

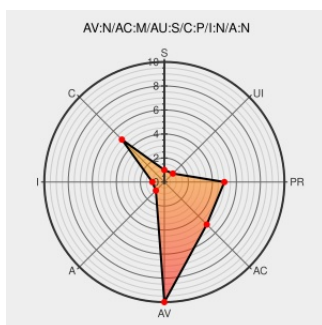


CVE-2009-5055

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CVE-2009-5055

[Source: Mitre](#)[Source: NIST](#)[CVE.ORG](#)[Print: PDF](#) 

Certain versions of [Otrs](#) from [Otrs](#) contain the following vulnerability:

Open Ticket Request System (OTRS) before 2.4.4 grants ticket access on the basis of single-digit substrings of the CustomerID value, which allows remote authenticated users to bypass intended access restrictions in opportunistic circumstances by visiting a ticket, as demonstrated by leveraging the CustomerID 12 account to read tickets that should be available only to CustomerID 1 or CustomerID 2.

CVE-2009-5055 has been assigned by [M](#) cve@mitre.org to track the vulnerability

CVSS2 Score: **3.5 - LOW**

Access
Vector

NETWORK

Access
Complexity

MEDIUM

Authentication

SINGLE

Confidentiality
Impact

PARTIAL

Integrity
Impact

NONE

Availability
Impact

NONE

CVE References

Description

Tags

Link

4105 – CustomerUser has access to other Customers tickets than defined in CustomerIDs

[bugs.otrs.org](#)
[text/html](#)

[CONFIRM bugs.otrs.org/show_bug.cgi?id=4105](#)

OTRS on github

[Exploit](#)
[Patch](#)
[web.archive.org](#)
[text/html](#)

[CONFIRM source.otrs.org/viewvc.cgi/otrs/CHANGES?revision=1.1807](#)

[Inactive Link](#) [Not Archived](#)

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There are currently no QIDs associated with this CVE

Known Affected Configurations (CPE V2.3)						
Type	Vendor	Product	Version	Update	Edition	Language
Application	Otrs	Otrs	0.5	beta1	All	All
Application	Otrs	Otrs	0.5	beta2	All	All
Application	Otrs	Otrs	0.5	beta3	All	All
Application	Otrs	Otrs	0.5	beta4	All	All
Application	Otrs	Otrs	0.5	beta5	All	All
Application	Otrs	Otrs	0.5	beta6	All	All
Application	Otrs	Otrs	0.5	beta7	All	All
Application	Otrs	Otrs	0.5	beta8	All	All
Application	Otrs	Otrs	1.0	rc1	All	All
Application	Otrs	Otrs	1.0	rc2	All	All
Application	Otrs	Otrs	1.0	rc3	All	All
Application	Otrs	Otrs	1.0.0	All	All	All
Application	Otrs	Otrs	1.0.1	All	All	All
Application	Otrs	Otrs	1.0.2	All	All	All
Application	Otrs	Otrs	1.1	rc1	All	All
Application	Otrs	Otrs	1.1.0	rc1	All	All
Application	Otrs	Otrs	1.1.0	rc2	All	All
Application	Otrs	Otrs	1.1.1	All	All	All
Application	Otrs	Otrs	1.1.2	All	All	All
Application	Otrs	Otrs	1.1.3	All	All	All
Application	Otrs	Otrs	1.1.4	All	All	All
Application	Otrs	Otrs	1.2.0	beta1	All	All
Application	Otrs	Otrs	1.2.0	beta2	All	All
Application	Otrs	Otrs	1.2.0	beta3	All	All
Application	Otrs	Otrs	1.2.1	All	All	All
Application	Otrs	Otrs	1.2.2	All	All	All
Application	Otrs	Otrs	1.2.3	All	All	All
Application	Otrs	Otrs	1.2.4	All	All	All
Application	Otrs	Otrs	1.3.0	beta1	All	All
Application	Otrs	Otrs	1.3.0	beta2	All	All
Application	Otrs	Otrs	1.3.0	beta3	All	All

