

Image from PINsafe server absent

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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. This solution details how to troubleshoot the image not appearing.

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

In the web browser right click on the image then properties or view image properties, and view the URL to the image. Check the URL properties.

Try entering the URL into a web browser, check for certificate errors.

If a row of squares are seen then it may be a http request to an https server.

Try from a different location, the local ISP may be blocking the image or port. If the ISP is blocking 8443, then it is possible to configure http or https to run on port 80 and 443 by a Port Address Translation on a firewall device or on the PINsafe appliance firewall, see [How to run PINsafe on non-default ports](#)

IP/Hostname: If the URL is referencing an internal IP address, then only internal devices will be able to receive the image. To allow external devices to connect, a NAT or PINsafe server with a public IP address may be required.

Port: Check the port, usually 8443 is used for PINsafe appliances, 8080 for software installations.

SSL: Check the connection is http or https, appliances by default use https with a self signed certificate

Self Signed Certificate: Browsers may require a self signed certificate to be accepted, and as the image is one element in a page the browser may not give the option to accept the certificate. To accept the certificate, enter the image URL directly into a web browser.