



CVE-2017-15864

MITRE

NVD

CVE.ORG

JSON API

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Summary

CVE	CVE-2017-15864
State	PUBLISHED
Assigner	mitre
Source Priority	CVE Program / NVD first with legacy fallback
Published	2017-11-16 15:29:00 UTC
Updated	2025-04-20 01:37:25 UTC
Description	In the Agent Frontend in Open Ticket Request System (OTRS) 3.3.x through 3.3.18, with a crafted URL it is possible to gain access to the system via a crafted URL.

Risk And Classification

Primary CVSS: v3.0 8.8 HIGH from nvd@nist.gov

CVSS:3.0/AV:N/AC:L/PR:L/UI:N/S:U/C:H/I:H/A:H

EPSS: 0.005010000 probability, percentile 0.661570000 (date 2026-05-13)

Problem Types: NVD-CWE-noinfo | n/a

Version	Source	Type	Score	Severity	Vector
3.0	nvd@nist.gov	Primary	8.8	HIGH	CVSS:3.0/AV:N/AC:L/PR:L/UI:N/S:U/C:H/I:H/A:H
2.0	nvd@nist.gov	Primary	4		AV:N/AC:L/Au:S/C:P/I:N/A:N

CVSS v3.0 Breakdown

Attack Vector

Network

Attack Complexity

Low

Privileges Required

Low

User Interaction

None

Scope

Unchanged

Confidentiality

High

Integrity

High

High

Availability

High

CVSS:3.0/AV:N/AC:L/PR:L/UI:N/S:U/C:H/I:H/A:H

CVSS v2.0 Breakdown

Access Vector

Network

Access Complexity

Low

Authentication

Single

Confidentiality

Partial

Integrity

None

Availability

None

AV:N/AC:L/Au:S/C:P/I:N/A:N

NVD Known Affected Configurations (CPE 2.3)

Type	Vendor	Product	Version	Update	Edition	Language
Operating System	Debian	Debian Linux	7.0	All	All	All
Operating System	Debian	Debian Linux	8.0	All	All	All
Operating System	Debian	Debian Linux	9.0	All	All	All
Application	Otrs	Otrs	All	All	All	All

Vendor Declared Affected Products

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

References

Reference	Source	Link	Tags
[SECURITY] [DLA 1212-1] otrs2 security update	af854a3a-2127-422b-91ae-364da2661108	lists.debian.org	Mailing List, Third Party
404 Page OTRS	af854a3a-2127-422b-91ae-364da2661108	www.otrs.com	Broken Link, Vendor Ad
Debian -- Security Information -- DSA-4047-1 otrs2	af854a3a-2127-422b-91ae-364da2661108	www.debian.org	Third Party Advisory
CVE Program record	CVE.ORG	www.cve.org	canonical
NVD vulnerability detail	NVD	nvd.nist.gov	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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