



# CYBER ADVISORY

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GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

CALIFORNIA CYBERSECURITY INTEGRATION CENTER



CYBER ADVISORY

TLP:CLEAR

14 August 2024

## SolarWinds Web Help Desk

CVE-2024-28986

SolarWinds

Java Deserialization

RCE

The California Cybersecurity Integration Center (Cal-CSIC) has become aware of a very critical vulnerability known as CVE-2024-28986, with a CVSS v3 score of 9.8.<sup>1,2,3</sup> This vulnerability affects all SolarWinds Web Help Desk (WHD) versions up to 12.8.3.<sup>2,3</sup> Exploitation of this vulnerability allows for Java Deserialization Remote Code Execution, allowing an attacker to remotely run commands on the host machine, and does not require any form of authentication.<sup>1,3</sup>

The Cal-CSIC highly recommends following SolarWind's resolution guide for mitigation.

Further information on SolarWind's mitigation instructions can be found here [WHD 12.8.3 Hotfix 1 \(solarwinds.com\)](#).

### Organization, Source, Reference, and Dissemination Information

#### Organization Description

California Government Code § 8586.5 established the California Cybersecurity Integration Center (Cal-CSIC) as the central organizing hub of state government's cybersecurity activities, including information sharing, intelligence analysis, incident response, and overarching cybersecurity strategy. The Cal-CSIC is responsible for reducing the likelihood and severity of cyber incidents that could damage California's economy, critical infrastructure, and public or private sector networks in our state.

#### Customer Feedback

If you need further information about this issue, contact the Cal-CSIC at our email address [CalCSIC@caloes.ca.gov](mailto:CalCSIC@caloes.ca.gov) or by telephone at (833) REPORT1. To help us identify ways to better assist you, please submit feedback [calcsic@caloes.ca.gov](mailto:calcsic@caloes.ca.gov).

#### Source Summary Statement

This report was compiled from a variety of sources, predominately open-source reporting.

CAL-CSIC-202408-003

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### Handling Caveats

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### Information Needs

HSEC 1.1; HSEC 1.2; HSEC 1.5; HSEC 1.8; HSEC 1.10; STAC KIQ 1.1; KIQ 1.2; KIQ 1.3; KIQ 1.4; KIQ 1.5

<sup>1</sup>VulDB; "SolarWinds Web Help Desk up to 12.8.3 Deserialization"

<https://vuldb.com/?id.274507>; accessed 14 August 2024

<sup>2</sup> Tenable; "CVE-2024-28986" <https://www.tenable.com/cve/CVE-2024-28986>; accessed 14 August 2024

<sup>3</sup> SolarWinds Customer Service; "WHD 12.8.3 Hotfix 1"

<https://support.solarwinds.com/SuccessCenter/s/article/WHD-12-8-3-Hotfix-1>; accessed 14 August 2024

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