



# FreeScout has Customer Edit Cross-Mailbox Email Takeover

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

## Summary

<b>CVE</b>	CVE-2026-40589
<b>State</b>	PUBLISHED
<b>Assigner</b>	GitHub_M
<b>Source Priority</b>	CVE Program / NVD first with legacy fallback
<b>Published</b>	2026-04-21 17:16:56 UTC
<b>Updated</b>	2026-04-22 21:10:14 UTC
<b>Description</b>	FreeScout is a free self-hosted help desk and shared mailbox. Prior to version 1.8.214, a low-privileged agent can edit a vis

## 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

**EPSS:** 0.000340000 probability, percentile 0.097970000 (date 2026-04-22)

**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

### Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	Freescout-help-desk	Freescout	affected < 1.8.214	Not specified

### References

Reference	Source	Link
github.com/freescout-help-desk/freescout/commit/2e2fe37111d92ac665b9ad88...	security-advisories@github.com	github.com
github.com/freescout-help-desk/freescout/releases/tag/1.8.214	security-advisories@github.com	github.com
github.com/freescout-help-desk/freescout/security/advisories/GHSA-mv55-3...	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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