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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