

Diagnosing browser loading issues (SSL)

Problem

Administration site lacks any styling and just mainly contains text.

For example

Solution

Check your browser is not blocking our SSL protected site.

URLs that should be enabled by your corporate firewall rules include

- mysocialpinpoint.com
- mysocialpinpoint.com.au
- myspp-aws.socialpinpoint-cdn.tech
- mysocialpinpointau.socialpinpoint-cdn.tech
- links.socialpinpoint.com

Test your browser SSL support

Use this site to test your browser SSL support

<https://www.ssllabs.com/ssltest/viewMyClient.html>

Ideally you want to see something like this

Qualys. SSL Labs

Home Projects Qualys.com Contact

You are here: [Home](#) > [Projects](#) > SSL Client Test

SSL/TLS Capabilities of Your Browser

[Other User Agents](#)

User Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/62.0.3202.89 Safari/537.36

Protocol Support

Your user agent has good protocol support.
Your user agent supports TLS 1.2, which is recommended protocol version at the moment.

If you see errors similar to the image below, contact your IT team to ask them to check their firewall setup

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SSL/TLS Capabilities of Your Browser


User Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko [Other User Agent](#)

Partial Test Failure

Failed, probably due to firewall restrictions

We couldn't detect any secure protocols. Many of our tests run on non-standard protocols; it's possible that you are in an environment that limits outbound connections, thus breaking our tests. If possible, try this test in a different environment.

Protocol Features

 **Protocols**

TLS 1.3	No
TLS 1.2	Failed
TLS 1.1	Failed
TLS 1.0	Failed
SSL 3	Failed
SSL 2	Failed

Related articles

Content by label

There is no content with the specified labels

