



FreeScout: Improper Authorization in Phone Conversation Creation Enables Cross-Mailbox Hidden Customer Modification

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

Summary

CVE	CVE-2026-40591
State	PUBLISHED
Assigner	GitHub_M
Source Priority	CVE Program / NVD first with legacy fallback
Published	2026-04-21 17:16:56 UTC
Updated	2026-04-22 21:10:14 UTC
Description	FreeScout is a free self-hosted help desk and shared mailbox. Prior to version 1.8.214, the phone-conversation creation flo

Risk And Classification

Primary CVSS: v3.1 7.1 HIGH from security-advisories@github.com

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

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	7.1	HIGH	CVSS:3.1/AV:N/AC:L/PR:L/UI:N/S:U/C:L/I:H/A:N
3.1	CNA	DECLARED	7.1	HIGH	CVSS:3.1/AV:N/AC:L/PR:L/UI:N/S:U/C:L/I:H/A:N

CVSS v3.1 Breakdown

Attack Vector

Network

Attack Complexity

Low

Privileges Required

Low

User Interaction

None

Scope

Unchanged

Confidentiality

Low

Integrity

High

Availability

None

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

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/security/advisories/GHSA-9ff4-m...	134c704f-9b21-4f2e-91b3-4a467353bcc0	github.com
github.com/freescout-help-desk/freescout/commit/83eea1ca47d97c6cdc90c501...	security-advisories@github.com	github.com
github.com/freescout-help-desk/freescout/releases/tag/1.8.214	security-advisories@github.com	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

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