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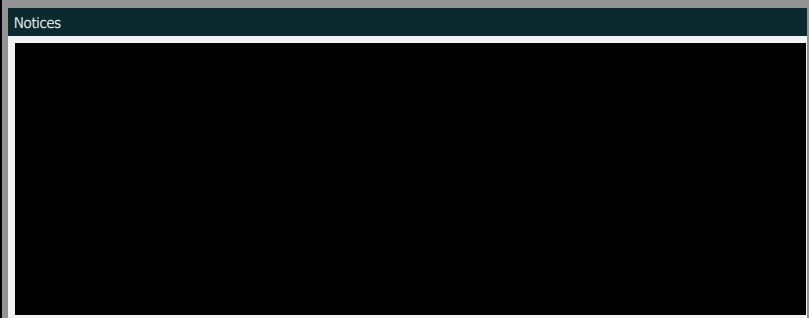
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**SECURITY ISSUE: Personal documents posted to the open web**

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06-21-2018, 09:19 AM #1

**zizak**  
 Carpal \Tunnel



Join Date: Jul 2009  
 Location: Hither, Yon  
 Posts: 22,236

**SECURITY ISSUE: Personal documents posted to the open web**

I just received a customer satisfaction survey (lol) about my cash out. It included the file name of the bank statement I sent to Global which DIRECTLY LINKED TO THAT DOCUMENT ON A NON-PASSWORD PROTECTED WEB SITE.

YOU PUT MY BANK STATEMENT ON THE OPEN WEB

ARE YOU \*\*\*\*ING INSANE?

06-21-2018, 09:36 AM #2

**-Hybr1d-**  
 newbie

Join Date: Jul 2017  
 Posts: 48

**Re: SECURITY ISSUE: Personal documents posted to the open web**


Do you mean the rate our customer service reviews?

Dude they don't put your documents anywhere that's ridiculous, it just links to Zendesk. The reason you could see your documents is because you were already signed in through your email(global poker account) and you can see your docs that you sent in on your ticket.

I can assure you Zendesk is very safe and password protected. I'm sure when a moderator gets in here they will say the same thing, there's nothing to worry about there.

06-21-2018, 09:44 AM #3

**a dewd**  
 veteran



Join Date: May 2016  
 Location: west of the easternmost pt up north  
 Posts: 2,655

**Re: SECURITY ISSUE: Personal documents posted to the open web**

If it occurred through zendesk, then you should be fine.

<https://www.privacyshield.gov/partic...&status=Active>


They are a security shield approved company in the US and the EU. I'm sure other nations are part of it, but not listed in that link.

If it was through a third party....I'd be rightfully concerned.

Quote

06-21-2018, 10:08 AM #4

**zizak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**


I am not signed into Zendesk. I have never created a Zendesk account. I just opened the link from a separate computer that has never been used for anything related to Global or Zendesk. Then I opened the link through my phone to see what would happen with a different IP address. It opened just fine both times.

This document is available to anybody in the world who puts the link in their browser. This is seriously \*\*\*\*ed up.

Quote

06-21-2018, 10:09 AM #5

**zizak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**

If anybody out there has links to documents on Zendesk, please find a way to test those links without being logged in anywhere.

Quote

06-21-2018, 12:33 PM #6

**OnMyGrizzly**  
enthusiast

Join Date: Aug 2017  
Posts: 66

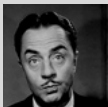
**Re: SECURITY ISSUE: Personal documents posted to the open web**

Yeah.... this seems to be a thing

Quote

06-21-2018, 12:42 PM #7

**zizak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**

I've been in contact with one mod who I believe will be posting ITT later. I also have a PM out to Bobo Fett offering to share the link with him for confirmation of what I have said.

Quote

06-21-2018, 12:46 PM #8

**gregorio**  
Carpal \Tunnel

Join Date: Jan 2007  
Posts: 37,278


**Re: SECURITY ISSUE: Personal documents posted to the open web**

I can confirm that I was able to see a copy of zizak's bank statement from a link he sent me. The link was to Chumba Casino's subdomain on zendesk, and I was able to see the statement without being logged into zizak's zendesk account.

