



Awesome Support <= 6.3.7 - Authenticated (Subscriber+) Insecure Direct Object Reference to Unauthorized Ticket Reply Access via 'ticket_id' Parameter

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

Summary

CVE	CVE-2026-4654
State	PUBLISHED
Assigner	Wordfence
Source Priority	CVE Program / NVD first with legacy fallback
Published	2026-04-08 08:16:24 UTC
Updated	2026-04-08 21:26:35 UTC
Description	The Awesome Support – WordPress HelpDesk & Support Plugin plugin for WordPress is vulnerable to Insecure Direct Object Reference (IDOR) via the 'ticket_id' parameter in the 'reply' endpoint. An authenticated user can access tickets that are not theirs, potentially revealing sensitive information or performing unauthorized actions.

Risk And Classification

Primary CVSS: v3.1 5.3 MEDIUM from security@wordfence.com

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

EPSS: 0.000460000 probability, percentile 0.141490000 (date 2026-04-14)

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

Version	Source	Type	Score	Severity	Vector
3.1	security@wordfence.com	Primary	5.3	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:U/C:L/I:N/A:N
3.1	CNA	DECLARED	5.3	MEDIUM	CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:U/C:L/I:N/A:N

CVSS v3.1 Breakdown

Attack Vector

Network

Attack Complexity

Low

Privileges Required

None

User Interaction

None

Scope

Unchanged

Confidentiality

Low

Integrity

None

Availability

None

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

Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	Awesomesupport	Awesome Support WordPress HelpDesk Support Plugin	affected 6.3.7 semver	Not specified

References

Reference	Source	Link
plugins.trac.wordpress.org/browser/awesome-support/trunk/includes/functions-post.php	security@wordfence.com	plugins.trac.wordp
plugins.trac.wordpress.org/changeset	security@wordfence.com	plugins.trac.wordp
plugins.trac.wordpress.org/browser/awesome-support/tags/6.3.7/includes/functions-post.php	security@wordfence.com	plugins.trac.wordp
plugins.trac.wordpress.org/browser/awesome-support/trunk/includes/functions-post.php	security@wordfence.com	plugins.trac.wordp
www.wordfence.com/threat-intel/vulnerabilities/id/9f9015fa-b3f0-4312-8acd-02b71...	security@wordfence.com	www.wordfence.cc
plugins.trac.wordpress.org/browser/awesome-support/tags/6.3.7/includes/functions-post.php	security@wordfence.com	plugins.trac.wordp
CVE Program record	CVE.ORG	www.cve.org
NVD vulnerability detail	NVD	nvd.nist.gov

Vendor Comments And Credit

Discovery Credit

CNA: Michael Iden (en)

Additional Advisory Data

Source	Time	Event
CNA	2026-03-23T15:15:19.000Z	Vendor Notified
CNA	2026-04-07T00:00:00.000Z	Disclosed

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

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