



CVE-2010-4767

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CVE-2010-4767

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

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

Open Ticket Request System (OTRS) before 2.3.6 does not properly handle e-mail messages in which the From line contains UTF-8 characters associated with diacritical marks and an invalid charset, which allows remote attackers to cause a denial of service (duplicate tickets and duplicate auto-responses) by sending a crafted message to a POP3 mailbox.

CVE-2010-4767 has been assigned by [M](#) cve@mitre.org to track the vulnerability

CVSS2 Score: **5 - MEDIUM**

Access Vector	Access Complexity	Authentication
NETWORK	LOW	NONE
Confidentiality Impact	Integrity Impact	Availability Impact
NONE	NONE	PARTIAL

CVE References

Description	Tags	Link
3426 – Abort while processing mails with invalid charset messes up POP3 mailbox handling	bugs.otrs.org text/html	CONFIRM bugs.otrs.org/show_bug.cgi?id=3426
OTRS on github	web.archive.org text/html Inactive Link Not Archived	CONFIRM source.otrs.org/viewvc.cgi/otrs/CHANGES?revision=1.1807

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There are currently no CIDs associated with this CVE

There are currently no CVEs 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	2.2.6	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	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	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: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:beta3:*****:

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: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: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:*****:

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