Quote

06-21-2018, 12:53 PM #9

**Tuma**  
Carpal \Tunnel



Join Date: Aug 2012  
Location: gerudo wasteland  
Posts: 13,829


**Re: SECURITY ISSUE: Personal documents posted to the open web**

i'm guessing this feels similar to how J-law felt during the fapping

Quote

06-21-2018, 12:55 PM #10

**a dewd**  
veteran



Join Date: May 2016  
Location: west of the easternmost pt up north  
Posts: 2,655

**Re: SECURITY ISSUE: Personal documents posted to the open web**

It would be in violation of the ECPA and right to reasonable expectation of privacy. If anyone can take that link and attain access to someone else's personal data, Global would be an incredible level of risk.

The way they handled this roll-out certainly suggests they could \*\*\*\* up any aspect of logical business sense.

Quote

06-21-2018, 12:56 PM

#11

**zizkak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**

It would be really helpful if other people who have uploaded documents through Zendesk can check to see if they can be accessed by anybody with just a web address. Right now I don't know if this is a one-off fluke event or if Zendesk/Global are routinely storing customer documents on a completely unsecured website.

The format of the URL I received via email is:

[https://chumbacasino.zendesk.com/attachments/token/\[random token string\]/?name=\[uploaded file name\]](https://chumbacasino.zendesk.com/attachments/token/[random token string]/?name=[uploaded file name])

This URL then forwards to:

[https://p5.zdusercontent.com/attachment/\[long random string\]](https://p5.zdusercontent.com/attachment/[long random string])

which displays the uploaded document. At no point are there any login steps or other security measures.

Quote

06-21-2018, 01:00 PM

#12


**a dewd**  
veteran



Join Date: May 2016  
Location: west of the easternmost pt up north  
Posts: 2,655

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Quote:

Originally Posted by **zizkak**   
*It would be really helpful if other people who have uploaded documents through Zendesk can check to see if they can be accessed by anybody with just a web address. Right now I don't know if this is a one-off fluke event or if Zendesk/Global are routinely storing customer documents on a completely unsecured website.*

*The format of the URL I received via email is:*

*[https://chumbacasino.zendesk.com/attachments/token/\[random token string\]/?name=\[uploaded file name\]](https://chumbacasino.zendesk.com/attachments/token/[random token string]/?name=[uploaded file name])*

*This URL then forwards to:*

*[https://p5.zdusercontent.com/attachment/\[long random string\]](https://p5.zdusercontent.com/attachment/[long random string])*

*which displays the uploaded document. At no point are there any login steps or other security measures.*

Says no longer available, client is no longer using zendesk

Quote

06-21-2018, 01:15 PM


#13

**hodler**  
centurion

Join Date: Jun 2018  
Posts: 151

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Quote:

Originally Posted by **zizkak**   
*It would be really helpful if other people who have uploaded documents through Zendesk can check to see if they can be accessed by anybody with just a web address. Right now I don't know if this is a one-off fluke event or if Zendesk/Global are routinely storing customer documents on a completely unsecured website.*

The format of the URL I received via email is:

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This URL then forwards to:

[https://p5.zdusercontent.com/attachment/\[long random string\]](https://p5.zdusercontent.com/attachment/[long random string])

which displays the uploaded document. At no point are there any login steps or other security measures.

Works the same way for the email I got from them. They asked for feedback and included a link to my bank statement. The link is in the same format that you posted.


Quote

06-21-2018, 01:40 PM #14

**OnMyGrizzly**  
enthusiast

Join Date: Aug 2017  
Posts: 66

Re: SECURITY ISSUE: Personal documents posted to the open web

Quote:  
Originally Posted by **a dewd**   
Says no longer available, client is no longer using zendesk

Regardless... the image is being stored on zdusercontent.com and still accessible starting with the chumbacasino.zendesk.com link

Quote


06-21-2018, 01:43 PM #15

**a dewd**  
veteran



Join Date: May 2016  
Location: west of the easternmost pt up north  
Posts: 2,655

Re: SECURITY ISSUE: Personal documents posted to the open web

Quote:  
Originally Posted by **OnMyGrizzly**   
Regardless... the image is being stored on zdusercontent.com and still accessible starting with the chumbacasino.zendesk.com link

The link didn't work when I clicked it, but regardless...the fact that it ever was is, as explained, immense carelessness and stupidity. If the computer used to access had some keylogger hidden, the other side would now have access to it.

