

Troubleshooting a PINsafe Appliance step 1.2

So far you have confirmed that:

You cannot 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 1.21](#)

All users are affected - see [Troubleshooting a PINsafe Appliance step 1.22](#)