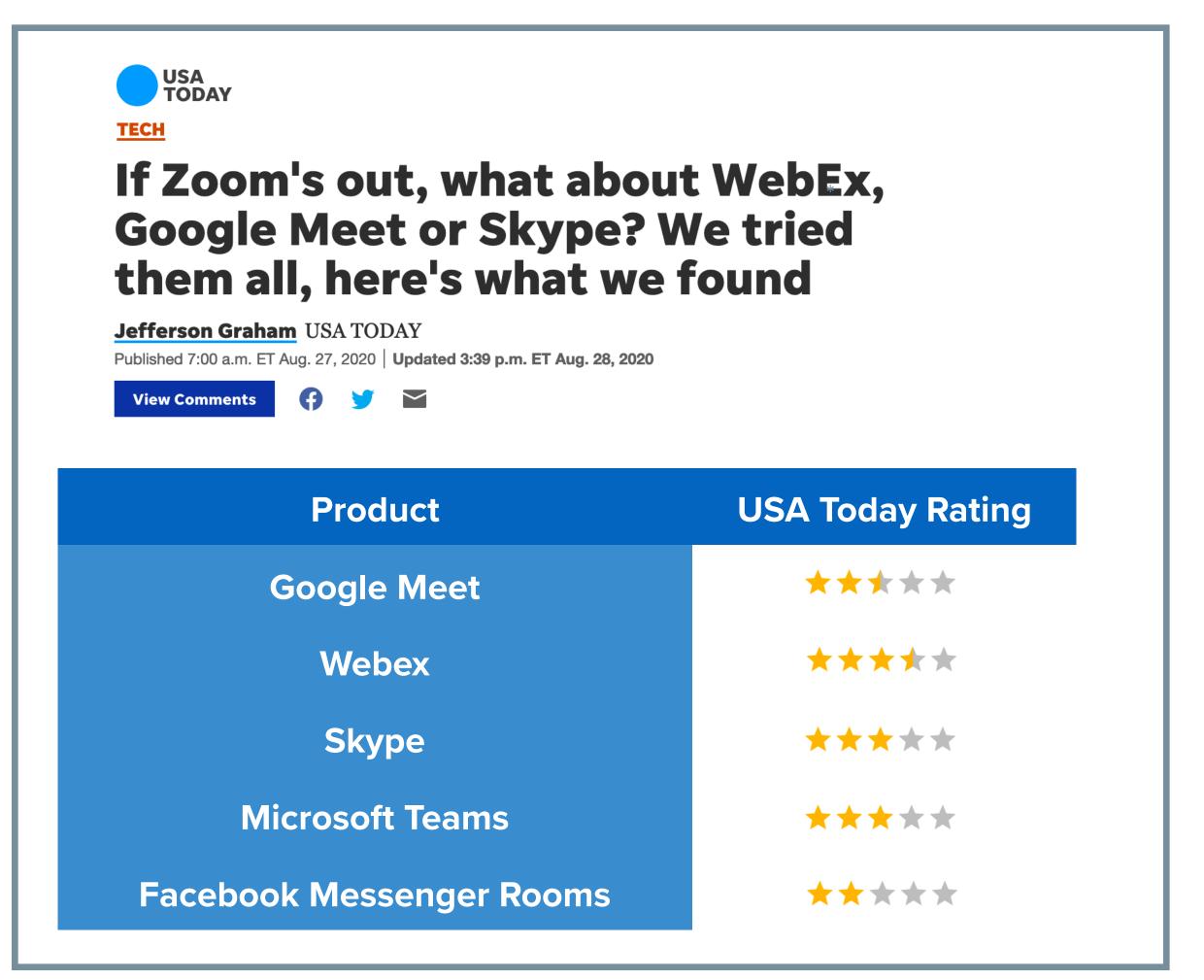
**Zoom** • has been widely criticized over the past couple of weeks for terrible security, a poorly designed screensharing feature, misleading dark patterns, fake end-to-end-encryption claims and an incomplete privacy policy. Despite







# #1 POWER + USABILITY



<sup>\*</sup> We know this misses many other video conferencing options which may have fared better.

- Other options disappointing by comparison.
  - Teachers on Microsoft Teams and Google Meet can't even control who can or can't mute.
  - Host moderation controls are almost non-existent in most platforms where a business setting is assumed.
- None of these companies has end-to-end encryption either (yet).



## SERIOUS STEPS TOWARD SECURITY

- Apologized and fixed instead of denying and defending
- Dedicated the company to the improvement effort
- Hired top security and cryptography consultants and employees
- Promised end-to-end encryption and sought comment on the detailed plans

- Weekly CEO calls on security/ privacy updates
- Bought an encryption company
- Removed anti-privacy "features"
- Added policy controls governing access across countries
- Updated privacy policy
- Much more...



# ASIDE: TRUST MODELS



# SAAS TRUST MODELS

(For Confidentiality)



Most SaaS companies require customers to fully trust them, their partners, their employees, and the governments where they do business.

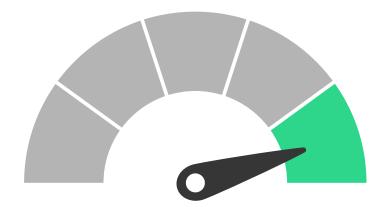


# SAAS TRUST MODELS

(For Confidentiality)



Most SaaS companies require customers to fully trust them, their partners, their employees, and the governments where they do business.



#### Zero Trust

This is the gold standard where a SaaS provider is never in a position to see customer data. All data is end-to-end encrypted and only clients can decrypt.



(For Confidentiality)



#### Full Trust

Most SaaS companies require customers to fully trust them, their partners, their employees, and the governments where they do business.



#### Ephemeral

Companies are granted full access to data and promise to drop the keys needed to access the data if that access isn't renewed. There is not a granular audit trail.

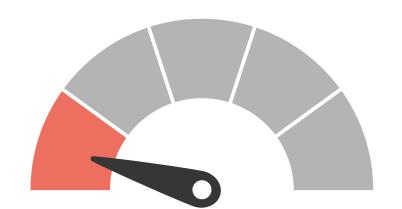


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#### Trust-but-Verify

This security model allows a SaaS company to see and use data, but with no way to bypass cryptographic gates controlled by the customer. This brings transparency of access and rich audit trails.

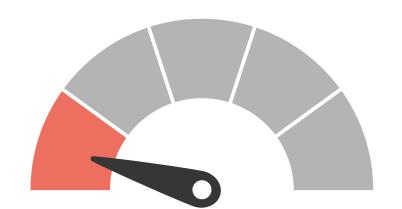


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#### Split Trust

Used when data or ability to access it requires two or more parties to collude. For example, if one company holds the keys and another holds the data and the two come together in the client.



#### Zero Trust

This is the gold standard where a SaaS provider is never in a position to see customer data. All data is end-to-end encrypted and only clients can decrypt.



(For Confidentiality)











**Ephemeral** 

Trust-but-Verify

Split Trust

Zero Trust

- These models can be mixed depending on the data.
  - As we'll see in a minute, Zoom's E2EE plans don't include things like cloud recordings, which will remain Full Trust.
- Regarding confidentiality
  - SaaS still trusted for availability and integrity and maybe for some operations such as revocation of access.

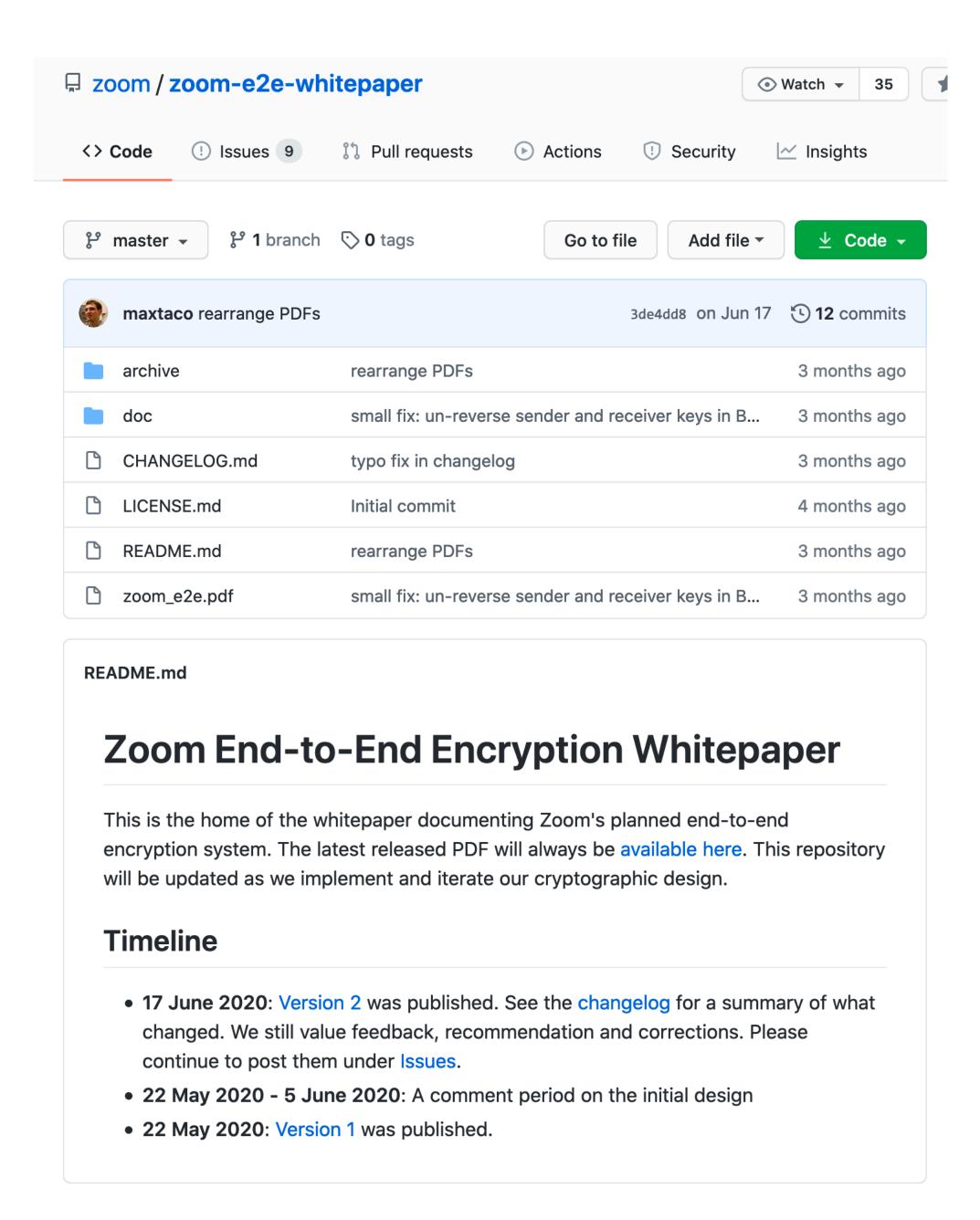






# DO YOU THINK THE "FULL TRUST" MODEL IS A PROBLEM?

Let us know in the chat if you're willing to discuss live on video at the end.





