



# CVE-2019-9751

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## CVE-2019-9751

[Source: Mitre](#)[Source: NIST](#)[CVE.ORG](#)[Print: PDF](#) 

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

An issue was discovered in Open Ticket Request System (OTRS) 6.x before 6.0.17 and 7.x before 7.0.5. An attacker who is logged into OTRS as an admin user may manipulate the URL to cause execution of JavaScript in the context of OTRS. This is related to Kernel/Output/Template/Document.pm.

CVE-2019-9751 has been assigned by [M](#) cve@mitre.org to track the vulnerability - currently rated as **MEDIUM** severity.

CVSS3 Score: **4.8 - MEDIUM**

| Attack Vector  | Attack Complexity      | Privileges Required | User Interaction    |
|----------------|------------------------|---------------------|---------------------|
| <b>NETWORK</b> | <b>LOW</b>             | <b>HIGH</b>         | <b>REQUIRED</b>     |
| Scope          | Confidentiality Impact | Integrity Impact    | Availability Impact |
| <b>CHANGED</b> | <b>LOW</b>             | <b>LOW</b>          | <b>NONE</b>         |

CVSS2 Score: **3.5 - LOW**

| Access Vector          | Access Complexity | Authentication      |
|------------------------|-------------------|---------------------|
| <b>NETWORK</b>         | <b>MEDIUM</b>     | <b>SINGLE</b>       |
| Confidentiality Impact | Integrity Impact  | Availability Impact |
| <b>NONE</b>            | <b>PARTIAL</b>    | <b>NONE</b>         |

## CVE References

| Description                                                                                | Tags                                                                                                                        | Link                                                                                                   |
|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Security Advisory 2019-02: Security Update for OTRS Framework - ((OTRS)) Community Edition | <a href="#">Patch</a><br><a href="#">Vendor Advisory</a><br><a href="#">community.otrs.com</a><br><a href="#">text/html</a> | <a href="#">* MISC community.otrs.com/security-advisory-2019-02-security-update-for-otrs-framework</a> |

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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 |
|--------------------------------|--------|---------|---------|--------|---------|----------|
| Application                    | Otrs   | Otrs    | All     | All    | All     | All      |
| Application                    | Otrs   | Otrs    | All     | All    | All     | All      |
| cpe:2.3:a:otrs:otrs:*:*:*:*:*: |        |         |         |        |         |          |
| cpe:2.3:a:otrs:otrs:*:*:*:*:*: |        |         |         |        |         |          |

No vendor comments have been submitted for this CVE

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