

# Account Enumeration Vulnerability:

**soov.ee**

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## 1 Introduction

Account enumeration is a security vulnerability enabling attackers to determine if specific user accounts exist on a service. The vulnerability usually lies in the account registration functionality of a service, where an error message is returned, indicating that a user with the specified email address is already registered. However, an online service can also leak this information in other, more subtle ways, which are often overlooked by software developers.

On 2025-01-02, we tested **soov.ee** and found that the service is vulnerable to account enumeration. **The vulnerability allows any party to test whether a user with a specific email address is registered with the service.** Disclosing such information to third parties constitutes a data breach, as an email address and the fact of whether its holder has an account with an online service are considered personal data, and may be disclosed to third parties only if there is a legal basis for doing so [1].

We advise you to investigate the potential data breach, and notify the supervisory authority and the affected data subjects, if necessary. After **2025-04-15**, we will reassess the service and notify the Estonian Data Protection Inspectorate in case the vulnerability has not been mitigated. Detailed guidelines for mitigating this type of flaw are available in [2].

## 2 Vulnerabilities Found

We tested the login form, password reset form and account registration form of **soov.ee**. No issues appeared on the login form. However, we identified security issues on the password reset form and account registration form. The vulnerabilities found are described in more detail in subsections below.

## 2.1 Password Reset Form

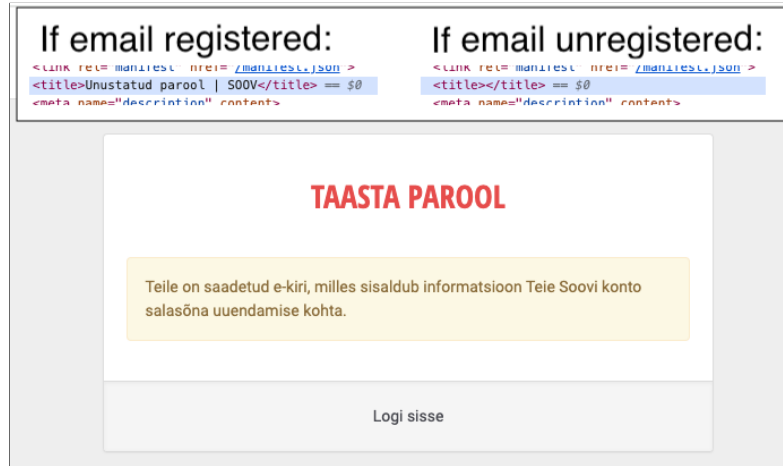


Figure 1: The vulnerability in the password reset form

The password reset form is susceptible to account enumeration attacks. This is because when a password reset is requested for an email address that is not registered with the service, the form shows an error message (see Figure 1). Additionally, the form appears to lack anti-bot measures such as CAPTCHA, enabling attackers to easily automate these attacks [3].

It is also crucial to eliminate any side-channels that an attacker could exploit to differentiate between account existence and non-existence. For example, the response should not be faster for an existing account than for an email with which an account does not exist.

**To mitigate the flaw**, return the same message whether the email is registered or not. For example, the message could read as follows: "A password reset link has been sent if an account with this email exists". [2]

