

Troubleshooting a PINsafe Appliance step 1.1

So far you have confirmed that:

You can gain access to the admin console via the web browser.

Please determine whether:

Only a portion of users are affected - see [Troubleshooting a PINsafe Appliance step 1.11](#)

All users are affected - see [Troubleshooting a PINsafe Appliance step 1.12](#)