

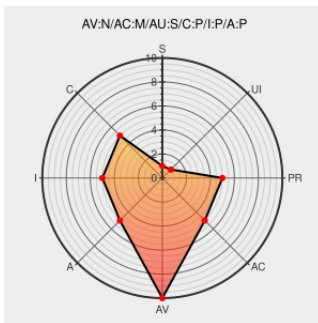


CVE-2010-4768

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CVE-2010-4768

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

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

Open Ticket Request System (OTRS) before 2.3.5 does not properly disable hidden permissions, which allows remote authenticated users to bypass intended queue access restrictions in opportunistic circumstances by visiting a ticket, related to a certain ordering of permission-set and permission-remove operations involving both hidden permissions and other permissions.

CVE-2010-4768 has been assigned by [M](#) cve@mitre.org to track the vulnerability

CVSS2 Score: **6 - MEDIUM**

Access Vector	Access Complexity	Authentication
NETWORK	MEDIUM	SINGLE
Confidentiality Impact	Integrity Impact	Availability Impact
PARTIAL	PARTIAL	PARTIAL

CVE References

Description	Tags	Link
3499 – Permission handling	Exploit bugs.otrs.org text/html	CONFIRM bugs.otrs.org/show_bug.cgi?id=3499
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 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	1.3.0	beta7	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	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	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: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:*****:
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cpe:2.3:a:otrs:otrs:2.2.0:beta1:*****:
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cpe:2.3:a:otrs:otrs:2.2.0:beta3:*****:
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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: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:1.1.1:*****:
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:*:*:*:*:*:

No vendor comments have been submitted for this CVE

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