



مجلس الأمن السيبراني  
CYBER SECURITY COUNCIL



**Critical Vulnerability in SolarWinds Web Help Desk**

Tracking #:432316181

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## EXECUTIVE SUMMARY:

The UAE Cyber Security Council has observed a critical vulnerability in the SolarWinds Web Help Desk (WHD) software that could be exploited to gain unauthorized access to affected systems.

## TECHNICAL DETAILS:

### Vulnerability Details:

- **CVE-2024-28987-Web Help Desk Hardcoded Credential Vulnerability**
- CVSS Score **9.1 Critical**
- SolarWinds Web Help Desk (WHD) software contains a hardcoded credential vulnerability that could allow an unauthenticated remote attacker to gain unauthorized access to internal functionality and potentially modify data.
- Successful exploitation of this vulnerability could allow an attacker to:
  - Gain unauthorized access to sensitive data within the SolarWinds Web Help Desk environment.
  - Modify or delete data, potentially disrupting operations or causing financial loss.
  - Use the compromised credentials to gain access to other systems within the organization's network.

### Affected Versions:

- WHD 12.8.3 HF1 and all previous versions

### Fixed Version:

- WHD 12.8.3 HF2

## RECOMMENDATIONS:

The UAE Cyber Security Council recommends updating the affected versions to the fixed or latest versions released by SolarWinds.

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-2024-28987>