



CVE-2014-1695

[MITRE](#)[NVD](#)[CVE.ORG](#)[JSON API](#)[Print: PDF !\[\]\(003082e50e3009141f59bd5df831749f_img.jpg\)](#)

Summary

CVE	CVE-2014-1695
State	PUBLISHED
Assigner	mitre
Source Priority	CVE Program / NVD first with legacy fallback
Published	2014-03-01 00:01:08 UTC
Updated	2026-04-29 01:13:23 UTC
Description	Cross-site scripting (XSS) vulnerability in Open Ticket Request System (OTRS) 3.1.x before 3.1.20, 3.2.x before 3.2.15, and

Risk And Classification

Primary CVSS: v2.0 4.3 from nvd@nist.gov

AV:N/AC:M/Au:N/C:N/I:P/A:N

EPSS: 0.036290000 probability, percentile 0.879050000 (date 2026-05-09)

Problem Types: CWE-79 | n/a

CVSS v2.0 Breakdown

Access Vector

Network

Access Complexity

Medium

Authentication

None

Confidentiality

None

Integrity

Partial

Availability

None

AV:N/AC:M/Au:N/C:N/I:P/A:N

NVD Known Affected Configurations (CPE 2.3)

Type	Vendor	Product	Version	Update	Edition	Language
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Application	Otrs	Otrs	3.1.0	All	All	All
Application	Otrs	Otrs	3.1.1	All	All	All
Application	Otrs	Otrs	3.1.10	All	All	All
Application	Otrs	Otrs	3.1.11	All	All	All
Application	Otrs	Otrs	3.1.13	All	All	All
Application	Otrs	Otrs	3.1.14	All	All	All
Application	Otrs	Otrs	3.1.15	All	All	All
Application	Otrs	Otrs	3.1.16	All	All	All
Application	Otrs	Otrs	3.1.17	All	All	All
Application	Otrs	Otrs	3.1.18	All	All	All
Application	Otrs	Otrs	3.1.19	All	All	All
Application	Otrs	Otrs	3.1.2	All	All	All
Application	Otrs	Otrs	3.1.3	All	All	All
Application	Otrs	Otrs	3.1.4	All	All	All
Application	Otrs	Otrs	3.1.5	All	All	All
Application	Otrs	Otrs	3.1.6	All	All	All
Application	Otrs	Otrs	3.1.7	All	All	All
Application	Otrs	Otrs	3.1.8	All	All	All
Application	Otrs	Otrs	3.1.9	All	All	All
Application	Otrs	Otrs	3.2.0	All	All	All
Application	Otrs	Otrs	3.2.0	beta1	All	All
Application	Otrs	Otrs	3.2.0	beta2	All	All
Application	Otrs	Otrs	3.2.0	beta3	All	All
Application	Otrs	Otrs	3.2.0	beta4	All	All
Application	Otrs	Otrs	3.2.0	beta5	All	All
Application	Otrs	Otrs	3.2.0	rc1	All	All
Application	Otrs	Otrs	3.2.1	All	All	All
Application	Otrs	Otrs	3.2.10	All	All	All
Application	Otrs	Otrs	3.2.14	All	All	All
Application	Otrs	Otrs	3.2.2	All	All	All
Application	Otrs	Otrs	3.2.3	All	All	All
Application	Otrs	Otrs	3.2.4	All	All	All
Application	Otrs	Otrs	3.2.5	All	All	All
Application	Otrs	Otrs	3.2.6	All	All	All
Application	Otrs	Otrs	3.2.7	All	All	All
Application	Otrs	Otrs	3.2.8	All	All	All

Application	Otrs	Otrs	3.2.0	All	All	All
Application	Otrs	Otrs	3.2.9	All	All	All
Application	Otrs	Otrs	3.3.0	All	All	All
Application	Otrs	Otrs	3.3.0	beta1	All	All
Application	Otrs	Otrs	3.3.0	beta2	All	All
Application	Otrs	Otrs	3.3.0	beta3	All	All
Application	Otrs	Otrs	3.3.0	beta4	All	All
Application	Otrs	Otrs	3.3.0	beta5	All	All
Application	Otrs	Otrs	3.3.0	rc1	All	All
Application	Otrs	Otrs	3.3.1	All	All	All
Application	Otrs	Otrs	3.3.2	All	All	All
Application	Otrs	Otrs	3.3.3	All	All	All
Application	Otrs	Otrs	3.3.4	All	All	All

Vendor Declared Affected Products

Source	Vendor	Product	Version	Platforms
CNA	Na	N/a	affected n/a	Not specified

References

Reference	Source
openSUSE-SU-2014:0360-1: moderate: otrs: security and bugfix update to 3	af854a3a-2127-422b-91ae-364da26611
Security Advisory SA57018 - OTRS Help Desk Unspecified Script Insertion Vulnerability - Secunia	af854a3a-2127-422b-91ae-364da26611
otrs.com Security Advisory 2014-03 - XSS Issue - otrs.com	af854a3a-2127-422b-91ae-364da26611
OTRS 3.x Cross Site Scripting ≈ Packet Storm	af854a3a-2127-422b-91ae-364da26611
CVE-2014-1695	af854a3a-2127-422b-91ae-364da26611
OTRS < 3.1.x / < 3.2.x / < 3.3.x - Persistent Cross-Site Scripting - PHP webapps Exploit	af854a3a-2127-422b-91ae-364da26611
www.osvdb.org/103781	af854a3a-2127-422b-91ae-364da26611
OTRS Help Desk CVE-2014-1695 HTML Injection Vulnerability	af854a3a-2127-422b-91ae-364da26611
CVE Program record	CVE.ORG
NVD vulnerability detail	NVD

No vendor comments have been submitted for this CVE.

There are currently no legacy QID mappings associated with this CVE.

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