## ZOOM'S E2EE APPROACH



### PROLOGUE

- This is a thorough plan and they put it out for public comment.
  - Great move by Zoom.
- There are some very smart people who contributed to this that we admire.



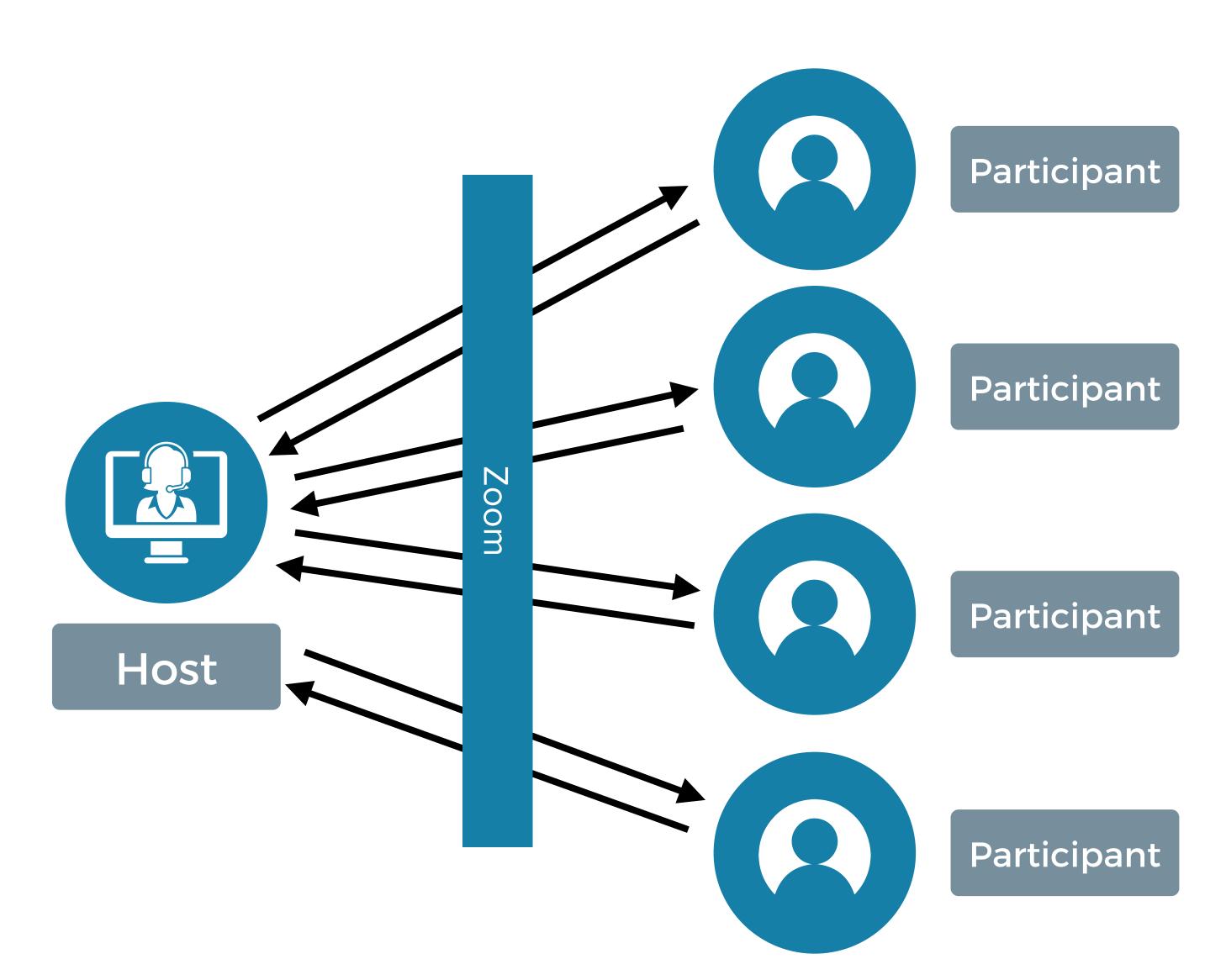
## THE MEETING KEY



- Meeting contents are symmetrically encrypted with AES using a shared key.
- The key changes through the meeting.
- Most of the protocol is about sharing that key securely so Zoom can't see it and only authorized users can.



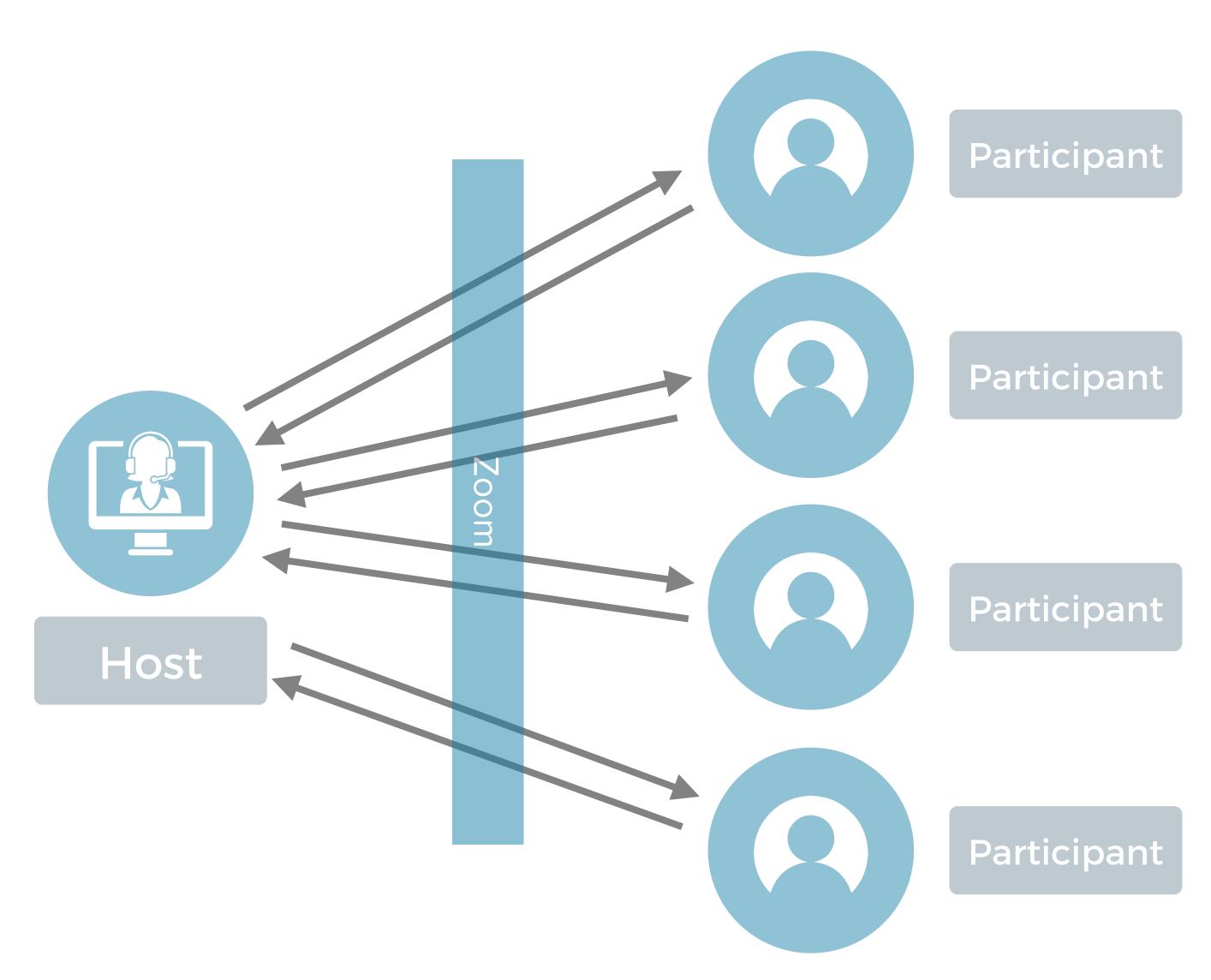
## BASIC APPROACH



- One-to-one encrypted channels (through Zoom)
- Pairwise negotiation and key distribution
- Device level: perdevice signing keys bootstrap the handshake.