Application	Otrs	Otrs	1.3.0	beta4	All	All
Application	Otrs	Otrs	1.3.1	All	All	All
Application	Otrs	Otrs	1.3.2	All	All	All
Application	Otrs	Otrs	1.3.3	All	All	All
Application	Otrs	Otrs	2.0.0	All	All	All
Application	Otrs	Otrs	2.0.0	beta1	All	All
Application	Otrs	Otrs	2.0.0	beta2	All	All
Application	Otrs	Otrs	2.0.0	beta4	All	All
Application	Otrs	Otrs	2.0.0	beta5	All	All
Application	Otrs	Otrs	2.0.0	beta6	All	All
Application	Otrs	Otrs	2.0.1	All	All	All
Application	Otrs	Otrs	2.0.2	All	All	All
Application	Otrs	Otrs	2.0.3	All	All	All
Application	Otrs	Otrs	2.0.4	All	All	All
Application	Otrs	Otrs	2.0.5	All	All	All
Application	Otrs	Otrs	2.1.0	beta1	All	All
Application	Otrs	Otrs	2.1.0	beta2	All	All
Application	Otrs	Otrs	2.1.1	All	All	All
Application	Otrs	Otrs	2.1.2	All	All	All
Application	Otrs	Otrs	2.1.3	All	All	All
Application	Otrs	Otrs	2.1.4	All	All	All
Application	Otrs	Otrs	2.1.5	All	All	All
Application	Otrs	Otrs	2.1.6	All	All	All
Application	Otrs	Otrs	2.1.7	All	All	All
Application	Otrs	Otrs	2.1.8	All	All	All
Application	Otrs	Otrs	2.1.9	All	All	All
Application	Otrs	Otrs	2.2.0	beta1	All	All
Application	Otrs	Otrs	2.2.0	beta2	All	All
Application	Otrs	Otrs	2.2.0	beta3	All	All
Application	Otrs	Otrs	2.2.0	beta4	All	All
Application	Otrs	Otrs	2.2.0	rc1	All	All
Application	Otrs	Otrs	2.2.1	All	All	All
Application	Otrs	Otrs	2.2.2	All	All	All
Application	Otrs	Otrs	2.2.3	All	All	All
Application	Otrs	Otrs	2.2.4	All	All	All
Application	Otrs	Otrs	2.2.5	All	All	All

Application	Otrs	Otrs	2.2.5	All	All	All
Application	Otrs	Otrs	2.2.6	All	All	All
Application	Otrs	Otrs	2.2.7	All	All	All
Application	Otrs	Otrs	2.2.8	All	All	All
Application	Otrs	Otrs	2.2.9	All	All	All
Application	Otrs	Otrs	2.3.0	beta1	All	All
Application	Otrs	Otrs	2.3.0	beta2	All	All
Application	Otrs	Otrs	2.3.0	beta3	All	All
Application	Otrs	Otrs	2.3.0	beta4	All	All
Application	Otrs	Otrs	2.3.0	rc1	All	All
Application	Otrs	Otrs	2.3.1	All	All	All
Application	Otrs	Otrs	2.3.2	All	All	All
Application	Otrs	Otrs	2.3.3	All	All	All
Application	Otrs	Otrs	2.3.4	All	All	All
Application	Otrs	Otrs	2.3.5	All	All	All
Application	Otrs	Otrs	2.3.6	All	All	All
Application	Otrs	Otrs	2.4.0	beta1	All	All
Application	Otrs	Otrs	2.4.0	beta2	All	All
Application	Otrs	Otrs	2.4.0	beta3	All	All
Application	Otrs	Otrs	2.4.0	beta4	All	All
Application	Otrs	Otrs	2.4.0	beta5	All	All
Application	Otrs	Otrs	2.4.0	beta6	All	All
Application	Otrs	Otrs	2.4.1	All	All	All
Application	Otrs	Otrs	2.4.2	All	All	All
Application	Otrs	Otrs	0.5	beta1	All	All
Application	Otrs	Otrs	0.5	beta2	All	All
Application	Otrs	Otrs	0.5	beta3	All	All
Application	Otrs	Otrs	0.5	beta4	All	All
Application	Otrs	Otrs	0.5	beta5	All	All
Application	Otrs	Otrs	0.5	beta6	All	All
Application	Otrs	Otrs	0.5	beta7	All	All
Application	Otrs	Otrs	0.5	beta8	All	All
Application	Otrs	Otrs	1.0	rc1	All	All
Application	Otrs	Otrs	1.0	rc2	All	All
Application	Otrs	Otrs	1.0	rc3	All	All
Application	Otrs	Otrs	1.0.0	All	All	All

