

# Email or SMS with security string unexpectedly received



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## Overview

One or more users unexpectedly receive a security string by email or sms

## Prerequisites

PINsafe 3.x

## Symptoms

Users may be using single channel authentication such as the graphical TURING image, but receive a security string by email or SMS.

## Solution

On the PINsafe User Administration console select an affected user then select Groups from the 'View' drop down menu. locate all the groups that this user is contained within.

On the Transport -> General screen you can find the SMTP transport and any custom SMTP transports, and check to see if the 'Group' drop down menu is utilising a group that this user belongs to. The 'Group' drop down represents the group that will receive security strings via this transport entry.

If they're a member of a group that is utilising the SMTP transport in this way, consider moving them out of that group and establishing a new group.