

Overall rating: Critical



This is a technical bulletin intended for technical audiences.

Summary

The Vulnerability and Risk Management (VRM) Team has been made aware ScreenConnect vulnerabilities were reported February 13, 2024, through our vulnerability disclosure channel via the ConnectWise Trust Center. There is no evidence that these vulnerabilities have been exploited in the wild, but immediate action must be taken by on-premise partners to address these identified security risks.

- CWE-288 Authentication bypass using an alternate path or channel
- CWE-22 Improper limitation of a pathname to a restricted directory (“path traversal”)

Technical Details

Remediation

Cloud

There are no actions needed by the partner, ScreenConnect servers hosted in “screenconnect.com” cloud or “hostedrmm.com” have been updated to remediate the issue.

On-premise

Partners that are self-hosted or on-premise need to update their servers to version 23.9.8 immediately to apply a patch.

ConnectWise will also provide updated versions of releases 22.4 through 23.9.7 for the critical issue, but strongly recommend that partners update to ScreenConnect version 23.9.8.

For instructions on updating to the newest release, please reference this doc: [Upgrade an on-premise installation - ConnectWise](#)

Exploitability Metrics

Attack Vector: Network
Attack Complexity: Low
Privileges Required: None
User Interaction: None

This vulnerability is rated as a **CRITICAL** risk. A software update exists to address these risks.

Action Required

- Locate the device or application and investigate.
- Notify business owner(s).
- Perform mitigating actions, as required.

Please notify [VRM](#) with any questions or concerns you may have.

References

- CWE-288 Authentication bypass using an alternate path or channel 10
[CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:C/C:H/I:H/A:H](#)
- CWE-22 Improper limitation of a pathname to a restricted directory (“path traversal”) 8.4
[CVSS:3.1/AV:N/AC:L/PR:H/UI:R/S:C/C:H/I:H/A:H](#)
- connectwise.com/company/trust/security-bulletins/connectwise-screenconnect-23.9.8