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[VULNERABILITY ALERT] 4 Critical Vulnerabilities Found in SolarWinds Web Help Desk (WHD)

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- Content Description:
  - Forwarded from Taiwan Computer Emergency Response Team/Coordination Center (TWCERTCC) Security Alert TWCERTCC-200-202601-00000027
  - Web Help Desk (WHD) is a SolarWinds product that primarily provides centralized automated ticket management services, including ticket automation, centralized knowledge base, asset tracking and management, etc., to support customers and track issues. A major security vulnerability announcement was released recently.
  - [CVE-2025-40551, CVSS: 9.8] This is a deserialization of untrusted data vulnerability, allowing unauthenticated attackers to execute commands on the host, potentially leading to remote code execution.
  - [CVE-2025-40552, CVSS: 9.8] This is an authentication bypass vulnerability. If an attacker exploits this vulnerability, they can execute related services that should be protected by authentication.
  - [CVE-2025-40553, CVSS: 9.8] This is a deserialization of untrusted data vulnerability, allowing unauthenticated attackers to execute commands on the host, potentially leading to remote code execution.
  - [CVE-2025-40554, CVSS: 9.8] This is an authentication bypass vulnerability. If an attacker exploits this vulnerability, they can perform specific operations in Web Help Desk (WHD).
- Affected Platforms:
  - SolarWinds Web Help Desk (WHD) version 12.8.8 HF1 (inclusive) and earlier
- Recommended Actions:
  - Please perform patching according to the solution released on the official website: https://documentation.solarwinds.com/en/success_center/whd/content/release_notes/whd_2026-1_release_notes.htm
- Reference Material:
  1. https://www.twcert.org.tw/tw/cp-169-10680-43bed-1.html

Computer and Communication Center
Network Systems Division, Respectfully

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