



CVE-2024-57728

[MITRE](#)[NVD](#)[CVE.ORG](#)[JSON API](#)[Print: PDF](#)

Summary

CVE	CVE-2024-57728
State	PUBLISHED
Assigner	mitre
Source Priority	CVE Program / NVD first with legacy fallback
Published	2025-01-15 23:15:09 UTC
Updated	2026-04-24 19:27:00 UTC
Description	SimpleHelp remote support software v5.5.7 and before allows admin users to upload arbitrary files anywhere on the file sys

Risk And Classification

Primary CVSS: v3.1 7.2 HIGH from nvd@nist.gov

CVSS: 3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H

EPSS: 0.593270000 probability, percentile 0.982570000 (date 2026-05-08)

CISA KEV: Listed on 2026-04-24; due 2026-05-08; ransomware use Unknown

Problem Types: CWE-59 | CWE-22 | n/a | CWE-22 CWE-22 Improper Limitation of a Pathname to a Restricted Directory ('Path Traversal')

Version	Source	Type	Score	Severity	Vector
3.1	nvd@nist.gov	Primary	7.2	HIGH	CVSS:3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H
3.1	ADP	DECLARED	7.2	HIGH	CVSS:3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H
3.1	134c704f-9b21-4f2e-91b3-4a467353bcc0	Secondary	7.2	HIGH	CVSS:3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H

CVSS v3.1 Breakdown

Attack Vector

Network

Attack Complexity

Low

Privileges Required

High

User Interaction

None

Scope

Unchanged

Confidentiality

High

Integrity

High

Availability

High

CVSS:3.1/AV:N/AC:L/PR:H/UI:N/S:U/C:H/I:H/A:H

CISA Known Exploited Vulnerability

Vendor	SimpleHelp
Product	SimpleHelp
Name	SimpleHelp Path Traversal Vulnerability
Required Action	Apply mitigations per vendor instructions, follow applicable BOD 22-01 guidance for cloud services, or discontinue use of the product if mitigations are unavailable.
Notes	https://simple-help.com/kb---security-vulnerabilities-01-2025#security-vulnerabilities-in-simplehelp-5-5-7-and-earlier ; https://nvd.nist.gov/vuln/detail/CVE-2024-57728

NVD Known Affected Configurations (CPE 2.3)

Type	Vendor	Product	Version	Update	Edition	Language
Application	Simple-help	Simplehelp	All	All	All	All

Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	Na	N/a	affected n/a	Not specified

References

Reference	Source	Link
simple-help.com/kb---security-vulnerabilities-01-2025	cve@mitre.org	simple-l
www.microsoft.com/en-us/security/blog/2026/04/06/storm-1175-focuses-gaze-on-vul...	134c704f-9b21-4f2e-91b3-4a467353bcc0	www.mi
www.horizon3.ai/attack-research/disclosures/critical-vulnerabilities-in-simpl...	cve@mitre.org	www.hc
www.cisa.gov/known-exploited-vulnerabilities-catalog	134c704f-9b21-4f2e-91b3-4a467353bcc0	www.cis
www.trendmicro.com/vinfo/us/security/news/ransomware-spotlight/ransomware-spotli...	134c704f-9b21-4f2e-91b3-4a467353bcc0	www.tre
CVE Program record	CVE.ORG	www.cv
NVD vulnerability detail	NVD	nvd.nist
CISA Known Exploited Vulnerabilities catalog	CISA	www.cis

No vendor comments have been submitted for this CVE.

There are currently no legacy QID mappings associated with this CVE.

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