## BASIC APPROACH

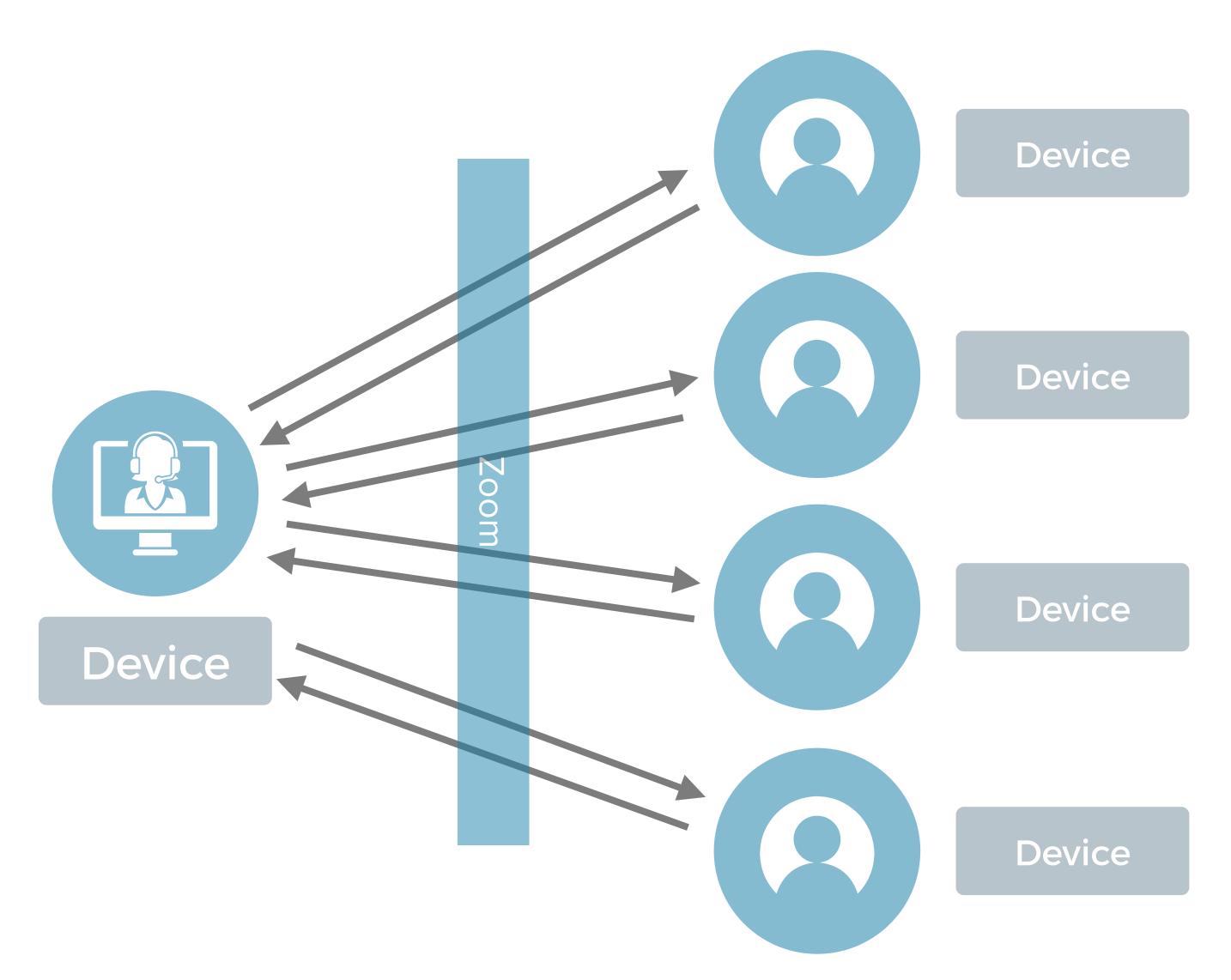


#### Pro's

- Well understood.
- Uses common algorithms and protocols.
- Point-to-point encryption is something we're reasonably good at (eg, TLS, Noise).



## BASIC APPROACH



#### Con's

- Everyone has to do lots of accounting on everyone else's devices.
  - Key pinning won't be effective.
- Not suitable for large meetings
  - Zoom allows up to 1,000 people;
     10,000 for webinars.
  - Could brick the host's device (esp. if mobile).
- Only works for the streaming audio/video, not assets.



#### MEETING LEADER SECURITY CODE



"The leader reads out the **meeting** leader security code, and everyone in the meeting in turn does the same thing.

If the code does not match, the participant should speak up in the meeting, and the leader should rotate the meeting key by kicking them out."



#### MEETING LEADER SECURITY CODE



- Required to prevent Monkey-in-the-Middle (MitM) attacks.
- Zoom recommends people check the security codes out-of-band (via email or some such).
- Zoom recommends everyone reread the code every time someone joins.



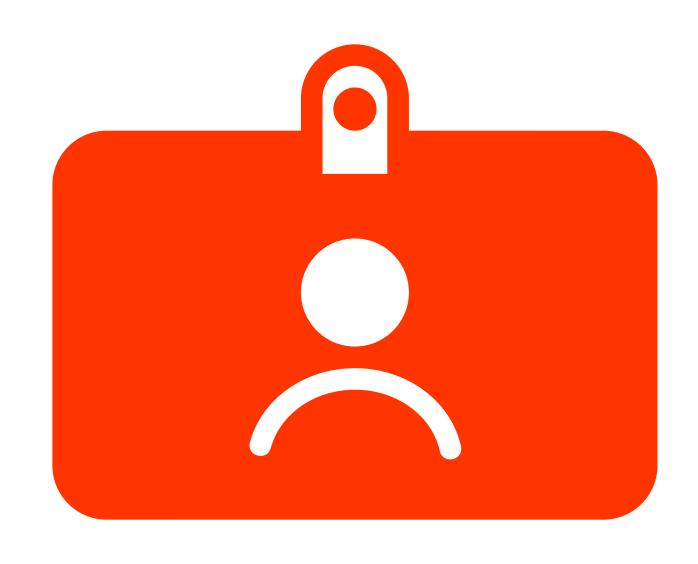
#### MEETING LEADER SECURITY CODE



- Unusable in small ones.
- Essentially impossible in a large meeting.
- No one will do this.
- No real MitM protection.



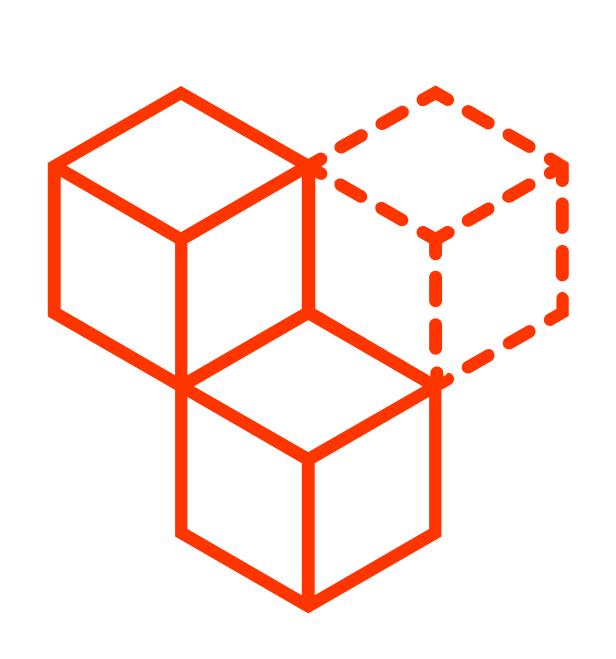
## IDENTITY



- Zoom is the root of trust for identity (Phase 1).
- They envision a future where companies, via a mechanism like SSO, will provide keys for their users.
  - 🎍 intra-company meetings, 👎 inter-company meetings.
  - Zoom expects customers to build this.
  - Unlikely in the short-term and risky in the long term.
- If Zoom's identity servers are subverted, everything else is undermined. Not zerotrust.



## MISSING FUNCTIONALITY



"We will not support Web browsers, PSTN dial-in, and other legacy devices. There also will be no support for "Join Before Host", Cloud Recording, and some other Zoom features."



## MISSING FUNCTIONALITY



- You have to start somewhere so I don't want to dwell on this too much.
  - · Also legacy devices are just plain impossible to support.
- Disappointing that E2EE meetings will be second-class to "regular" meetings in a number of ways.
- I wish they had set a goal to make E2EE the system-wide default and aimed to have little or no trade off in features and functionality.



