

Turing Image absent



Contents

- [1 Overview](#)
- [2 Prerequisites](#)
- [3 Symptoms](#)
- [4 Solution](#)
 - ◆ [4.1 Error Messages](#)

Overview

TURing image is not displayed

Prerequisites

Swivel 3.x

Symptoms

The TURing image is not visible to the user

Solution

Check the Swivel logs, the client logs and the logs for the device being connected to.

1. Is the Swivel Administration Console also absent, see [Swivel does not start](#)
2. Check Tomcat is running on the Swivel server or virtual or hardware appliance, see [Tomcat problems](#)
3. Is there a *session Start* message for that user in the swivel logs?
4. Check that the required port is available, netstat -an (port may be listed as webcache)
5. Check local host firewall is not blocking access
6. Check Network device such as firewall is not blocking access
7. Is the Swivel server or virtual or hardware appliance routable
8. Is a public NAT required
9. Is a hostname or IP address used, is the DNS entry correct
10. Is a local proxy blocking access
11. Clear the local browser cache
12. Does the Turing require a randomised number to generate a unique URL
13. Is the browser blocking self signed certificates, has the certificate expired, is the certificate not recognised the the CA, is the certificate issued to the correct hostname? See also [SSL Solutions](#)
14. Is the browser blocking http access from an https redirected login page (for IE see [\[1\]](#))
15. Is the URL correct
16. Is it possible to generate a single channel image from inside or outside the network by directly requesting it:
17. Are animated images being used with older versions of java, try without the animated images.
18. Are file permissions and ownerships incorrect [Permissions and Ownership](#).
19. If using Internet Explorer 9, test with compatibility mode enabled

For a virtual or hardware appliance

`https://<IP ADDRESS>:8443/proxy/SCImage?username=test`

For a software install

`http://<IP ADDRESS>:8080/pinsafe/SCImage?username=test`

If a red cross is visible where the image should be, then clicking on the red cross and then properties can give further information. Pass this information to Swivel Secure support for troubleshooting.

Error Messages

**RADIUS: <0> Access-Request(1) LEN=192.168.0.1:1001 Access Request by username Failed: AccessRejectException:
AGENT_ERROR_NO_SECURITY_STRINGS**

This can be seen where a user is attempting a single channel authentication, but the single channel request has not reached Swivel.