



GFI HelpDesk < 4.99.9 Stored XSS via charset Parameter

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

Summary

CVE	CVE-2026-23753
State	PUBLISHED
Assigner	VulnCheck
Source Priority	CVE Program / NVD first with legacy fallback
Published	2026-04-20 18:16:24 UTC
Updated	2026-04-27 15:07:29 UTC
Description	GFI HelpDesk before 4.99.9 contains a stored cross-site scripting vulnerability in the language management functionality w

Risk And Classification

Primary CVSS: v4.0 4.8 MEDIUM from disclosure@vulncheck.com

CVSS:4.0/AV:N/AC:L/AT:N/PR:H/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA:N/E:X/CR:X/IR:X/AR:X/MAV:X/MAC:X/MAT:X/MPR:X/MUI:X/MVC:X/MVI:X/MVA:X/MSX/MSI:X/MSA:X/S:X/AU:X/R:X/V:X/RE:X/U:X

EPSS: 0.000290000 probability, percentile 0.081620000 (date 2026-04-27)

Problem Types: CWE-79 | CWE-79 CWE-79 Improper Neutralization of Input During Web Page Generation ('Cross-site Scripting')

Version	Source	Type	Score	Severity	Vector
4.0	disclosure@vulncheck.com	Secondary	4.8	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:H/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA
4.0	CNA	CVSS	4.8	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:H/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA
3.1	disclosure@vulncheck.com	Primary	4.8	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:H/UI:R/S:C/C:L/I:L/A:N
3.1	CNA	CVSS	4.8	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:H/UI:R/S:C/C:L/I:L/A:N

CVSS v4.0 Breakdown

Attack Vector

Network

Attack Complexity

Low

Attack Requirements

None

Privileges Required

High

User Interaction

Passive

Confidentiality

None

Integrity

None

Availability

None

Sub Conf.

Low

Sub Integrity

Low

Sub Availability

None

CVSS:4.0/AV:N/AC:L/AT:N/PR:H/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA:N/E:X/CR:X/IR:X/AR:X/MAV:X/MAC:X/MAT:X/MPR:X/MUI:X/MVC:X/MVI:X/MVA:X/MSX:MSI:X/MSA:X/S:X/AU:X/R:X/V:X/RE:X/U:X

CVSS v3.1 Breakdown

Attack Vector

Network

Attack Complexity

Low

Privileges Required

High

User Interaction

Required

Scope

Changed

Confidentiality

Low

Integrity

Low

Availability

None

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

NVD Known Affected Configurations (CPE 2.3)

Type	Vendor	Product	Version	Update	Edition	Language
Application	Gfi	Helpdesk	All	All	All	All

Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	GFI Software	HelpDesk	affected 4.99.9 semver	Not specified

References

Reference	Source	Link	Tags
gfi.ai/products-and-solutions/email-and-messaging-solutions/helpdesk...	disclosure@vulncheck.com	gfi.ai	Release
www.vulncheck.com/advisories/gfi-helpdesk-stored-xss-via-charset-parameter	disclosure@vulncheck.com	www.vulncheck.com	Third Party
CVE Program record	CVE.ORG	www.cve.org	canonical
NVD vulnerability detail	NVD	nvd.nist.gov	canonical

Vendor Comments And Credit

Discovery Credit

CNA: Alex Williams from Pellera Technologies (en)

CNA: VulnCheck (en)

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

© [CVE.report](#) 2026 |

Use of this information constitutes acceptance for use in an AS IS condition. There are NO warranties, implied or otherwise, with regard to this information or its use. Any use of this information is at the user's risk. It is the responsibility of user to evaluate the accuracy, completeness or usefulness of any information, opinion, advice or other content. EACH USER WILL BE SOLELY RESPONSIBLE FOR ANY consequences of his or her direct or indirect use of this web site. ALL WARRANTIES OF ANY KIND ARE EXPRESSLY DISCLAIMED. This site will NOT BE LIABLE FOR ANY DIRECT, INDIRECT or any other kind of loss.

CVE, CWE, and OVAL are registered trademarks of [The MITRE Corporation](#) and the authoritative source of CVE content is [MITRE's CVE web site](#). This site includes MITRE data granted under the following [license](#).

Free CVE JSON API [cve.report/api](#)

CVE.report and Source URL Uptime Status [status.cve.report](#)