



GFI HelpDesk < 4.99.9 Stored XSS via Troubleshooter Step Subject

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

Summary

CVE	CVE-2026-23756
State	PUBLISHED
Assigner	VulnCheck
Source Priority	CVE Program / NVD first with legacy fallback
Published	2026-04-20 18:16:24 UTC
Updated	2026-04-20 19:05:30 UTC
Description	GFI HelpDesk before 4.99.9 contains a stored cross-site scripting vulnerability in the Troubleshooter module where the sub

Risk And Classification

Primary CVSS: v4.0 5.1 MEDIUM from disclosure@vulncheck.com

CVSS:4.0/AV:N/AC:L/AT:N/PR:L/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 0.082570000 (date 2026-04-22)

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	5.1	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA
4.0	CNA	CVSS	5.1	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:P/VC:N/VI:N/VA:N/SC:L/SI:L/SA
3.1	disclosure@vulncheck.com	Primary	5.4	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:L/UI:R/S:C/C:L/I:L/A:N
3.1	CNA	CVSS	5.4	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:L/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

Low

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:L/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

Low

User Interaction

Required

Scope

Changed

Confidentiality

Low

Integrity

Low

Availability

None

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

Vendor Declared Affected Products

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

References

Reference	Source	Link	T
gfi.ai/products-and-solutions/email-and-messaging-solutions/helpdesk...	disclosure@vulncheck.com	gfi.ai	
www.vulncheck.com/advisories/gfi-helpdesk-stored-xss-via-troubleshooter-step-su...	disclosure@vulncheck.com	www.vulncheck.com	
CVE Program record	CVE.ORG	www.cve.org	ca
NVD vulnerability detail	NVD	nvd.nist.gov	ca

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.

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