



CVE-2021-28023

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[Source: Mitre](#)[Source: NIST](#)[CVE.ORG](#)[Print: PDF](#) 

Certain versions of [Servicetonic](#) from [Servicetonic](#) contain the following vulnerability:

Arbitrary file upload in Service import feature in ServiceTonic Helpdesk software version < 9.0.35937 allows a malicious user to execute JSP code by uploading a zip that extracts files in relative paths.

CVE-2021-28023 has been assigned by [M](#) cve@mitre.org to track the vulnerability - currently rated as **CRITICAL** severity.

CVSS3 Score: **9.8 - CRITICAL**

Attack Vector	Attack Complexity	Privileges Required	User Interaction
NETWORK	LOW	NONE	NONE
Scope	Confidentiality Impact	Integrity Impact	Availability Impact
UNCHANGED	HIGH	HIGH	HIGH

CVSS2 Score: **7.5 - HIGH**

Access Vector	Access Complexity	Authentication
NETWORK	LOW	NONE
Confidentiality Impact	Integrity Impact	Availability Impact
PARTIAL	PARTIAL	PARTIAL

CVE References

Description	Tags	Link
Help Desk Software for your company ServiceTonic	www.servicetonic.com/text/html	MISC www.servicetonic.com/
Chaining Three Zero-Day Exploits in ITSM Software ServiceTonic for Remote Code Execution	www.srlabs.de/text/html	MISC www.srlabs.de/bites/chaining-three-zero-day-exploits-in-itsm-software-servicetonic-for-remote-code-execution

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There are currently no QIDs associated with this CVE

Known Affected Configurations (CPE V2.3)

Type	Vendor	Product	Version	Update	Edition	Language
Application	Servicetonic	Servicetonic	All	All	All	All
cpe:2.3:a:servicetonic:servicetonic:*.*.*.*.*.*.*.*.:						

No vendor comments have been submitted for this CVE

Social Mentions

Source	Title	Posted (UTC)
 @CVEreport	CVE-2021-28023 : Arbitrary file upload in Service import feature in ServiceTonic Helpdesk software version < 9.0.35... twitter.com/i/web/status/1...	2021-11-08 15:03:55

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