



CVE-2018-16586

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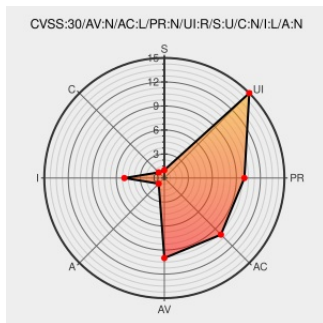
CVE-2018-16586

[Source: Mitre](#)

[Source: NIST](#)

[CVE.ORG](#)

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

In Open Ticket Request System (OTRS) 4.0.x before 4.0.32, 5.0.x before 5.0.30, and 6.0.x before 6.0.11, an attacker could send a malicious email to an OTRS system. If a logged in user opens it, the email could cause the browser to load external image or CSS resources.

CVE-2018-16586 has been assigned by [M](#) cve@mitre.org to track the vulnerability - currently rated as **MEDIUM** severity.

CVSS3 Score: **4.3 - MEDIUM**

Attack Vector	Attack Complexity	Privileges Required	User Interaction
NETWORK	LOW	NONE	REQUIRED
Scope	Confidentiality Impact	Integrity Impact	Availability Impact
UNCHANGED	NONE	LOW	NONE

CVSS2 Score: **4.3 - MEDIUM**

Access Vector	Access Complexity	Authentication
NETWORK	MEDIUM	NONE
Confidentiality Impact	Integrity Impact	Availability Impact
NONE	PARTIAL	NONE

CVE References

Description	Tags	Link
Debian -- Security Information -- DSA-4317-1 otrs2	Third Party Advisory www.debian.org Deprecated Link	@ DEBIAN DSA-4317

text/html

Security Advisory 2018-05:
Security Update for OTRS
Framework - ((OTRS)) Community
Edition

Patch
Vendor Advisory
community.otrs.com
text/html

~~✖~~ CONFIRM community.otsr.com/security-advisory-2018-05-security-update-for-otsr-framework/

[SECURITY] [DLA 1521-1] otrs2
security update

Mailing List

Third Party Advisory

lists.debian.org

text/html

MLIST [debian-lts-announce] 20180926 [SECURITY] [DLA 1521-1] otrs2 security update

Improved HTML filter. ·
OTRS/otrs@a808859 · GitHub

```
Patch
github.com
text/html
```

 CONFIRM
github.com/OTRS/otrs/commit/a808859a75c59ae3b7568f5cc4708c53462aa4c7

Improved HTML filter. ·
OTRS/otrs@09e80c7 · GitHub

```
Patch
github.com
text/html
```

 CONFIRM
github.com/OTRS/otrs/commit/09e80c7752b0d9080688e4597c7495dd109e0963

Improved HTML filter. ·
OTRS/otrs@baa92df · GitHub

```
Patch
github.com
text/html
```

 CONFIRM
github.com/OTRS/otrs/commit/baa92df09145b8ae2702a3a0e85d8ba55ec96302

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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
Operating System	Debian	Debian Linux	8.0	All	All	All
Operating System	Debian	Debian Linux	9.0	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	Open Ticket Request System	All	All	All	All
Application	Otrs	Open Ticket Request System	All	All	All	All
cpe:2.3:o:debian:debian_linux:8.0:****:*:*:						
cpe:2.3:o:debian:debian_linux:9.0:****:*:*:						
cpe:2.3:o:debian:debian_linux:8.0:****:*:*:						
cpe:2.3:o:debian:debian_linux:9.0:****:*:*:						
cpe:2.3:a:otrs:open_ticket_request_system:****:*:*:						
cpe:2.3:a:otrs:open_ticket_request_system:****:*:*:						

No vendor comments have been submitted for this CVE

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[Next ID→](#)

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