



# CVE-2012-4751

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

## Summary

|                        |                                                                                                                           |
|------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>CVE</b>             | CVE-2012-4751                                                                                                             |
| <b>State</b>           | PUBLIC                                                                                                                    |
| <b>Assigner</b>        | cve@mitre.org                                                                                                             |
| <b>Source Priority</b> | CVE Program / NVD first with legacy fallback                                                                              |
| <b>Published</b>       | 2012-10-22 16:55:00 UTC                                                                                                   |
| <b>Updated</b>         | 2023-11-07 02:11:00 UTC                                                                                                   |
| <b>Description</b>     | Cross-site scripting (XSS) vulnerability in Open Ticket Request System (OTRS) Help Desk 2.4.x before 2.4.15, 3.0.x before |

## Risk And Classification

### Problem Types: CWE-79

## NVD Known Affected Configurations (CPE 2.3)

| Type        | Vendor               | Product              | Version | Update | Edition | Language |
|-------------|----------------------|----------------------|---------|--------|---------|----------|
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0   | beta1  | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0   | beta2  | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0   | beta3  | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0   | beta4  | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 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> | 2.4.11  | All    | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.12  | All    | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.13  | All    | All     | All      |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.14  | 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> | 3.0.10 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.11 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.12 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.13 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.14 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.15 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.16 | 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> | 3.1.0  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.1  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.10 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.2  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.3  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.4  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.5  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.6  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.7  | All   | All | All |

|             |                      |                      |        |       |     |     |
|-------------|----------------------|----------------------|--------|-------|-----|-----|
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.8  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.9  | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0  | beta1 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0  | beta2 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0  | beta3 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.0  | beta4 | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 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> | 2.4.11 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.12 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.13 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 2.4.14 | 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> | 3.0.10 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.11 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.12 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.13 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.14 | All   | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.15 | All   | All | All |

|             |                      |                      |        |     |     |     |
|-------------|----------------------|----------------------|--------|-----|-----|-----|
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.15 | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.0.16 | 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> | 3.1.0  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.1  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.10 | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.2  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.3  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.4  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.5  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.6  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.7  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.8  | All | All | All |
| Application | <a href="#">Otrs</a> | <a href="#">Otrs</a> | 3.1.9  | All | All | All |

| References                                                          |         |                                         |                        |  |  |  |
|---------------------------------------------------------------------|---------|-----------------------------------------|------------------------|--|--|--|
| Reference                                                           | Source  | Link                                    | Tags                   |  |  |  |
| Support, Consulting, Development and Training for OTRS - Znuny GmbH |         | <a href="#">znuny.com</a>               |                        |  |  |  |
| 404 Not Found                                                       | CONFIRM | <a href="#">znuny.com</a>               | Exploit                |  |  |  |
| Security Advisory 2012-03   OTRS                                    | CONFIRM | <a href="#">www.otrs.com</a>            | Vendor Advisory        |  |  |  |
| OTRS 3.1 Cross Site Scripting ≈ Packet Storm                        | MISC    | <a href="#">packetstormsecurity.org</a> |                        |  |  |  |
| Support, Consulting, Development and Training for OTRS - Znuny GmbH | CONFIRM | <a href="#">znuny.com</a>               |                        |  |  |  |
| openSUSE-SU-2013:0145-1: moderate: update for otrs                  | SUSE    | <a href="#">lists.opensuse.org</a>      |                        |  |  |  |
| VU#603276 - OTRS contains a cross-site scripting vulnerability      | CERT-VN | <a href="#">www.kb.cert.org</a>         | US Government Resource |  |  |  |
| OTRS Email Body CVE-2012-4751 HTML Injection Vulnerability          | BID     | <a href="#">www.securityfocus.com</a>   |                        |  |  |  |
| CVE Program record                                                  | CVE.ORG | <a href="#">www.cve.org</a>             | canonical              |  |  |  |
| NVD vulnerability detail                                            | NVD     | <a href="#">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.

© [CVE.report](#) 2026 |

Use of this information constitutes acceptance for use in an AS IS condition. There are NO warranties, implied or otherwise, with regard to this information or its use. Any use of this information is at the user's risk. It is the responsibility of user to evaluate the accuracy, completeness or usefulness of any information, opinion, advice or other content. EACH USER WILL BE SOLELY RESPONSIBLE FOR ANY consequences of his or her direct or indirect use of this web site. ALL WARRANTIES OF ANY KIND ARE EXPRESSLY DISCLAIMED. This site will NOT BE LIABLE FOR ANY DIRECT, INDIRECT or any other kind of loss.

CVE, CWE, and OVAL are registered trademarks of [The MITRE Corporation](#) and the authoritative source of CVE content is [MITRE's CVE web site](#). This site includes MITRE data granted under the following [license](#).

**Free CVE JSON API** [cve.report/api](#)

**CVE.report and Source URL Uptime Status** [status.cve.report](#)