

# Split DNS for External and Internal Access

## Contents

- [1 Overview](#)
- [2 Prerequisites](#)
- [3 Symptoms](#)
- [4 Solution](#)

## Overview

When an image is requested from the PINsafe server, the image path may be different for External and Internal users. This document covers how to handle such instances.

## Prerequisites

PINsafe 3.x

DNS

## Symptoms

An internal user cannot access the authentication images.

## Solution

Split DNS can be used to serve an external IP address to external traffic and using internal DNS for internal traffic. The fully qualified domain name should match the sitename contained on a certificate installed on the PINsafe appliance. So with split DNS you would use the same FQDN (e.g. pinsafe.company.com) both internally and externally.