Application	Otrs	Otrs	1.0.1	All	All	All
Application	Otrs	Otrs	1.0.2	All	All	All
Application	Otrs	Otrs	1.1	rc1	All	All
Application	Otrs	Otrs	1.1.0	rc1	All	All
Application	Otrs	Otrs	1.1.0	rc2	All	All
Application	Otrs	Otrs	1.1.1	All	All	All
Application	Otrs	Otrs	1.1.2	All	All	All
Application	Otrs	Otrs	1.1.3	All	All	All
Application	Otrs	Otrs	1.1.4	All	All	All
Application	Otrs	Otrs	1.2.0	beta1	All	All
Application	Otrs	Otrs	1.2.0	beta2	All	All
Application	Otrs	Otrs	1.2.0	beta3	All	All
Application	Otrs	Otrs	1.2.1	All	All	All
Application	Otrs	Otrs	1.2.2	All	All	All
Application	Otrs	Otrs	1.2.3	All	All	All
Application	Otrs	Otrs	1.2.4	All	All	All
Application	Otrs	Otrs	1.3.0	beta1	All	All
Application	Otrs	Otrs	1.3.0	beta2	All	All
Application	Otrs	Otrs	1.3.0	beta3	All	All
Application	Otrs	Otrs	1.3.0	beta4	All	All
Application	Otrs	Otrs	1.3.1	All	All	All
Application	Otrs	Otrs	1.3.2	All	All	All
Application	Otrs	Otrs	1.3.3	All	All	All
Application	Otrs	Otrs	2.0.0	All	All	All
Application	Otrs	Otrs	2.0.0	beta1	All	All
Application	Otrs	Otrs	2.0.0	beta2	All	All
Application	Otrs	Otrs	2.0.0	beta4	All	All
Application	Otrs	Otrs	2.0.0	beta5	All	All
Application	Otrs	Otrs	2.0.0	beta6	All	All
Application	Otrs	Otrs	2.0.1	All	All	All
Application	Otrs	Otrs	2.0.2	All	All	All
Application	Otrs	Otrs	2.0.3	All	All	All
Application	Otrs	Otrs	2.0.4	All	All	All
Application	Otrs	Otrs	2.0.5	All	All	All
Application	Otrs	Otrs	2.1.0	beta1	All	All

Application	Otrs	Otrs	2.1.0	beta2	All	All
Application	Otrs	Otrs	2.1.1	All	All	All
Application	Otrs	Otrs	2.1.2	All	All	All
Application	Otrs	Otrs	2.1.3	All	All	All
Application	Otrs	Otrs	2.1.4	All	All	All
Application	Otrs	Otrs	2.1.5	All	All	All
Application	Otrs	Otrs	2.1.6	All	All	All
Application	Otrs	Otrs	2.1.7	All	All	All
Application	Otrs	Otrs	2.1.8	All	All	All
Application	Otrs	Otrs	2.1.9	All	All	All
Application	Otrs	Otrs	2.2.0	beta1	All	All
Application	Otrs	Otrs	2.2.0	beta2	All	All
Application	Otrs	Otrs	2.2.0	beta3	All	All
Application	Otrs	Otrs	2.2.0	beta4	All	All
Application	Otrs	Otrs	2.2.0	rc1	All	All
Application	Otrs	Otrs	2.2.1	All	All	All
Application	Otrs	Otrs	2.2.2	All	All	All
Application	Otrs	Otrs	2.2.3	All	All	All
Application	Otrs	Otrs	2.2.4	All	All	All
Application	Otrs	Otrs	2.2.5	All	All	All
Application	Otrs	Otrs	2.2.6	All	All	All
Application	Otrs	Otrs	2.2.7	All	All	All
Application	Otrs	Otrs	2.2.8	All	All	All
Application	Otrs	Otrs	2.2.9	All	All	All
Application	Otrs	Otrs	2.3.0	beta1	All	All
Application	Otrs	Otrs	2.3.0	beta2	All	All
Application	Otrs	Otrs	2.3.0	beta3	All	All
Application	Otrs	Otrs	2.3.0	beta4	All	All
Application	Otrs	Otrs	2.3.0	rc1	All	All
Application	Otrs	Otrs	2.3.1	All	All	All
Application	Otrs	Otrs	2.3.2	All	All	All
Application	Otrs	Otrs	2.3.3	All	All	All
Application	Otrs	Otrs	2.3.4	All	All	All
Application	Otrs	Otrs	2.3.5	All	All	All
Application	Otrs	Otrs	2.3.6	All	All	All
Application	Otrs	Otrs	2.4.0	beta1	All	All