## 2.2 Account Registration Form

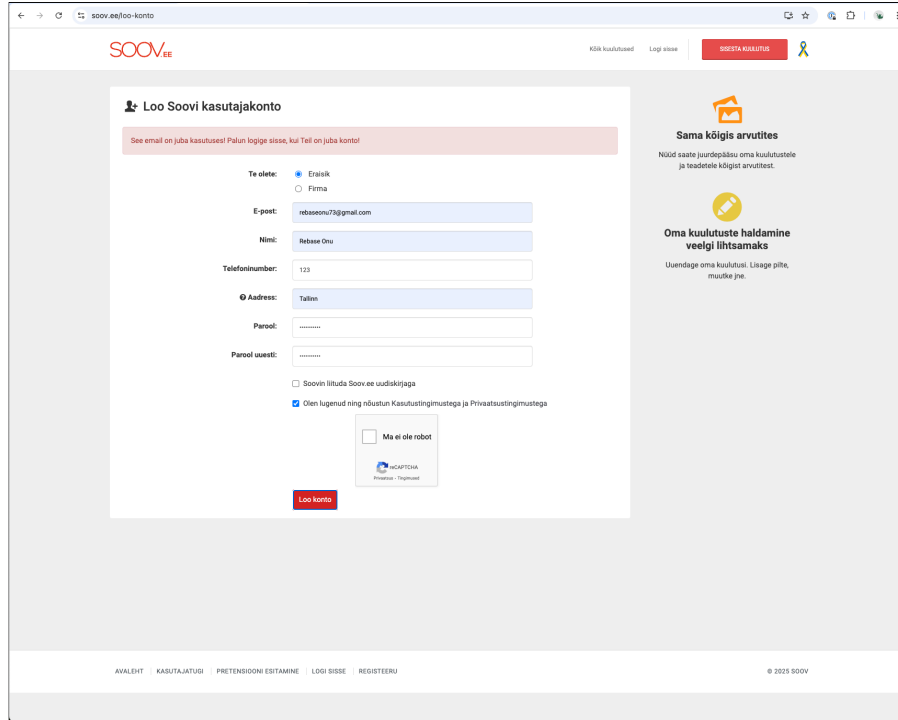
The image is a screenshot of a web browser displaying the 'Loo Soovi kasutajakonto' (Loo Soovi user account) registration page. The URL in the address bar is 'soovi.ee/loo-konto'. The page has a header with the 'SOOVI.EE' logo, a link to 'Kõik kuulused', a 'Logi sisse' button, and a 'Loo Soovi kasutajakonto' button. The main content area is titled 'Loo Soovi kasutajakonto' and features a red banner with the text 'See email on juba kasutusel! Palun logige sisse, kui Teil on juba konto!' (This email is already in use! Please log in if you have an account!). Below this, the registration form includes fields for 'Te olete:' (You are:) with radio buttons for 'Eriskik' (Individual) and 'Firma' (Company); 'E-post:' (Email) with the value 'rebasoemi73@gmail.com'; 'Nimi:' (Name) with the value 'Rebase Omu'; 'Telefoninumber:' (Phone number) with the value '123'; 'Aadress:' (Address) with the value 'Tallinn'; 'Parool:' (Password) and 'Parool uuesti:' (Password again) fields. There are checkboxes for 'Soovin liituda Soovi.ee uudiskirjaga' (I want to join the Soovi.ee newsletter) and 'Olen lugenud ning nõustun Kasutus tingimustega ja Privaatsustingimustega' (I have read and agree to the Terms of Use and Privacy Policy). A 'Ma ei ole robot' (I am not a robot) checkbox is also present. A red 'Loo konto' (Create account) button is at the bottom of the form. On the right side of the page, there are two promotional sections: 'Sama kõigis arvutites' (Same on all computers) and 'Oma kuuluste haldamine veelgi lihtsamaks' (Managing your calls even easier). The footer contains links for 'AVALDUST', 'KASUTAJATUGI', 'PRETENSIOONI ESITAMINE', 'LOGI SISSE', and 'REGISTREERU', along with the copyright notice '© 2025 SOOVI'.

Figure 2: The vulnerability in the account registration form

The account registration form is also susceptible to account enumeration attacks. This is because when the provided email address is already taken, the form shows an error message (see Figure 2).

The form normally sends a confirmation email to the email owner on successful submission. However, by introducing validation errors in the form, an attacker can determine whether an email address is already registered, without successfully submitting the form. This allows the attacker to also verify unregistered email addresses without triggering a confirmation email, thereby ensuring that the email owner remains unaware of the potential attack.

It is also crucial to eliminate any side-channels that an attacker could exploit to differentiate between account existence and non-existence. For example, the response should not be faster for an existing account than for an email with which an account does not exist.

**To mitigate the flaw**, return the same message whether the email is registered or not. For example, the message could read as follows: “We have sent further instructions to the provided email address”. Send an email in both cases, but differentiate the content based on account existence. For example, for new registration, provide means for account activation, and for existing accounts, provide means for account recovery. [2]

### 3 Security Contacts

A valid `security.txt` [4] file was not found on `soov.ee`. We recommend implementing a `security.txt` file to ensure any future security issues can be reported to the appropriate contact person. In its absence, we have taken the following actions:

- The email address `isikuandmed@postimeesgrupp.ee` was found in the privacy policy of `soov.ee` and this report was sent to this email address.

**About** This vulnerability report is part of an ongoing study on user enumeration vulnerabilities in Estonian online services. The study is conducted by the University of Tartu master's student Gregor Eesmaa (supervised by Arnis Paršovs - `arnis.parsovs@ut.ee`). The findings of this study will be published in a master's thesis scheduled for defence in May 2025.

### References

- [1] European Union. *General Data Protection Regulation (GDPR): Regulation (EU) 2016/679*. Official Journal of the European Union, L 119/1. 2016. URL: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016R0679>.
- [2] OWASP. *Authentication Cheat Sheet - Authentication and Error Messages*. Accessed: 2025-01-26. URL: [https://cheatsheetseries.owasp.org/cheatsheets/Authentication\\_Cheat\\_Sheet.html#authentication-and-error-messages](https://cheatsheetseries.owasp.org/cheatsheets/Authentication_Cheat_Sheet.html#authentication-and-error-messages).
- [3] OWASP. *Authentication Cheat Sheet - Protect Against Automated Attacks*. Accessed: 2025-01-26. URL: [https://cheatsheetseries.owasp.org/cheatsheets/Authentication\\_Cheat\\_Sheet.html#protect-against-automated-attacks](https://cheatsheetseries.owasp.org/cheatsheets/Authentication_Cheat_Sheet.html#protect-against-automated-attacks).
- [4] EdOverflow and Yakov Shafranovich. *security.txt - A proposed standard which allows websites to define security policies*. Accessed: 2025-01-26. URL: <https://securitytxt.org/>.