

Overall Rating: Critical



This is a technical bulletin intended for technical audiences.

Summary

The Vulnerability and Risk Management (VRM) Team is aware of SolarWinds published a security advisory to address a critical vulnerability in the following product:

- SolarWinds Web Help Desk (WHD) – version 12.8.3 HF1 and prior

Technical Details

SolarWinds Web Help Desk was found to be susceptible to a 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. However, out of an abundance of caution, we recommend all Web Help Desk customers apply the patch, which is now available.

This vulnerability is rated as a **CRITICAL** risk. Software updates exist 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 at vulnerabilityandriskmanagement@gov.bc.ca

References

- [CVE-2024-28986, CVE-2024-28987](#)
- [SolarWinds – WHD 12.8.3 Hotfix 2](#)
- [SolarWinds Security Vulnerabilities](#)