



# CVE-2011-2746

[MITRE](#)[NVD](#)[CVE.ORG](#)[JSON API](#)[Print: PDF](#)

## Summary

|                        |                                                                                                                                                                                                                                                                                                                                                     |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CVE</b>             | CVE-2011-2746                                                                                                                                                                                                                                                                                                                                       |
| <b>State</b>           | PUBLIC                                                                                                                                                                                                                                                                                                                                              |
| <b>Assigner</b>        | cve@mitre.org                                                                                                                                                                                                                                                                                                                                       |
| <b>Source Priority</b> | CVE Program / NVD first with legacy fallback                                                                                                                                                                                                                                                                                                        |
| <b>Published</b>       | 2011-08-29 15:55:00 UTC                                                                                                                                                                                                                                                                                                                             |
| <b>Updated</b>         | 2011-09-23 03:34:00 UTC                                                                                                                                                                                                                                                                                                                             |
| <b>Description</b>     | Unspecified vulnerability in Kernel/Modules/AdminPackageManager.pm in OTRS-Core in Open Ticket Request System (OTRS) 2.0.0 through 2.1.4 allows remote attackers to execute arbitrary code or cause a denial of service (memory consumption) via a crafted request, as demonstrated by the 'Otrs::Kernel::Modules::AdminPackageManager::pm' module. |

## Risk And Classification

**Problem Types:** NVD-CWE-noinfo

## NVD Known Affected Configurations (CPE 2.3)

| Type        | Vendor | Product | Version | Update | Edition | Language |
|-------------|--------|---------|---------|--------|---------|----------|
| 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 | 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 | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0  | beta6 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.1  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.10 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.2  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.3  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.4  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.5  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.6  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.7  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.8  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.9  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta1 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta2 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta3 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta4 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta5 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta6 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.0  | beta7 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.1  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.2  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.3  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.4  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.5  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.6  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.7  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.8  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.9  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | beta1 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | beta2 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | beta4 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | beta5 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | beta6 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.1  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.2  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.0.0  | 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  | 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 | 2.4.10 | All   | All | All |
| Application | Otrs | Otrs | 2.4.2  | All   | All | All |
| Application | Otrs | Otrs | 2.4.3  | All   | All | All |
| Application | Otrs | Otrs | 2.4.4  | All   | All | All |
| Application | Otrs | Otrs | 2.4.5  | All   | All | All |
| Application | Otrs | Otrs | 2.4.6  | All   | All | All |
| Application | Otrs | Otrs | 2.4.7  | All   | All | All |
| Application | Otrs | Otrs | 2.4.8  | All   | All | All |
| Application | Otrs | Otrs | 2.4.9  | All   | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta1 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta2 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta3 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta4 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta5 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta6 | All | All |
| Application | Otrs | Otrs | 3.0.0  | beta7 | All | All |
| Application | Otrs | Otrs | 3.0.1  | All   | All | All |
| Application | Otrs | Otrs | 3.0.2  | All   | All | All |
| Application | Otrs | Otrs | 3.0.3  | All   | All | All |
| Application | Otrs | Otrs | 3.0.4  | All   | All | All |
| Application | Otrs | Otrs | 3.0.5  | All   | All | All |
| Application | Otrs | Otrs | 3.0.6  | All   | All | All |
| Application | Otrs | Otrs | 3.0.7  | All   | All | All |
| Application | Otrs | Otrs | 3.0.8  | All   | All | All |
| Application | Otrs | Otrs | 3.0.9  | All   | All | All |

| References                                                              |         |                                                                   |                     |
|-------------------------------------------------------------------------|---------|-------------------------------------------------------------------|---------------------|
| Reference                                                               | Source  | Link                                                              | Tags                |
| openSUSE-SU-2011:1017-1: moderate: otrs                                 | SUSE    | <a href="https://lists.opensuse.org">lists.opensuse.org</a>       |                     |
| SUSE update for otrs - Secunia.com                                      | SECUNIA | <a href="https://secunia.com">secunia.com</a>                     |                     |
| OTRS 'AdminPackageManager.pm' Local File Disclosure Vulnerability       | BID     | <a href="https://www.securityfocus.com">www.securityfocus.com</a> |                     |
| OTRS AdminPackageManager.pm File Disclosure Vulnerability - Secunia.com | SECUNIA | <a href="https://secunia.com">secunia.com</a>                     | Vendor Advisory     |
| Security Advisory 2011-03   OTRS                                        | CONFIRM | <a href="https://otrs.org">otrs.org</a>                           | Vendor Advisory     |
| 74602                                                                   | OSVDB   | <a href="https://www.osvdb.org">www.osvdb.org</a>                 |                     |
| CVE Program record                                                      | CVE.ORG | <a href="https://www.cve.org">www.cve.org</a>                     | canonical           |
| NVD vulnerability detail                                                | NVD     | <a href="https://nvd.nist.gov">nvd.nist.gov</a>                   | canonical, analysis |
| No vendor comments have been submitted for this CVE.                    |         |                                                                   |                     |
| There are currently no legacy QID mappings associated with this CVE.    |         |                                                                   |                     |

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