

SolarWinds Web Help Desk Hardcoded Credentials Vulnerability (CVE-2025-40537)

Security Advisory Summary

SolarWinds Web Help Desk was found to be susceptible to a hardcoded credentials vulnerability that, under certain situations, could allow access to administrative functions.

Affected Products

- SolarWinds Web Help Desk 12.8.8 HF1 and all previous versions

Fixed Software Release

- [SolarWinds Web Help Desk 2026.1](#)

Acknowledgments

- Jimi Sebree working with Horizon3.ai

Advisory Details

Severity

7.5 High

Advisory ID

[CVE-2025-40537](#)

First Published

01/28/26

Version

[SolarWinds Web Help Desk 2026.1](#)

CVSS Score

[CVSS:3.0/AV:N/AC:H/PR:L/UI:N/S:U/C:H/I:H/A:H](#)