

Troubleshooting a PINsafe Appliance step 1.11

So far you have confirmed that:

You can gain access to the admin console via the web browser.
Only a portion of users are affected.

Please determine whether:

Option 1 - see [Troubleshooting a PINsafe Appliance step 1.111](#)
Option 2 - see [Troubleshooting a PINsafe Appliance step 1.112](#)