It just reeks of extremely unprofessional action and clueless mgmt.

Quote

06-21-2018, 01:44 PM #16

**integratyper777**  
grinder

Join Date: Aug 2008  
Location: You consider pro poker, living??  
Posts: 440

Re: SECURITY ISSUE: Personal documents posted to the open web

There's someone on the backend of this website with ZERO clue of security then.

If this is true, which it seems it's been confirmed ITT, even though their website is built on the React framework (I'm a developer, experienced in this) which was uplifting for me to see, I have much, much less faith in their site seeing this.

Now I'm suspect of the fact they post public identifiable hand tokens to each table during the hand, and multiple other things. Who says someone isn't somehow decrypting the action/flop/card states/observables back to the tables then?

What the, you guys make millions of dollars and can't even site up CORS rules or some basic ass protection?

Get real, I'm cashing out my balance ASAP.

Quote

06-21-2018, 01:47 PM #17

**rngz**  
newbie

Join Date: Apr 2018  
Posts: 19

Re: SECURITY ISSUE: Personal documents posted to the open web

Ya uhhhhh this is completely \*\*\*\*ed....

Quote

06-21-2018, 01:51 PM #18

**OnMyGrizzly**  
enthusiast

Join Date: Aug 2017  
Posts: 66

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Quote:  
Originally Posted by **a dewd**   
*The link didn't work when I clicked it*

The links still work if you have the token string and file name

Quote

06-21-2018, 02:00 PM #19

**upswinging**  
banned

Join Date: Jan 2017  
Posts: 939

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Lol it's not even worth cash out at this point of your balance is kinda low.

Quote

06-21-2018, 02:04 PM #20

**a dewd**  
veteran



Join Date: May 2016  
Location: west of the easternmost pt up north  
Posts: 2,655

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Quote:  
Originally Posted by **OnMyGrizzly**   
*The links still work if you have the token string and file name*

Ugh, my bad. I didn't notice the 'random string' aspect of the link.

Quote

06-21-2018, 02:11 PM #21

**zikzak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Yeah, I'm not actually gonna post the full link to my bank statement itt 😊

Quote

06-21-2018, 02:18 PM #22

**Stu Ungar**  
Pooh-Bah



Join Date: Sep 2011  
Posts: 4,252

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Kinda sad how many online poker starved Americans thought Global Poker was their savior.

Global Poker is the ultimate nut low in everything.

It amazes me so many people still play on there, when there are so much better on-line sites that are open to the U.S. with crypto..

Quote

06-21-2018, 02:25 PM #23

**zikzak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**


So anyway, now that we have confirmation from other people it's worth pointing out that just because this is the first time some of us have had access to these links doesn't mean these are the only personal documents being stored on the open web. In fact it's pretty reasonable to assume that everything uploaded to Zendesk is just sitting out there on an unsecured server, waiting for somebody to hit the right URL.

This would have been massively inept security 20 years ago. To have it happen in 2018 is absolutely mind boggling.

[Quote](#)

06-21-2018, 02:33 PM
#24

**zikzak**  
Carpal \Tunnel



Join Date: Jul 2009  
Location: Hither, Yon  
Posts: 22,236

**Re: SECURITY ISSUE: Personal documents posted to the open web**

Also worth pointing out is that Global and Zendesk surely know about this by now, but that server is still up and operating, with all our identity documents and bank statements on it.

[Quote](#)

---

06-21-2018, 02:45 PM
#25

**integratyper777**  
grinder

Join Date: Aug 2008  
Location: You consider pro poker, living??  
Posts: 440

**Re: SECURITY ISSUE: Personal documents posted to the open web**

I will say that things like Zendesk almost certainly come with protection against this type of thing and even if not, protecting it by login is a pretty simple process.

If they paid someone to write such a sophisticated poker app, surely the oversight on the support side of things says something.

Very concerning. Joey/Kimbr, please chime in and notify your superiors immediately, just for your own sakes and to keep your jobs when someone drags the entire company through a massive lawsuit.

PS: In before someone says the 'randomly appended string' is enough security. It doesn't matter. A non sophisticated crawler even written in a low level language could easily discover these documents, even if they're set to noindex, nofollow, and behind a usergroup permissions setting (CHMOD) on the web server.

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