## WE CAN DO BETTER



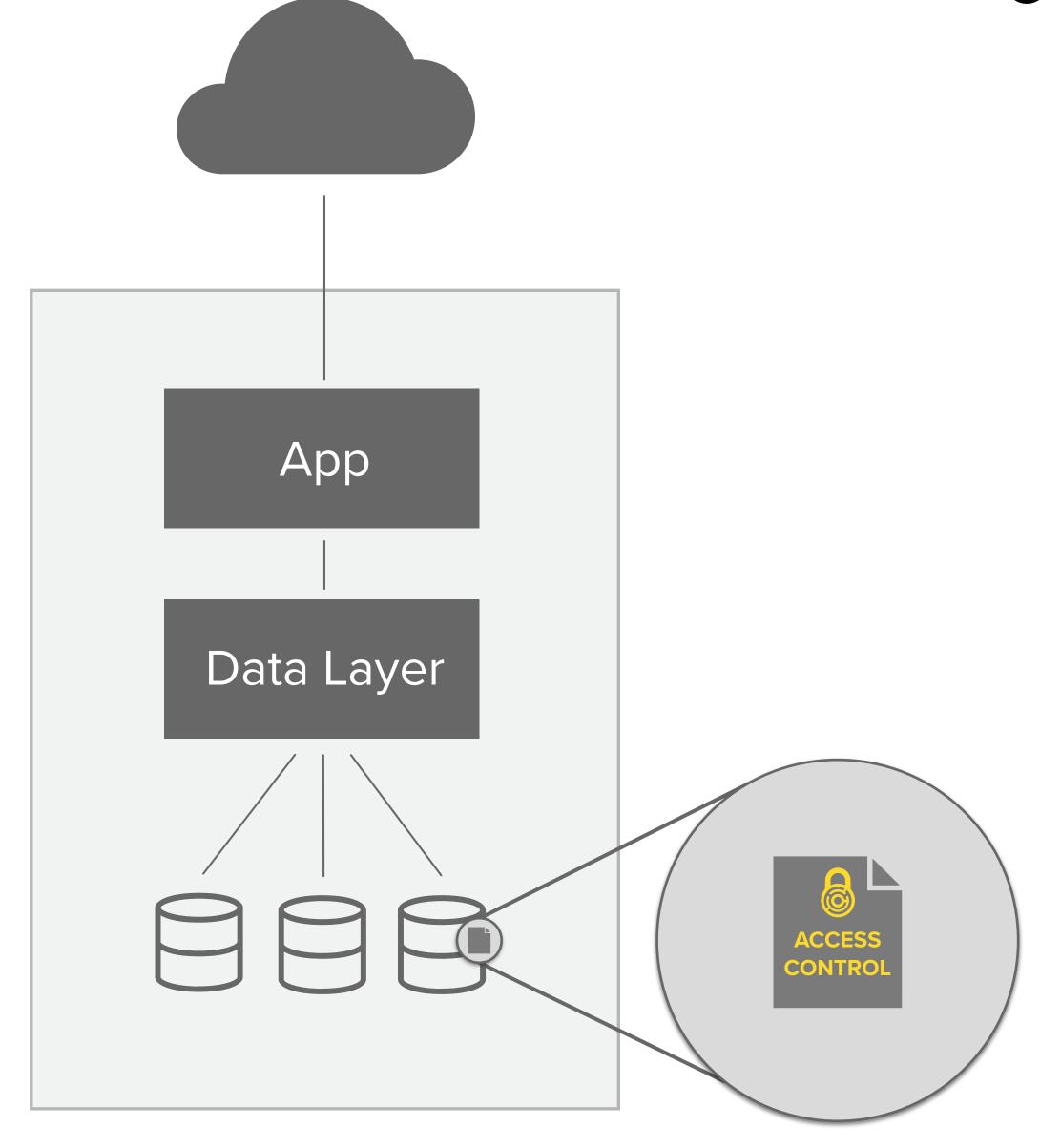
## TECHNICAL BACKGROUND





# DATA CONTROL PLATFORM

Enables zero-trust and minimal-trust architectures with cryptographic orthogonal access controls.





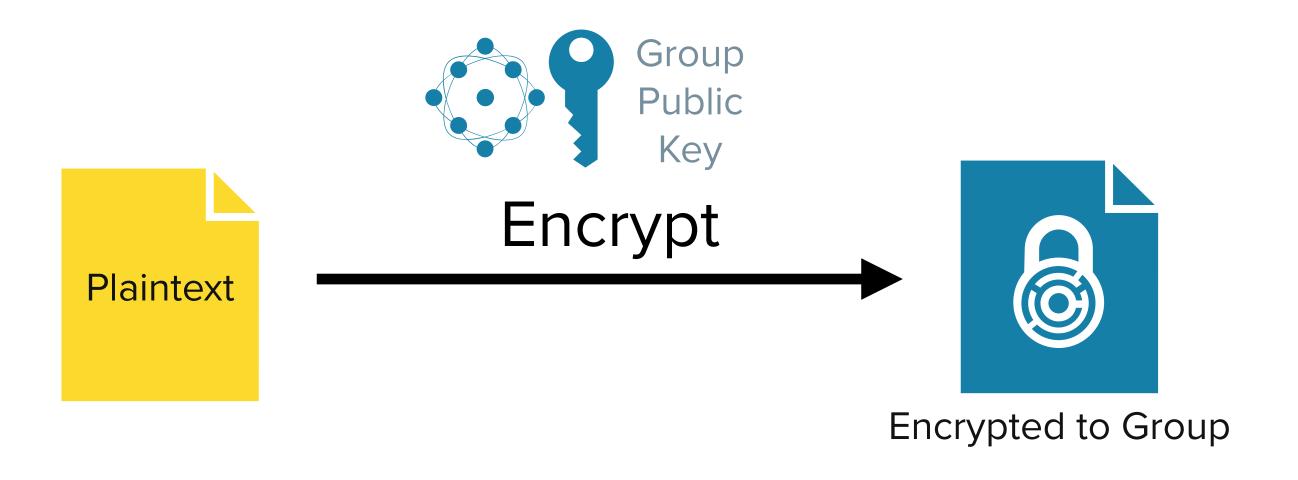
# DATA CONTROL PLATFORM

Initially created for stored data, but can be applied to other domains, including video conferences.



