Deskpro Security Incident

2015-11-17 - Christopher Nadeau - Comments (0) - Release Announcements

A couple of weeks ago, a file leakage vulnerability was discovered by a third-party security researcher doing an internal audit.

This issue was reported privately by a responsible professional and we are confident that it was never "in the wild". We have no evidence that this bug was ever applied by a malicious user on any helpdesk.

Affected Script

The vulnerability was found in a helper script (app/sys/scripts/testfile.php) used by our automated testing framework. It was meant for use by our QA tools and served no purpose in production. This affected DeskPRO On-Premise helpdesks (*not* Cloud) using builds between 323 and 425.

This file and other types of internal system tools (such as diagnostic tools) are not accessible directly. They are only accessible through a specific "loader" URL. The "loader" was patched to disable access to the testfile.php script thereby fixing the vulnerability.

Timeline

- 28th Oct 2015 10:46 GMT: Issue was reported
- 28th Oct 2015 11:15 GMT: An updated distribution was released
- 28th Oct 2015 12:08 GMT: We began to send emails to on-site customers
- 30th Oct 2015 16:54 GMT: A follow-up email was sent to customers who had not upgraded yet
- 17th Nov 2015 15:00 GMT: This posting was made public

Securing your helpdesk

If you have not already, you *must* upgrade your DeskPRO helpdesk to the latest version. If you are using a version older than 426, then you are affected and must upgrade to remain safe.

Now is also a good time to read our security guide in our sysadmin manual: https://manuals.deskpro.com/html/sysadmin/securing/securing.html

This guide goes over a few methods to add extra security to your On-Premise installation.