

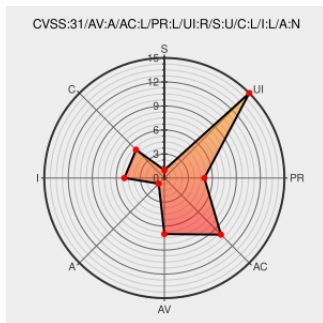


# CVE-2020-1778

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## CVE-2020-1778 - advisory for OSA-2020-16

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

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

When OTRS uses multiple backends for user authentication (with LDAP), agents are able to login even if the account is set to invalid. This issue affects OTRS; 8.0.9 and prior versions.

CVE-2020-1778 has been assigned by [✖ security@otrs.com](#) to track the vulnerability - currently rated as **MEDIUM** severity.

Affected Vendor/Software: [✖ OTRS AG](#) - OTRS version <= 8.0.9

CVSS3 Score: **4.3 - MEDIUM**

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

CVSS2 Score: **4 - MEDIUM**

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

## CVE References

| Description                           | Tags                                                                                         | Link                                                                             |
|---------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| OTRS Security Advisory 2020-16   OTRS | <a href="#">Release Notes</a><br><a href="#">Vendor Advisory</a><br><a href="#">otrs.com</a> | <a href="#">✖ CONFIRM otrs.com/release-notes/otrs-security-advisory-2020-16/</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      |
| cpe:2.3:a:otrs:otrs:*:*:*:*:*: |        |         |         |        |         |          |

#### Discovery Credit

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