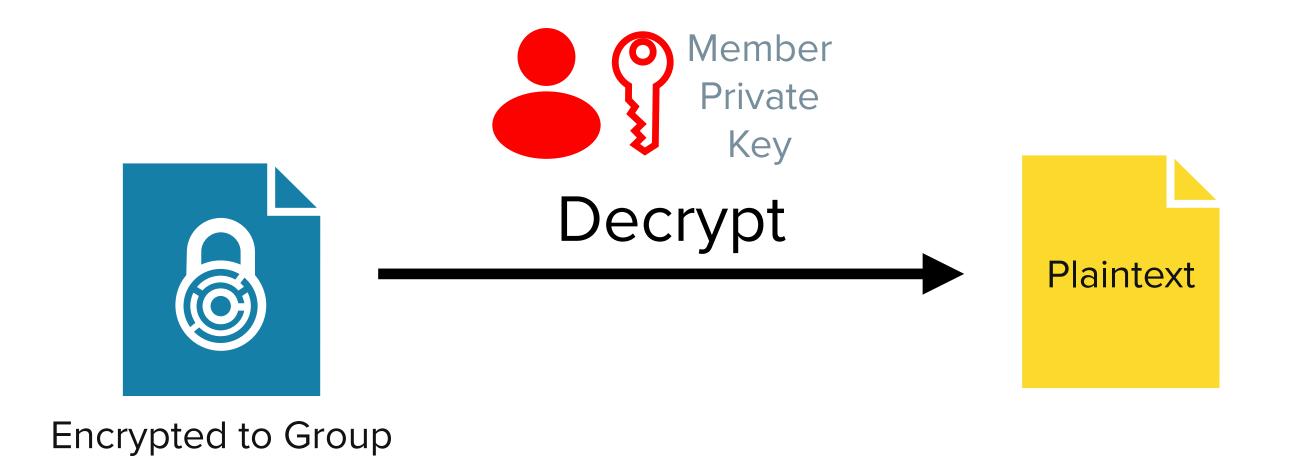


## PUBLIC KEY CRYPTOGRAPHY WITH GROUPS

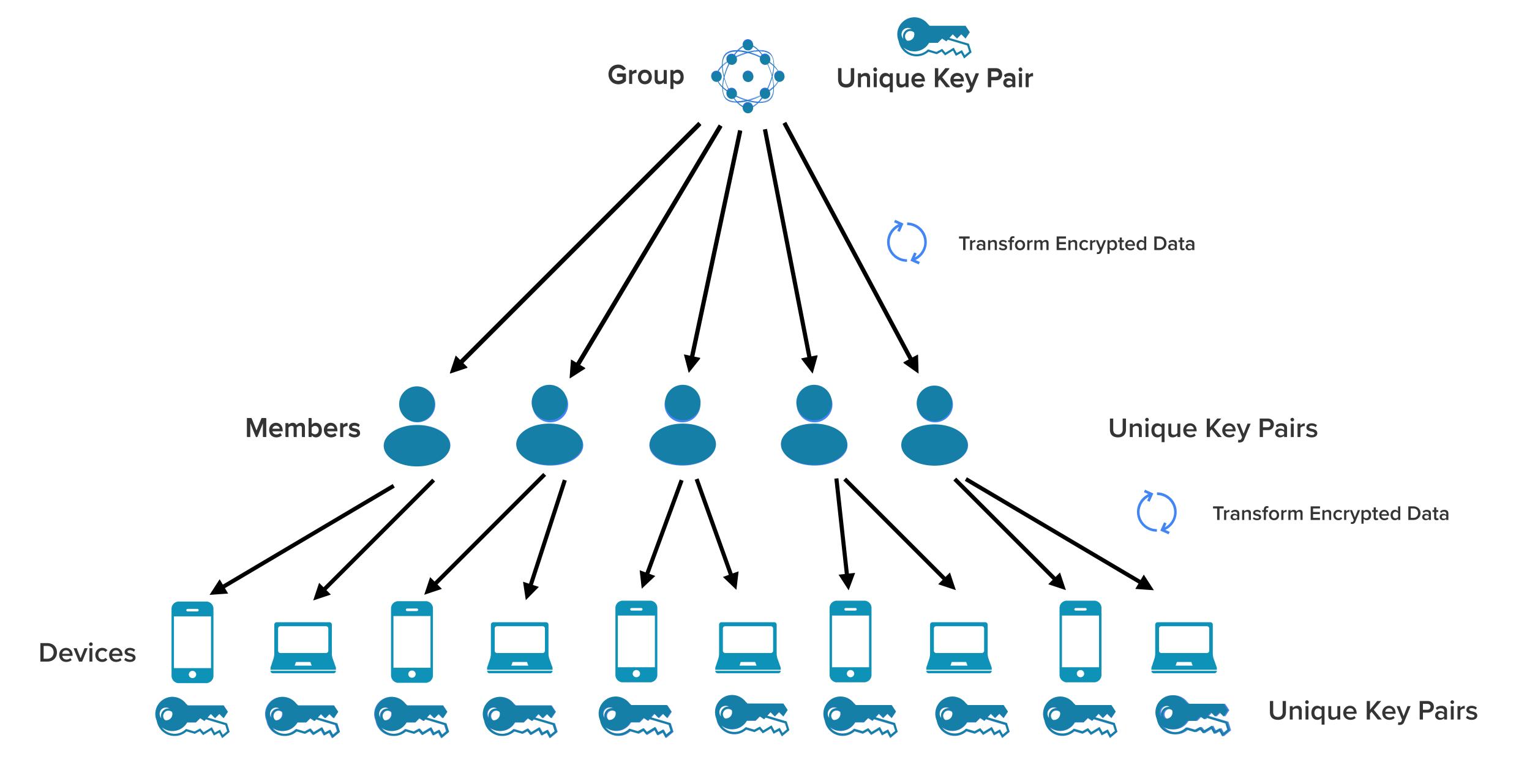




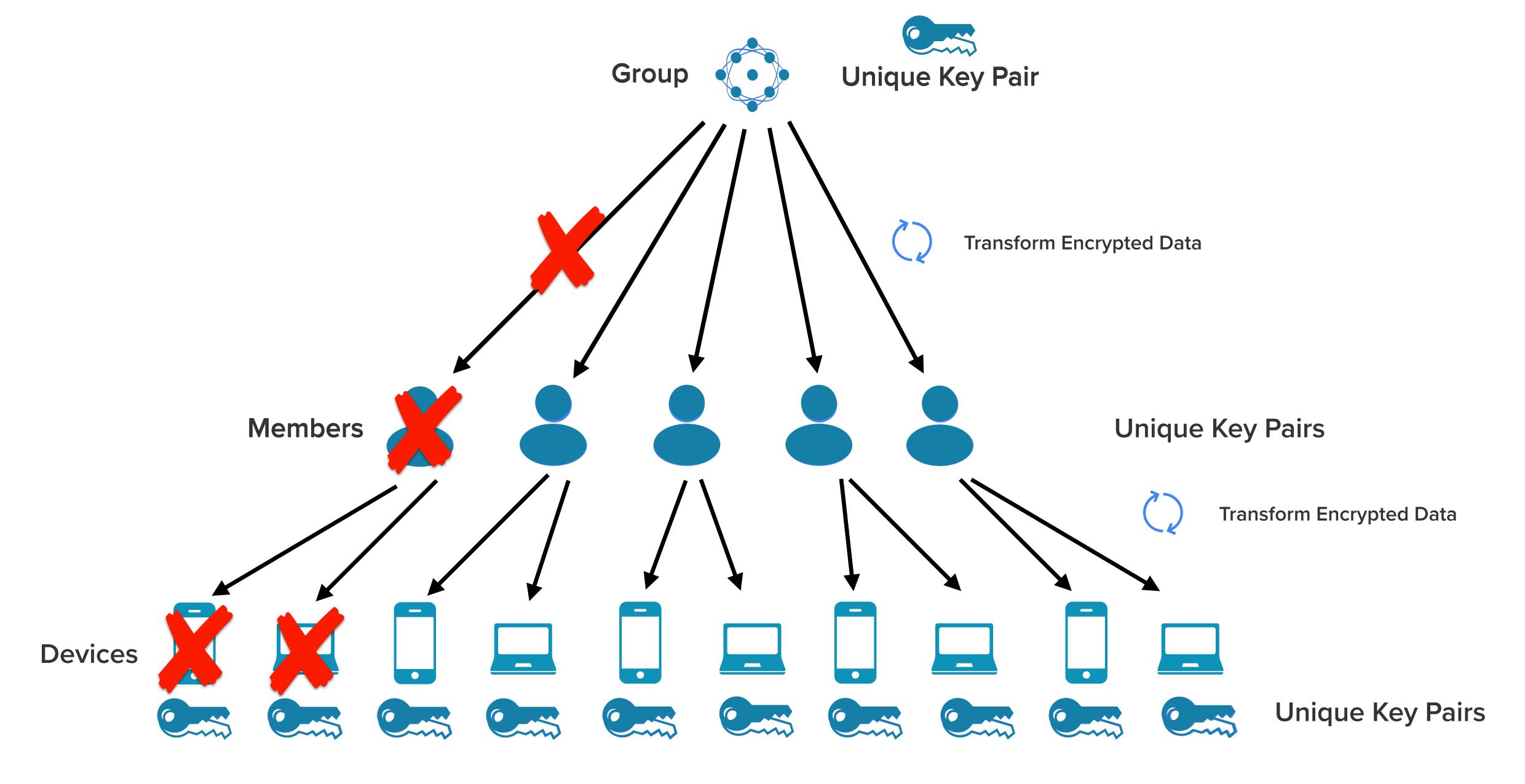
## PUBLIC KEY CRYPTOGRAPHY WITH GROUPS













### TRANSFORM CRYPTOGRAPHY

#### Proxy re-encryption with these properties:

Unidirectional

A → B

Multi-hop

 $A \rightarrow B \rightarrow C$ 

Non-interactive

Offline





## WHO'S HEARD OF PROXY RE-ENCRYPTION?

It's okay if you haven't...

## PROXY RE-ENCRYPTION (PRE) BASIC CONCEPT

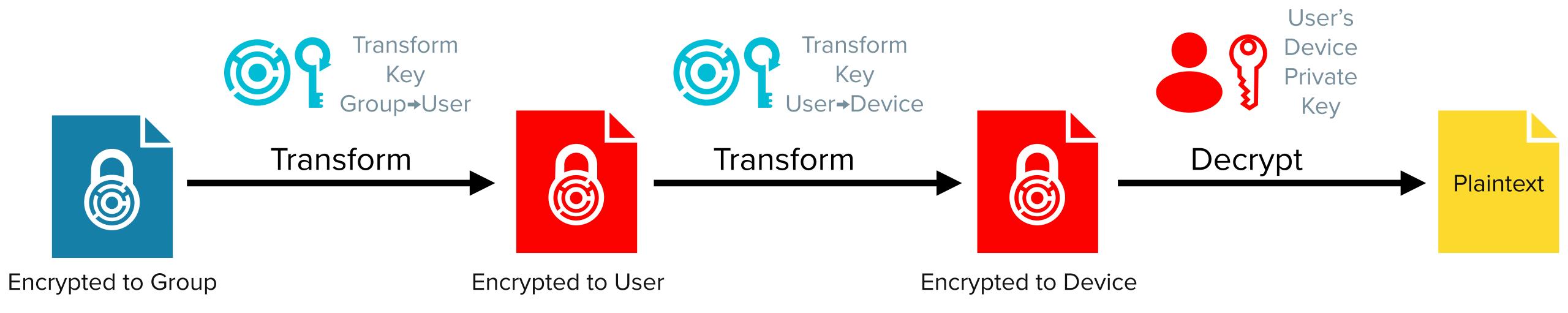


A ciphertext for **Alice** can be **transformed** into a **ciphertext** for **Bob** with the help of one or more **semi-trusted proxies** without the proxies learning any information about the message or the private keys of the other parties.



## TRANSFORM CRYPTOGRAPHY

BASIC EXAMPLE





# USING TRANSFORM CRYPTO WITH VIDEO CONFERENCING



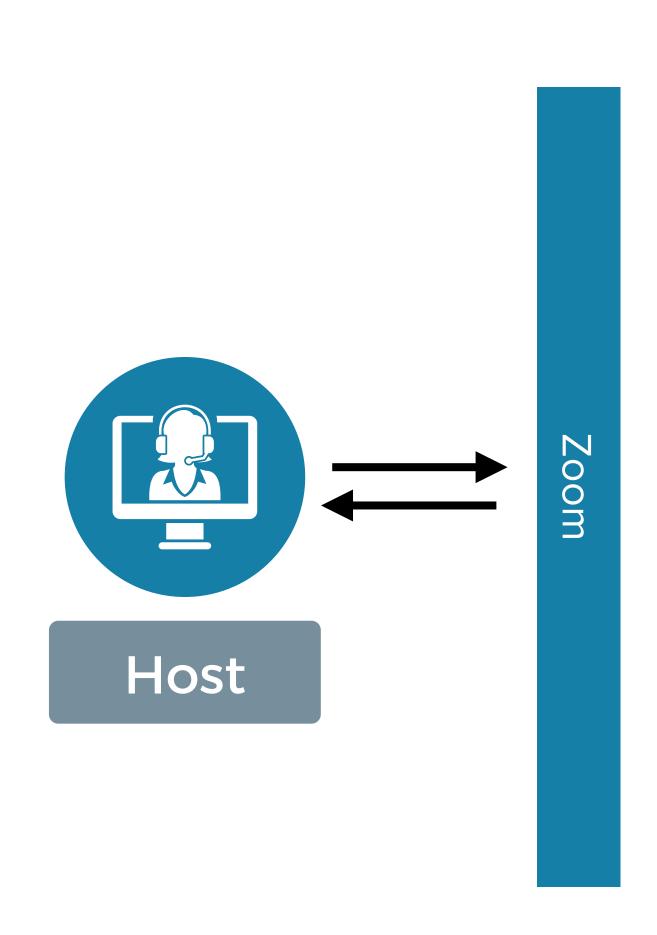
## THE MEETING KEY

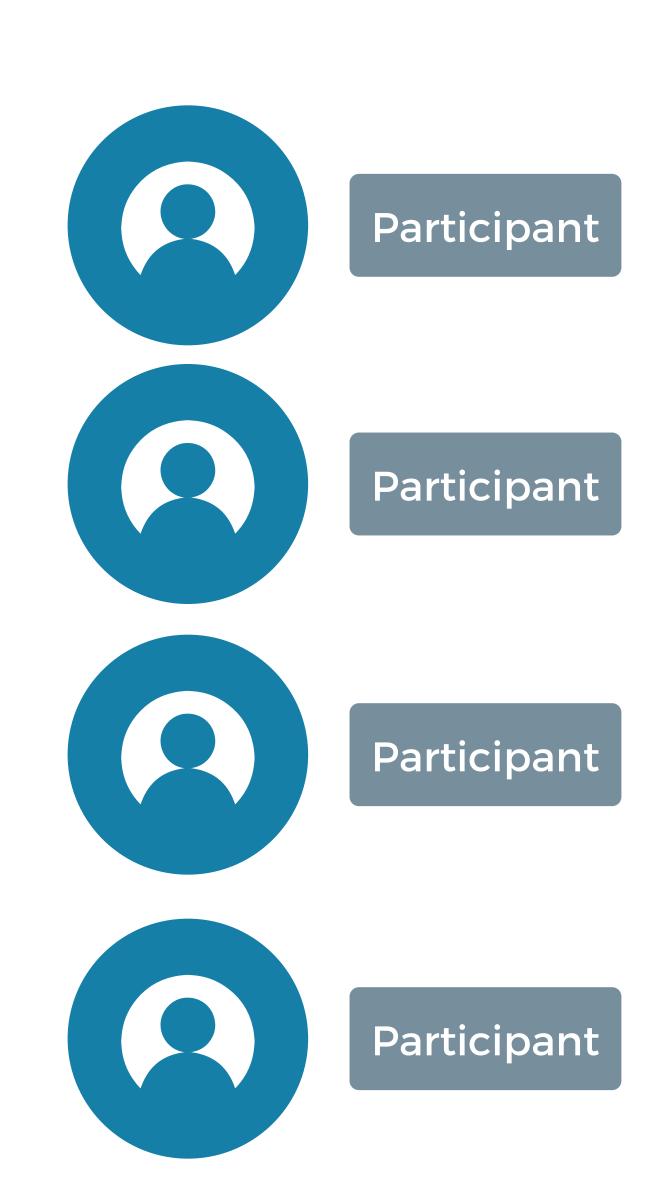


- Same goal here: generate a meeting key and share it just with approved participants.
- Rotate as needed.



