



مجلس الأمن السيبراني
CYBER SECURITY COUNCIL



Critical Vulnerability in SolarWinds Web Help Desk

Tracking #:432316149

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EXECUTIVE SUMMARY:

The UAE Cyber Security Council has observed that SolarWinds has released an urgent security advisory regarding a critical vulnerability in its Web Help Desk software.

TECHNICAL DETAILS:

SolarWinds has released an urgent security advisory regarding a critical vulnerability in its Web Help Desk software, if exploited, would allow an attacker to run commands on the host machine.

- **CVE-ID-CVE-2024-28986**, CVSS v3-9.8 **Critical**
- Java Deserialization Remote Code Execution vulnerability that, if exploited, would allow an attacker to run commands on the host machine. While it was reported as an unauthenticated vulnerability, SolarWinds has been unable to reproduce it without authentication after thorough testing
- **Affected Version**-SolarWinds Web Help Desk 12.8.3 and all previous versions
- **Fixed Version**-SolarWinds Web Help Desk 12.8.3 HF 1

RECOMMENDATIONS:

The UAE Cyber Security Council recommends to install fixed version released by SolarWinds at the earliest.

Kindly circulate this information to your subsidiaries and partners as well as share with us any relevant information and findings.

The UAE Cyber Security Council extends its appreciation for the continued collaboration.

REFERENCES:

- <https://www.solarwinds.com/trust-center/security-advisories/cve-2024-28986>