Google authenticator QR code image broken

How to fix the broken Google authenticator secret QR code image while configuring Google 2FA in Ezeelogin?

The QR code generation feature experiences an impact due to the deprecation of the Google Image Charts API, resulting in the QR code not being displayed as expected.
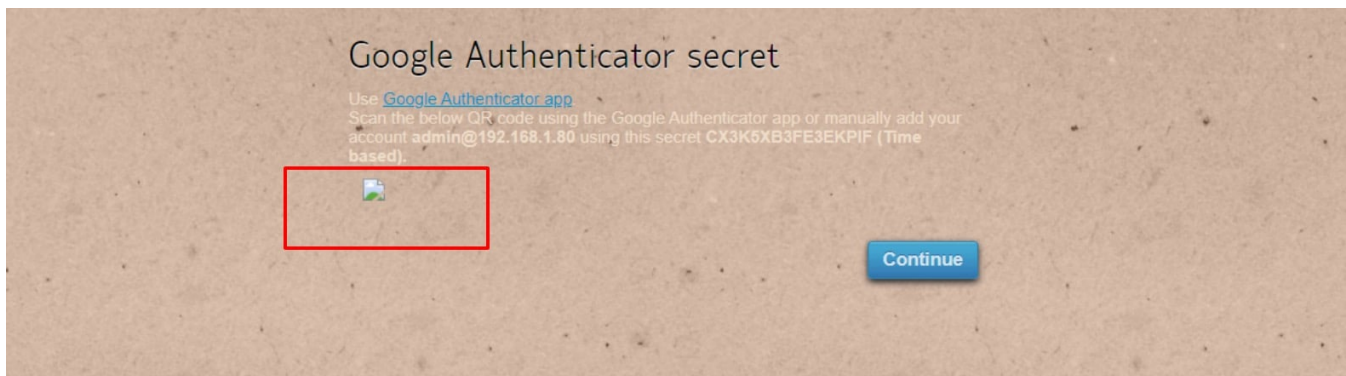
In order to fix the problem permanently, [upgrade](#) **to Ezeelogin version 7.37.5 (PHP 8.2, PHP 8.1), 7.36.3 (PHP 7.1 & above), 7.27.7 (PHP 5.6 - 7.0) or to latest version**

As a temporary solution , proceed to Step 2 below to generate the Google Authenticator QR code image that can be scanned using the Google Authenticator App on your smartphones.

Download and upgrade to the latest version of Ezeelogin compatible with the PHP version currently being run on the gateway server.