Application	Otrs	Otrs	2.4.0	beta1	All	All
Application	Otrs	Otrs	2.4.0	beta2	All	All
Application	Otrs	Otrs	2.4.0	beta3	All	All
Application	Otrs	Otrs	2.4.0	beta4	All	All
Application	Otrs	Otrs	2.4.0	beta5	All	All
Application	Otrs	Otrs	2.4.0	beta6	All	All
Application	Otrs	Otrs	2.4.1	All	All	All
Application	Otrs	Otrs	2.4.2	All	All	All
Application	Otrs	Otrs	All	All	All	All
cpe:2.3:a:otrs:otrs:0.5:beta1:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta2:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta3:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta4:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta5:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta6:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta7:*****:						
cpe:2.3:a:otrs:otrs:0.5:beta8:*****:						
cpe:2.3:a:otrs:otrs:1.0:rc1:*****:						
cpe:2.3:a:otrs:otrs:1.0:rc2:*****:						
cpe:2.3:a:otrs:otrs:1.0:rc3:*****:						
cpe:2.3:a:otrs:otrs:1.0.0:*****:						
cpe:2.3:a:otrs:otrs:1.0.1:*****:						
cpe:2.3:a:otrs:otrs:1.0.2:*****:						
cpe:2.3:a:otrs:otrs:1.1:rc1:*****:						
cpe:2.3:a:otrs:otrs:1.1.0:rc1:*****:						
cpe:2.3:a:otrs:otrs:1.1.0:rc2:*****:						
cpe:2.3:a:otrs:otrs:1.1.1:*****:						
cpe:2.3:a:otrs:otrs:1.1.2:*****:						
cpe:2.3:a:otrs:otrs:1.1.3:*****:						
cpe:2.3:a:otrs:otrs:1.1.4:*****:						
cpe:2.3:a:otrs:otrs:1.2.0:beta1:*****:						

```
cpe:2.3:a:0lrs:0lrs:1.2.0:beta1:: : : : : :
```

cpe:2.3:a:otrs:otrs:1.2.0:beta2:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:1.2.0:beta3:*:*:*:*:*:

```
cpe:2.3:a:otrs:otrs:1.2.1:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.2.2:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.2.3:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.2.4:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.3.0:beta1:*:*:*:*:*:
```

cpe:2.3:a:otrs:otrs:1.3.0:beta2:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:1.3.0:beta3:*:*:*:*:*:

```
cpe:2.3:a:otrs:otrs:1.3.0:beta4:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.3.1:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.3.2:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:1.3.3:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:2.0.0:*:*:*:*:*:*:
```

cpe:2.3:a:otrs:otrs:2.0.0:beta1:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.0.0:beta2:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.0.0:beta4:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.0.0:beta5:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.0.0:beta6:*:*:*:*:*:

```
cpe:2.3:a:otrs:otrs:2.0.1:.*:.*:.*:.*:.*:.*:.*
```

```
cpe:2.3:a:otrs:otrs:2.0.2:*:*:*:*:*:*:
```

```
cpe:2.3:a:otrs:otrs:2.0.3:*:*:*:*:*:*:*:
```

cpe:2.3:a:otrs:otrs:2.0.4:*:*:*:*:*:

```
cpe:2.3:a:otrs:otrs:2.0.5:*:*:*:*:*:*:
```

cpe:2.3:a:otrs:otrs:2.1.0:beta1:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.1.0:beta2:*:*:*:*:*:

```
cpe:2.3:a:otrs:otrs:2.1.1:*:*:*:*:*:*:
```

cpe:2.3:a:otrs:otrs:2.1.2:*:*:*:*:*:

cpe:2.3:a:otrs:otrs:2.1.3:*****:
cpe:2.3:a:otrs:otrs:2.1.4:*****:
cpe:2.3:a:otrs:otrs:2.1.5:*****:
cpe:2.3:a:otrs:otrs:2.1.6:*****:
cpe:2.3:a:otrs:otrs:2.1.7:*****:
cpe:2.3:a:otrs:otrs:2.1.8:*****:
cpe:2.3:a:otrs:otrs:2.1.9:*****:
cpe:2.3:a:otrs:otrs:2.2.0:beta1:*****:
cpe:2.3:a:otrs:otrs:2.2.0:beta2:*****:
cpe:2.3:a:otrs:otrs:2.2.0:beta3:*****:
cpe:2.3:a:otrs:otrs:2.2.0:beta4:*****:
cpe:2.3:a:otrs:otrs:2.2.0:rc1:*****:
cpe:2.3:a:otrs:otrs:2.2.1:*****:
cpe:2.3:a:otrs:otrs:2.2.2:*****:
cpe:2.3:a:otrs:otrs:2.2.3:*****:
cpe:2.3:a:otrs:otrs:2.2.4:*****:
cpe:2.3:a:otrs:otrs:2.2.5:*****:
cpe:2.3:a:otrs:otrs:2.2.6:*****:
cpe:2.3:a:otrs:otrs:2.2.7:*****:
cpe:2.3:a:otrs:otrs:2.2.8:*****:
cpe:2.3:a:otrs:otrs:2.2.9:*****:
cpe:2.3:a:otrs:otrs:2.3.0:beta1:*****:
cpe:2.3:a:otrs:otrs:2.3.0:beta2:*****:
cpe:2.3:a:otrs:otrs:2.3.0:beta3:*****:
cpe:2.3:a:otrs:otrs:2.3.0:beta4:*****:
cpe:2.3:a:otrs:otrs:2.3.0:rc1:*****:
cpe:2.3:a:otrs:otrs:2.3.1:*****:
cpe:2.3:a:otrs:otrs:2.3.2:*****:

cpe:2.3:a:otrs:otrs:2.3.3:*****:
cpe:2.3:a:otrs:otrs:2.3.4:*****:
cpe:2.3:a:otrs:otrs:2.3.5:*****:
cpe:2.3:a:otrs:otrs:2.3.6:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta1:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta2:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta3:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta4:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta5:*****:
cpe:2.3:a:otrs:otrs:2.4.0:beta6:*****:
cpe:2.3:a:otrs:otrs:2.4.1:*****:
cpe:2.3:a:otrs:otrs:2.4.2:*****:
cpe:2.3:a:otrs:otrs:0.5:beta1:*****:
cpe:2.3:a:otrs:otrs:0.5:beta2:*****:
cpe:2.3:a:otrs:otrs:0.5:beta3:*****:
cpe:2.3:a:otrs:otrs:0.5:beta4:*****:
cpe:2.3:a:otrs:otrs:0.5:beta5:*****:
cpe:2.3:a:otrs:otrs:0.5:beta6:*****:
cpe:2.3:a:otrs:otrs:0.5:beta7:*****:
cpe:2.3:a:otrs:otrs:0.5:beta8:*****:
cpe:2.3:a:otrs:otrs:1.0:rc1:*****:
cpe:2.3:a:otrs:otrs:1.0:rc2:*****:
cpe:2.3:a:otrs:otrs:1.0:rc3:*****:
cpe:2.3:a:otrs:otrs:1.0.0:*****:
cpe:2.3:a:otrs:otrs:1.0.1:*****:
cpe:2.3:a:otrs:otrs:1.0.2:*****:
cpe:2.3:a:otrs:otrs:1.1:rc1:*****:
cpe:2.3:a:otrs:otrs:1.1.0:rc1:*****:
cpe:2.3:a:otrs:otrs:1.1.0:rc2:*****:

cpe:2.3:a:otrs:otrs:1.1.1:*****:
cpe:2.3:a:otrs:otrs:1.1.2:*****:
cpe:2.3:a:otrs:otrs:1.1.3:*****:
cpe:2.3:a:otrs:otrs:1.1.4:*****:
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No vendor comments have been submitted for this CVE

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