



Security Advisory 2025-034

## Critical Vulnerability in SolarWinds Web Help Desk

2025-09-24 — v1.0

TLP:CLEAR

### History:

- 24/09/2025 — v1.0 – Initial publication

### Summary

On September 17, 2025, SolarWinds released a security advisory addressing a critical vulnerability in its Web Help Desk product. The fix provided as part of this advisory is a patch bypass of CVE-24-28988, which in turn is a patch bypass of CVE-2024-28986 [1].

It is recommended updating affected assets as soon as possible.

### Technical Details

The vulnerability **CVE-2025-26399**, with a CVSS score of 9.8, an unauthenticated AjaxProxy deserialisation remote code execution vulnerability that, if exploited, would allow an attacker to run commands on the host machine [1].

### Affected Products

SolarWinds Web Help Desk 12.8.7 and all previous versions are affected by this vulnerability.

### Recommendations

It is recommended updating affected assets as soon as possible.

### References

- [1] <https://www.solarwinds.com/trust-center/security-advisories/cve-2025-26399>