	https://downloads.ezeelog
	https://downloads.ezeelog
	https://downloads.ezeelog

Step 1

To fix the QR code display issue __upgrade__ **Ezeelogin to version 7.37.5** or to latest version.
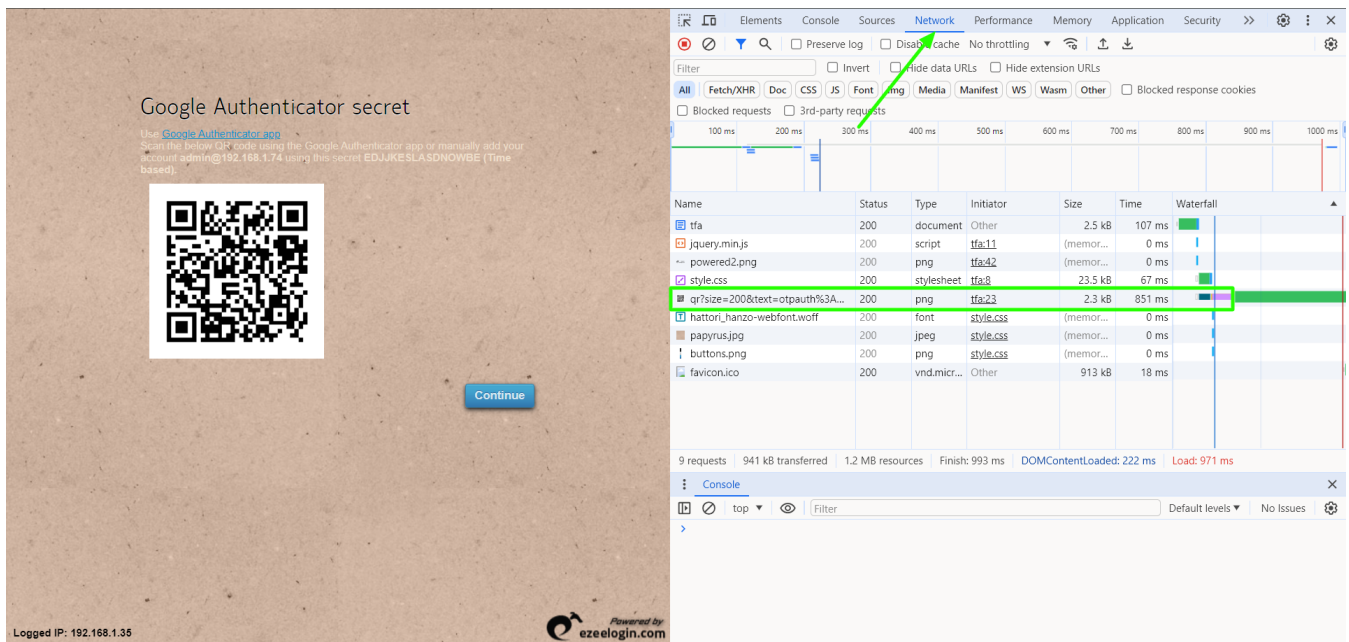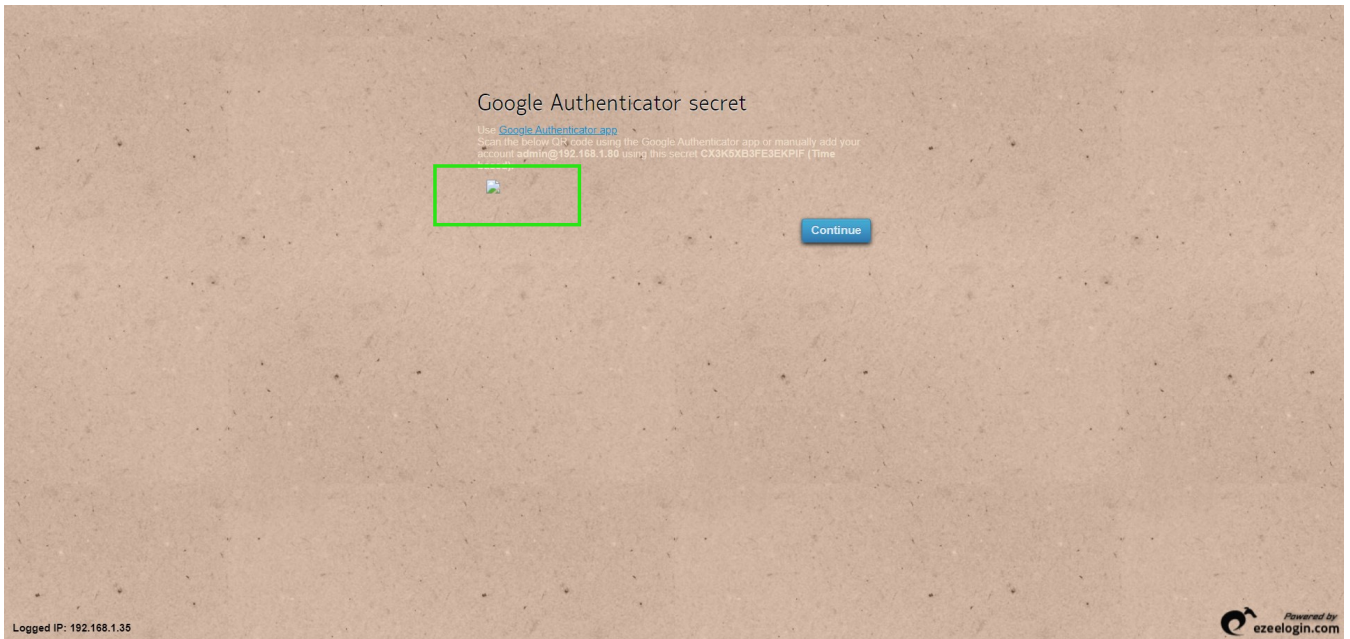

Step 2 (Temporary solution without out having to upgrade Ezeelogin)

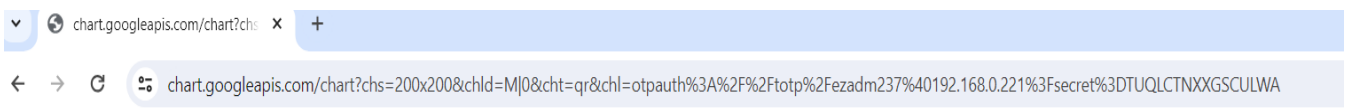## How to generate the Google 2fa QR code image?

You can use this method temporarily to generate the QR code image to scan the Google Authenticator secret on your Smartphones.

1. Click on the broken Google Authenticator Secret QR code image

That will lead to a page similar to the one shown below.

2. Copy the complete URL

404 Not Found

3. Open your web browser and go to the URL https://www.ezeelogin.com/qrcode

4**.** Paste the copied URL and **Click Generate.**

Ezeelogin Google Authenticator QR Code Helper

Copy paste the broken QR Code image URL:

Generate

5. Scan the generated QR code using the authenticator app.

Related Articles

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