

Red Cross



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Overview

When trying to authenticate, an image is expected to show the security string, a confirmed message for SMS requests or index number. If the image cannot be viewed by the browser it generally appears as a box with a red cross.

Prerequisites

PINsafe 3.x using single channel authentication

PINsafe 3.x using confirmed message

PINsafe 3.x using Security String Index

Symptoms

Red Cross appears in place of image.

Solution

The following article covers [Image from PINsafe server absent](#)