



# FreeScout Customer Merge Cross-Mailbox Authorization Bypass

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

## Summary

|                        |  |
|------------------------|--|
| <b>CVE</b>             | CVE-2026-39384   |
| <b>State</b>           | PUBLISHED  |
| <b>Assigner</b>        | GitHub_M   |
| <b>Source Priority</b> | CVE Program / NVD first with legacy fallback   |
| <b>Published</b>       | 2026-04-07 17:16:37 UTC  |
| <b>Updated</b>         | 2026-04-07 17:16:37 UTC  |
| <b>Description</b>     | FreeScout is a free help desk and shared inbox built with PHP's Laravel framework. Prior to 1.8.212, FreeScout does not ta |

## Risk And Classification

**Primary CVSS:** v3.1 7.6 HIGH from security-advisories@github.com

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

**Problem Types:** CWE-639 | CWE-639 CWE-639: Authorization Bypass Through User-Controlled Key

| Version | Source                         | Type      | Score | Severity | Vector                                       |
|---------|--------------------------------|-----------|-------|----------|--|
| 3.1     | security-advisories@github.com | Secondary | 7.6   | HIGH     | CVSS:3.1/AV:N/AC:L/PR:L/UI:N/S:U/C:L/I:H/A:L |
| 3.1     | CNA                            | DECLARED  | 7.6   | HIGH     | CVSS:3.1/AV:N/AC:L/PR:L/UI:N/S:U/C:L/I:H/A:L |

## CVSS v3.1 Breakdown

Attack Vector

**Network**

Attack Complexity

**Low**

Privileges Required

**Low**

User Interaction

**None**

Scope

**Unchanged**

Confidentiality

**Low**

Integrity

High

Availability

Low

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

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**Vendor Declared Affected Products**

| Source | Vendor              | Product   | Version            | Platforms     |
|--------|---------------------|-----------|--------------------|---------------|
| CNA    | Freescout-help-desk | Freescout | affected < 1.8.212 | Not specified |

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**References**

| Reference   | Source                         | Link         | Tags      |
|---|--------------------------------|--------------|-----------|
| github.com/freescout-help-desk/freescout/commit/b395a1179117af5e2df704c6... | security-advisories@github.com | github.com   |           |
| github.com/freescout-help-desk/freescout/security/advisories/GHSA-j6v9-2... | security-advisories@github.com | github.com   |           |
| CVE Program record  | CVE.ORG                        | www.cve.org  | canonical |
| NVD vulnerability detail  | NVD                            | nvd.nist.gov | canonical |

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No vendor comments have been submitted for this CVE.

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

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