## HOST STARTS MEETING

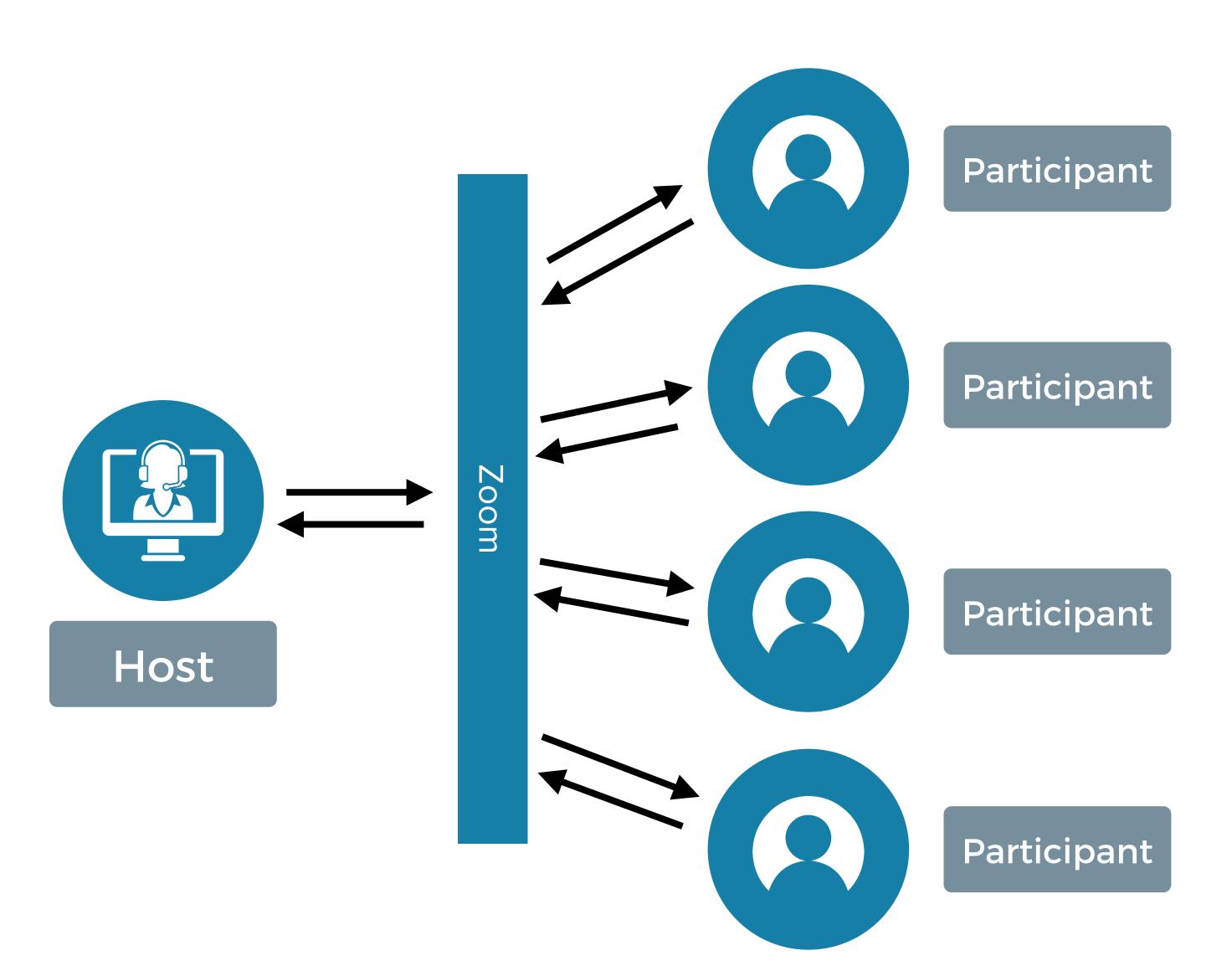




- Host creates ephemeral cryptographic group for the duration of the meeting.
- 2. Host adds each invited user to the group.
- 3. Host generates a random meeting key.
- 4. Host encrypts the meeting key to the group.



## PARTICIPANT JOINS

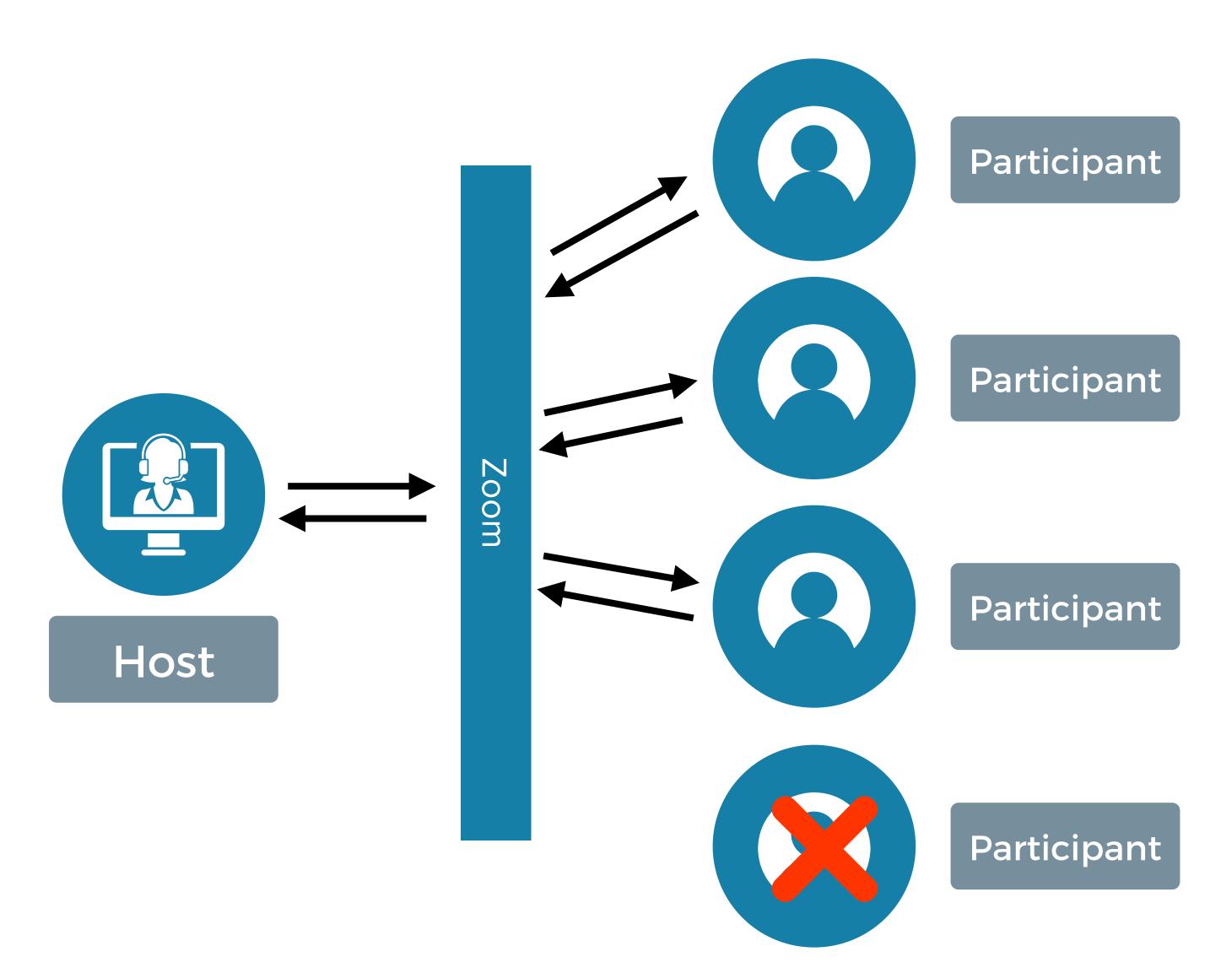


- 1. Host adds the user to the group (if not already).
- Participant fetches the encrypted meeting key and decrypts it with their local device key.

Note: host adds at the user level, user decrypts at the device level.



## PARTICIPANT LEAVES



- 1. The host removes them from the group.
  - They can no longer decrypt new meeting keys.
- 2. The host generates a new meeting key.
- 3. Host sends new meeting key to the remaining participants.



# 7 ADVANTAGES OVER ZOOM'S APPROACH



## 1. READY TO USE

No need to buy a cryptography company and hire teams of cryptographers. It's ready to integrate today.





## 2. PERFORMANCE



- Host's work is the same regardless of the size of the meeting.
- The system scales horizontally by adding zero-trust servers.
- Participants all decrypt simultaneously.
- Supports 10,000+ participants.



## 3. REVOCATION



Device and user revocation is instant.

Zoom uses revocation lists ...





## 4. MEANINGFUL PINNING

- Users can pin the user public keys of other participants to detect future imposter attacks.
- These pinned keys are independent of the device used by the user.





