

GINA fails to display image



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Overview

Windows GINA fails to display a single channel image for authentication

Prerequisites

PINsafe 3.x Windows XP, 2000, 2003 GINA

Symptoms

A red cross appears where the single channel image should be displayed

Solution

Check the Swivel logs for a single channel image request, if this is absent ensure correct GINA configuration and that network connectivity exists.

PATtern and BUTton image are not supported in the GINA, only **TURing** images