Resolve Google ReCAPTCHA Image Load Failure

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Introduction

This document describes a solution for Google ReCAPTCHA images that fail to load correctly.

Problem

Due to changes in modern browser XSS (Cross-site scripting) protection, applying Application Control enforcement for Google applications within Umbrella DNS policy results in Google ReCAPTCHA images failing to load.

Scenario

- A recent version of Google Chrome or Microsoft Edge browser is in use.
- The Umbrella DNS policy has the Intelligent Proxy feature enabled.
- The Umbrella DNS policy contains Application Control enforcement for Google applications (for example, Google Drive).

In this scenario, sites that utilise Google ReCAPTCHA when logging in can fail to display the images correctly and look similar to this example:

Select all images with a

bus

Click verify once there are none left.

VERIFY

- DNS only customers can remove the Google applications from Application Control within the DNS policy to restore Google CAPTCHA functionality. However, please note this results in the Google applications in question being allowed for end users that the modified policy applies to.