## 5. ENCRYPT MORE THINGS

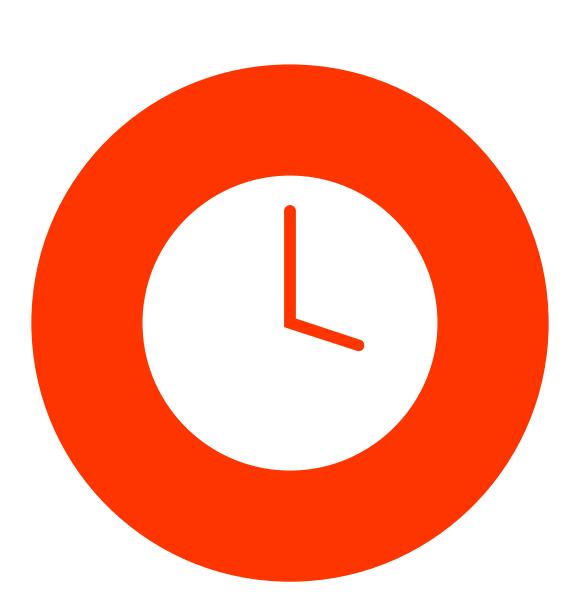


- Hosts can utilize durable cryptographic groups to end-to-end encrypt meeting assets.
  - Agenda
  - Chat transcripts
  - Shared presentations
  - Meeting summaries
  - Meeting recordings
  - Transcripts, etc.
- (Less functionality lost, more future possibilities, and less risk of a breach of toxic data).



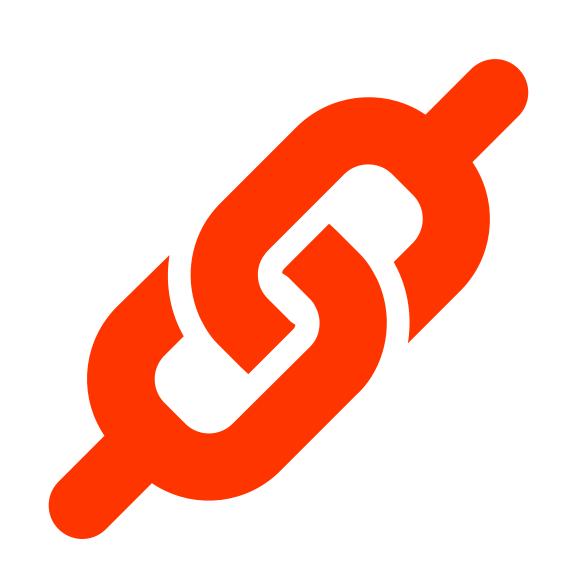
## 6. KEY LIFETIMES

- Zoom does not plan to ever rotate device signing keys.
- IronCore allows rotation of keys at every level on any schedule.
- For Forward Secrecy, participants' can rotate device keys at the end of every meeting.





## 7. IDENTITY LINKS



Zoom has complicated identity linking.

We link identities and users keys and support standard SSO mechanisms.



## CLICK DOWN A LEVEL



The End-to-End
Encryption Guide
for Video Conferencing
Platforms

An in-depth, technical look at how to make E2EE a reality for your video conferencing platform.

You can get the link in the Q&A session. You will be the first to get it.

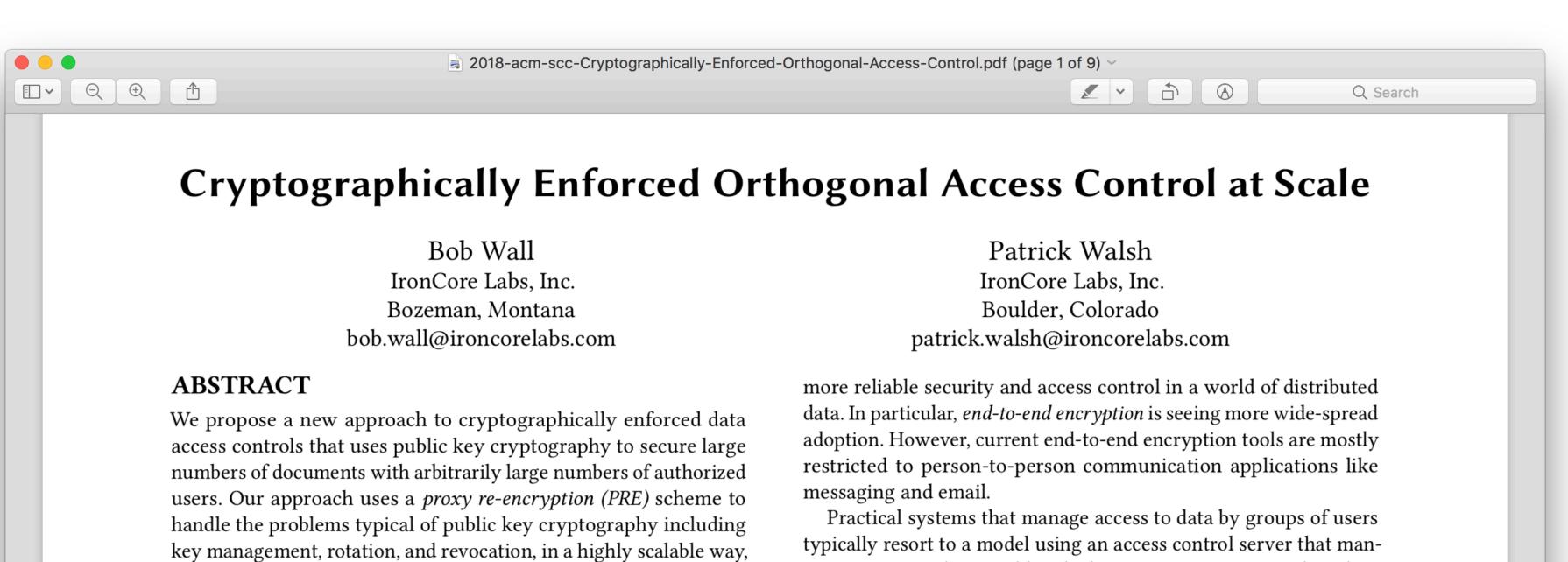






### PEER REVIEWED AND PUBLISHED

Published & Presented: ACM Security in Cloud Computing



while providing end-to-end encryption and provable access. In this paper we describe a system based on this approach. We call it an orthogonal access control system, because it allows the decision about the groups to which to encrypt a piece of data to be made independently and asynchronously from the decision about who belongs to a group and can therefore decrypt the data. We define specific requirements for a PRE scheme needed to support the system, and we provide a specific instance that meets these requirements. We detail the algorithms that make up the scheme, and we present an enhancement that provides better revocability of keys.

#### **CCS CONCEPTS**

• Security and privacy → Access control; Key management; Public key encryption;

ages symmetric keys and hands them to requesting users based on policy. While public key-based systems have a better security model, they suffer from scalability and complexity problems. Consider, for

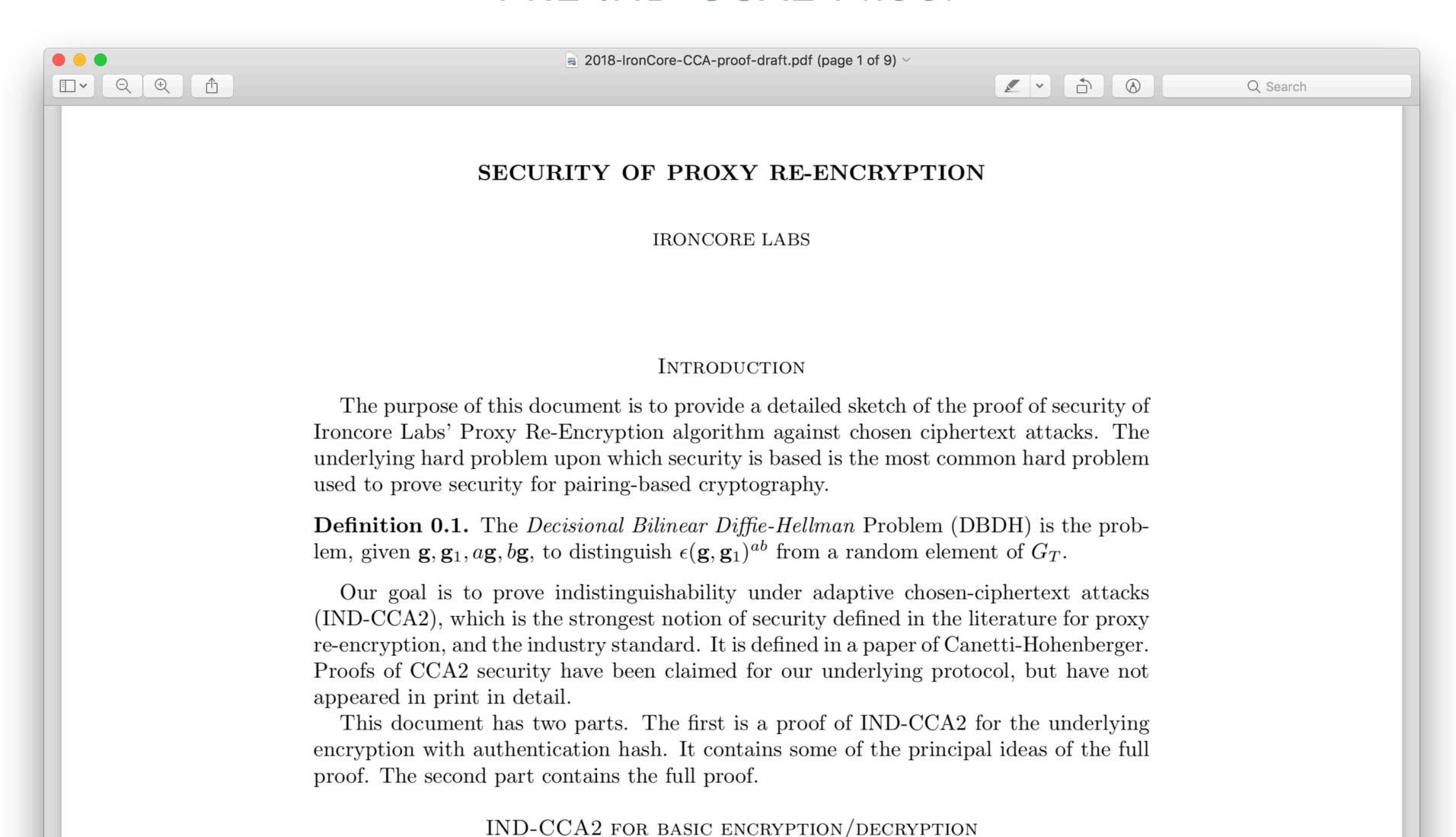
example, using PGP to secure data. A user can securely encrypt a file to a set of other users, given their public keys. However, there is a linear increase in the time and space required to encrypt the file to each user. When access to an encrypted file must be granted to a new user, someone with access to the file must decrypt it, then re-encrypt it to the entire list, plus the new recipient. If files are encrypted to teams of people and a person leaves the team, every file shared with the team must be found, decrypted, and re-encrypted to the list minus the departing user. The same process must be followed if a user's keys are compromised. This solution does not scale to large groups of users.

