



FreeScout's Missing Authorization in `load_customer_info` Allows Any Authenticated User to Access Full Customer PII

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

Summary

CVE	CVE-2026-40570
State	PUBLISHED
Assigner	GitHub_M
Source Priority	CVE Program / NVD first with legacy fallback
Published	2026-04-21 17:16:55 UTC
Updated	2026-04-21 20:16:59 UTC
Description	FreeScout is a free self-hosted help desk and shared mailbox. Prior to version 1.8.213, the <code>load_customer_info</code> action in `

Risk And Classification

Primary CVSS: v4.0 5.7 MEDIUM from security-advisories@github.com

CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:N/VC:H/VI:N/VA:N/SC:N/SI:N/SA:N/E:P/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

Problem Types: CWE-639 | CWE-862 | CWE-639 CWE-639: Authorization Bypass Through User-Controlled Key | CWE-862 CWE-862: Missing Authorization

Version	Source	Type	Score	Severity	Vector
4.0	security-advisories@github.com	Secondary	5.7	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:N/VC:H/VI:N/VA:N/SC:N/SI:N/SA:N/E:P/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
4.0	CNA	DECLARED	5.7	MEDIUM	CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:N/VC:H/VI:N/VA:N/SC:N/SI:N/SA:N/E:P/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 v4.0 Breakdown

Attack Vector

Network

Attack Complexity

Low

Attack Requirements

None

Privileges Required

Low

User Interaction

None

Confidentiality

High

Integrity

None

Availability

None

Sub Conf.

None

Sub Integrity

None

Sub Availability

None

CVSS:4.0/AV:N/AC:L/AT:N/PR:L/UI:N/VC:H/VI:N/VA:N/SC:N/SI:N/SA:N/E:P/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

Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	Freescout-help-desk	Freescout	affected < 1.8.213	Not specified

References

Reference	Source	Link
github.com/freescout-help-desk/freescout/releases/tag/1.8.213	security-advisories@github.com	github.com
github.com/freescout-help-desk/freescout/commit/f35b4249c72d9bdac6ab1ea4...	security-advisories@github.com	github.com
github.com/freescout-help-desk/freescout/security/advisories/GHSA-w77q-w...	134c704f-9b21-4f2e-91b3-4a467353bcc0	github.com
CVE Program record	CVE.ORG	www.cve.org
NVD vulnerability detail	NVD	nvd.nist.gov

No vendor comments have been submitted for this CVE.

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

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Free CVE JSON API cve.report/api

