



CYBER ADVISORY

Cal OES
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

Jave 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.^{1,2,3} This vulnerability affects all SolarWinds Web Help Desk (WHD) versions up to 12.8.3.^{2,3} 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.^{1,3}

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 or by telephone at (833) REPORT1. To help us identify ways to better assist you, please submit feedback 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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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

¹VulDB; "SolarWinds Web Help Desk up to 12.8.3 Deserialization"

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

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

³SolarWinds 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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