We propose a system that is built to embed in applications to pro-



## SECURITY PROOF

#### PRE-IND-CCA2 PROOF

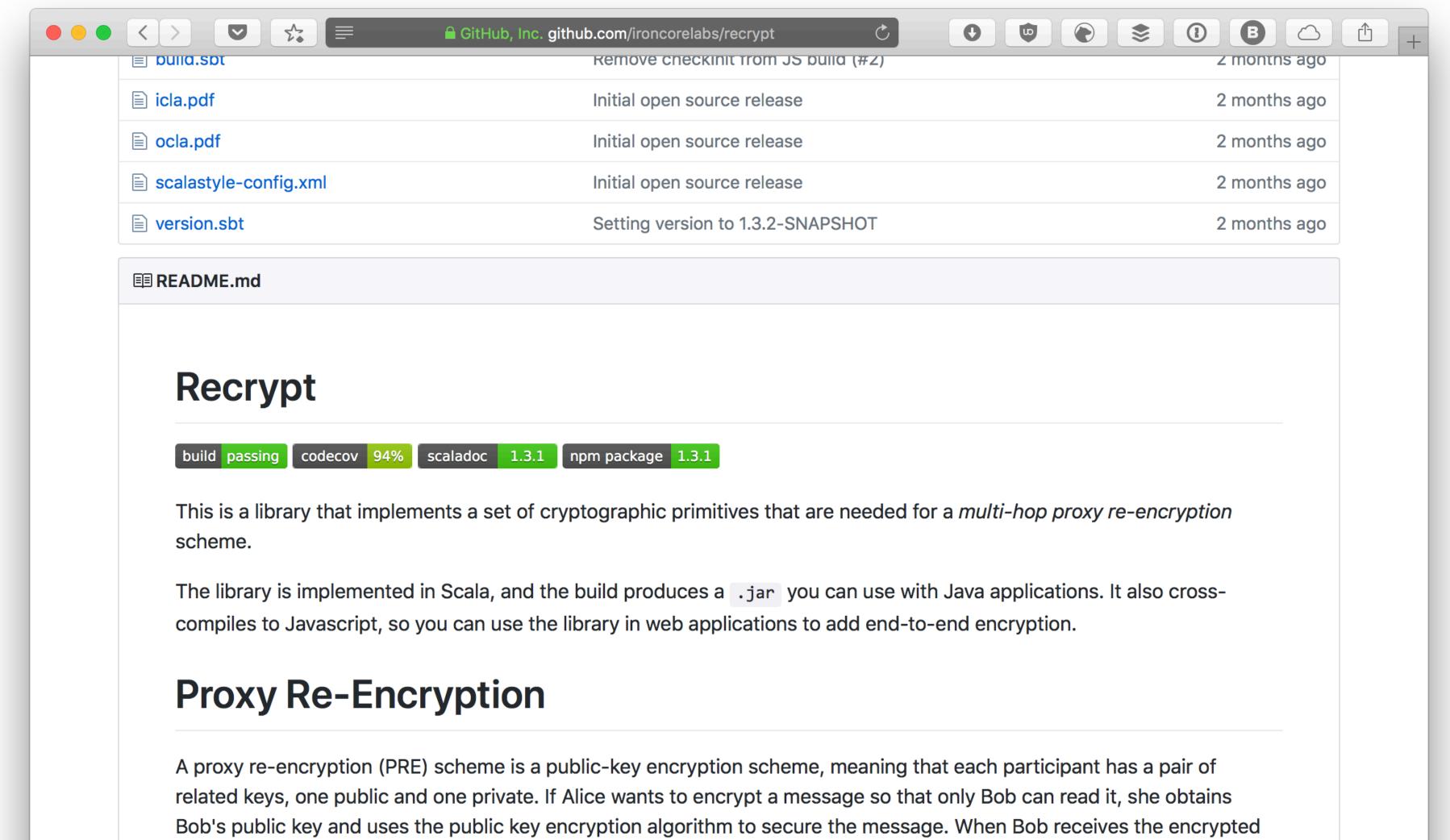


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## OPEN SOURCED

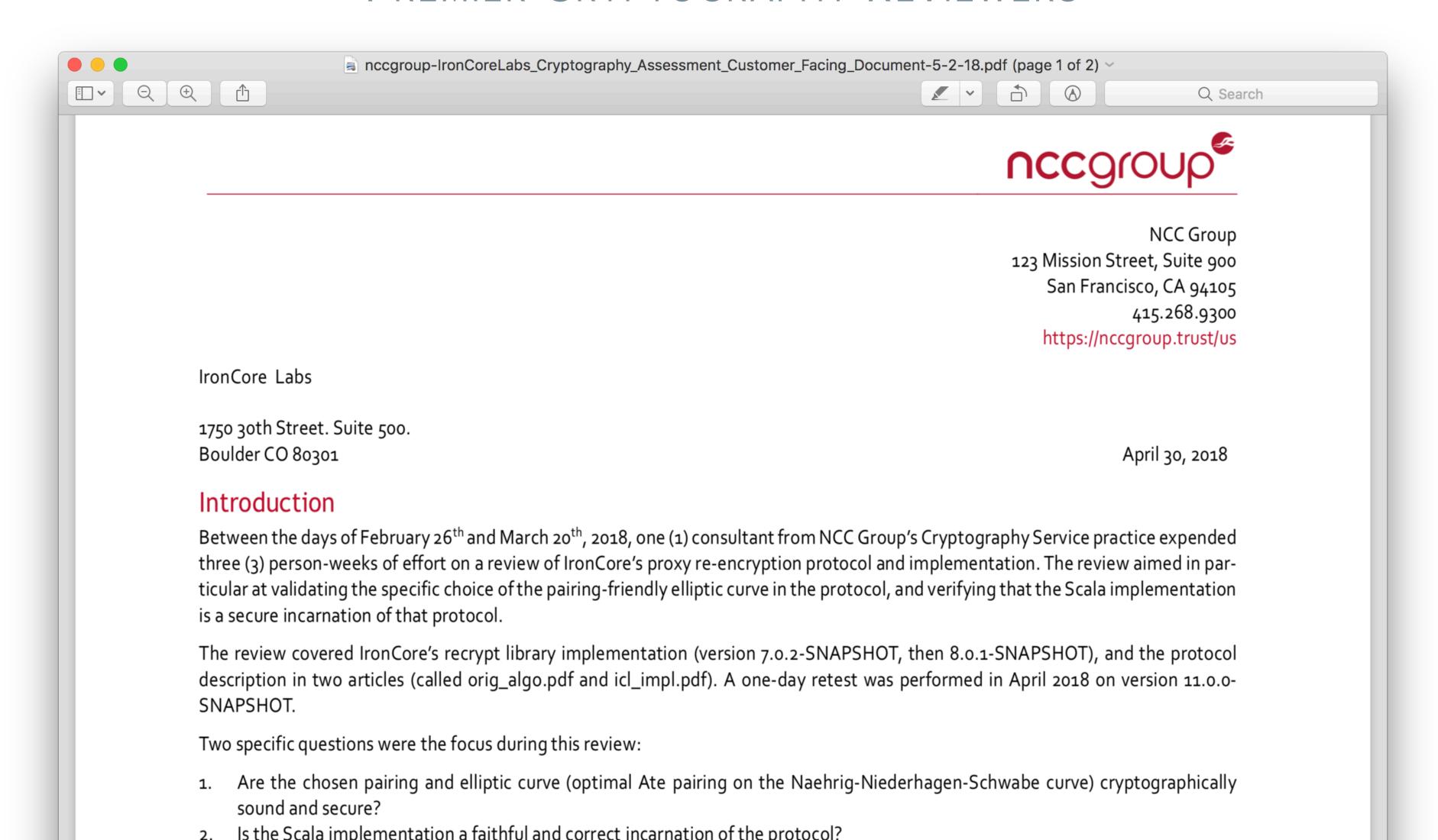
94% Test Coverage + Auto-fuzz Testing



GitHub



## AUDITS PREMIER CRYPTOGRAPHY REVIEWERS



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## SUMMARY



#### We're fans of Zoom's E2EE initiative.

• They're pushing the market forward. Any E2EE is better than the current state for video conferencing. And we'll use it when it's available if Zoom competitors don't offer alternatives.

#### Zoom's approach can be improved.

• Without sacrificing any security, Zoom could solve more problems at greater scale with a more modern approach.

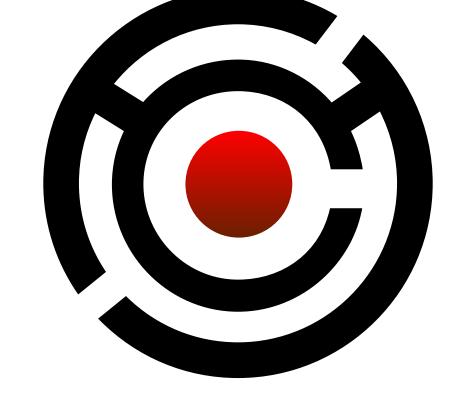
#### Privacy matters and privacy sells.

- Especially to Enterprise customers. They are willing to pay for premium security.
- We all want control over who can see/hear/read our conversations and our data.



## STAY TUNED

- At IronCore, we're releasing new features all the time.
- Recent examples:
  - Policy-based data controls
  - Encrypted search
  - Expanded language and platform support
  - Private key rotation mechanisms



- Coming soon:
  - Near real-time security event log push to SaaS customers.





# SIGN UP FOR OUR MONTHLY NEWSLETTER?





(Also please indicate if you're willing to come on camera.)