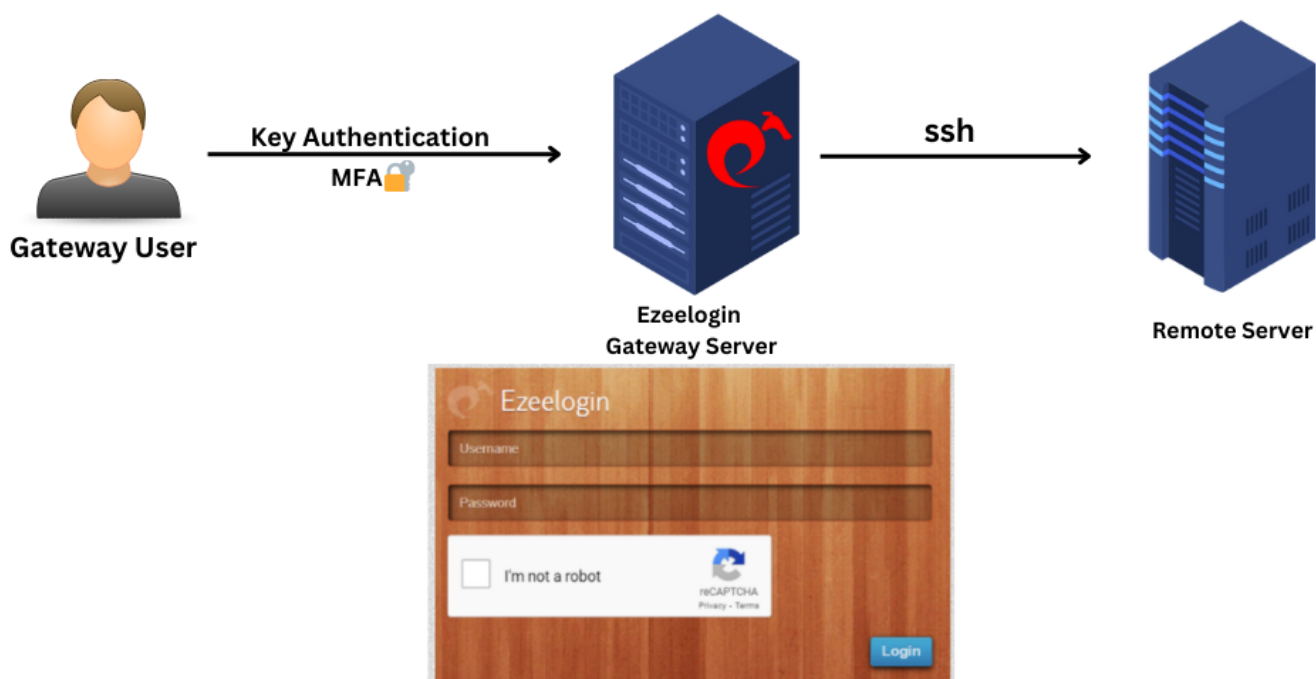


# reCaptcha images not loading

45 admin October 1, 2024 [Common Errors & Troubleshooting](#) 7694

## How to solve when reCaptcha images are not loading while logging into the gateway server?

**Overview:** This article will help the admin user to fix the issue with loading the reCAPTCHA image while logging into the Ezeelogin GUI.



**Step 1:** Check the current iptables rules.

```
root@gateway:~# iptables -L
```

**Step 2:** Check the status of the firewall service and also verify the active zones in the firewall.

```
root@gateway:~# systemctl status firewalls
```

```
root@gateway:~# firewall-cmd --get-active-zones
```

**Step 3:** Check the status of UFW.

```
root@gateway:~# ufw status
```

```
root@gateway:~# cat /etc/ufw/user.rules
```

```
root@gateway:~# cat /etc/ufw/user6.rules
```

Make sure the gateway server firewall does not block <https://www.google.com/recaptcha/api> or [www.google.com](http://www.google.com)

## Related Articles:

[Enable Google reCaptcha](#)

[reCaptcha: Could not open socket Connection timed out](#)

[Google Recaptcha shutdown issue](#)

Online URL: <https://www.ezeelogin.com/kb/article/recaptcha-images-not-loading-45.html>