

Transport problems



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Overview

This details some of the issues commonly associated with PINsafe transport methods

Prerequisites

PINsafe 3.x

Symptoms

Security strings or alerts are not received, or sent by incorrect methods

Solution

Users may belong to multiple groups, but only one transport is used. The first transport that PINsafe finds is used for that user. To resolve this ensure careful specification and definition of user groups.

Check a users transport settings under User Administration by selecting View then Transport.

See Also:

[Transport Configuration](#)

[Resolving Security String Issues](#)

[SMS messages are not being sent](#)

[Transport fails after upgrade](#)

[SMS Timeout](#)