

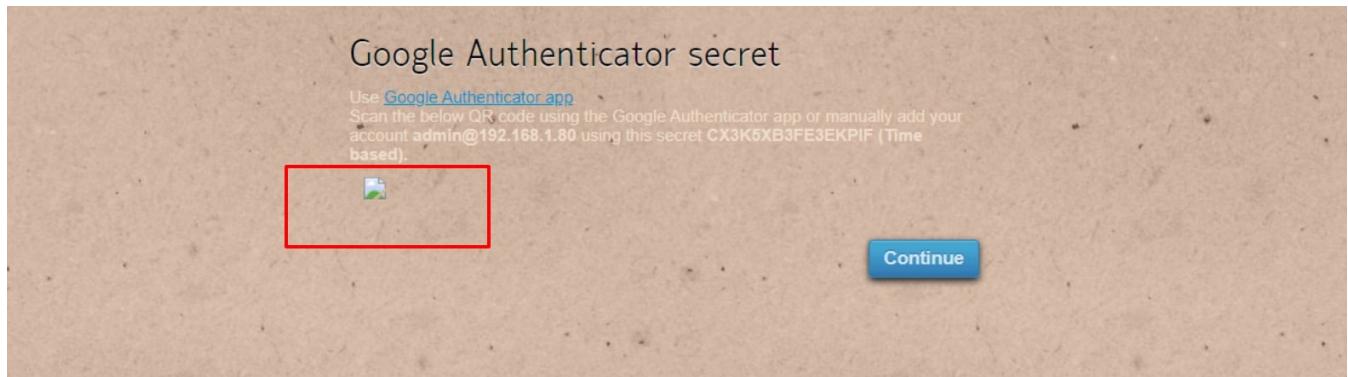
Google authenticator QR code image broken

704 Jisna Joseph April 25, 2025 [Common Errors & Troubleshooting](#) 3838

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

Overview: This article explains how to resolve the broken Google Authenticator QR code issue in Ezeelogin caused by deprecated API, with upgrade and temporary workaround steps.

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.



Step 1: To fix the QR code display issue [upgrade](#) Ezeelogin to version 7.37.5 or to latest version.

The screenshot shows a browser window with the Network tab selected. A green arrow points to a specific request in the list: "qr?size=200&text=otpauth%3A...". This request is highlighted with a green border. The Network tab displays various resources loaded by the page, including CSS files, JavaScript files, and images. The "qr" request is listed as a 200 status code, type: png, initiator: tfa:23, and size: 2.3 kB. It took 851 ms to load. Other requests include "jquery.min.js" (200 ms), "style.css" (200 ms), and "favicon.ico" (18 ms).

Step 2 (Temporary solution without 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.

Step 2 A: Click on the broken Google Authenticator Secret QR code image

The screenshot shows a browser window with a placeholder for a QR code. A red box highlights the empty square where the QR code should be. Below the placeholder is a "Continue" button. The page title is "Google Authenticator secret". There is a note at the top: "Scan the below QR code using the Google Authenticator app or manually add your account admin@192.168.1.80 using this secret CX3K5XB3FE3EKPIF (Time based)".

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

Step 2 B: Copy the complete URL



404 Not Found

Step 2 C: Open your web browser and go to the URL <https://www.ezeelogin.com/qrcode>

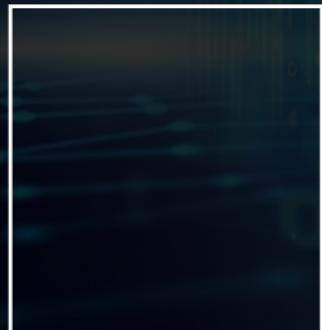
Step 2 D: Paste the copied URL and **Click Generate.**

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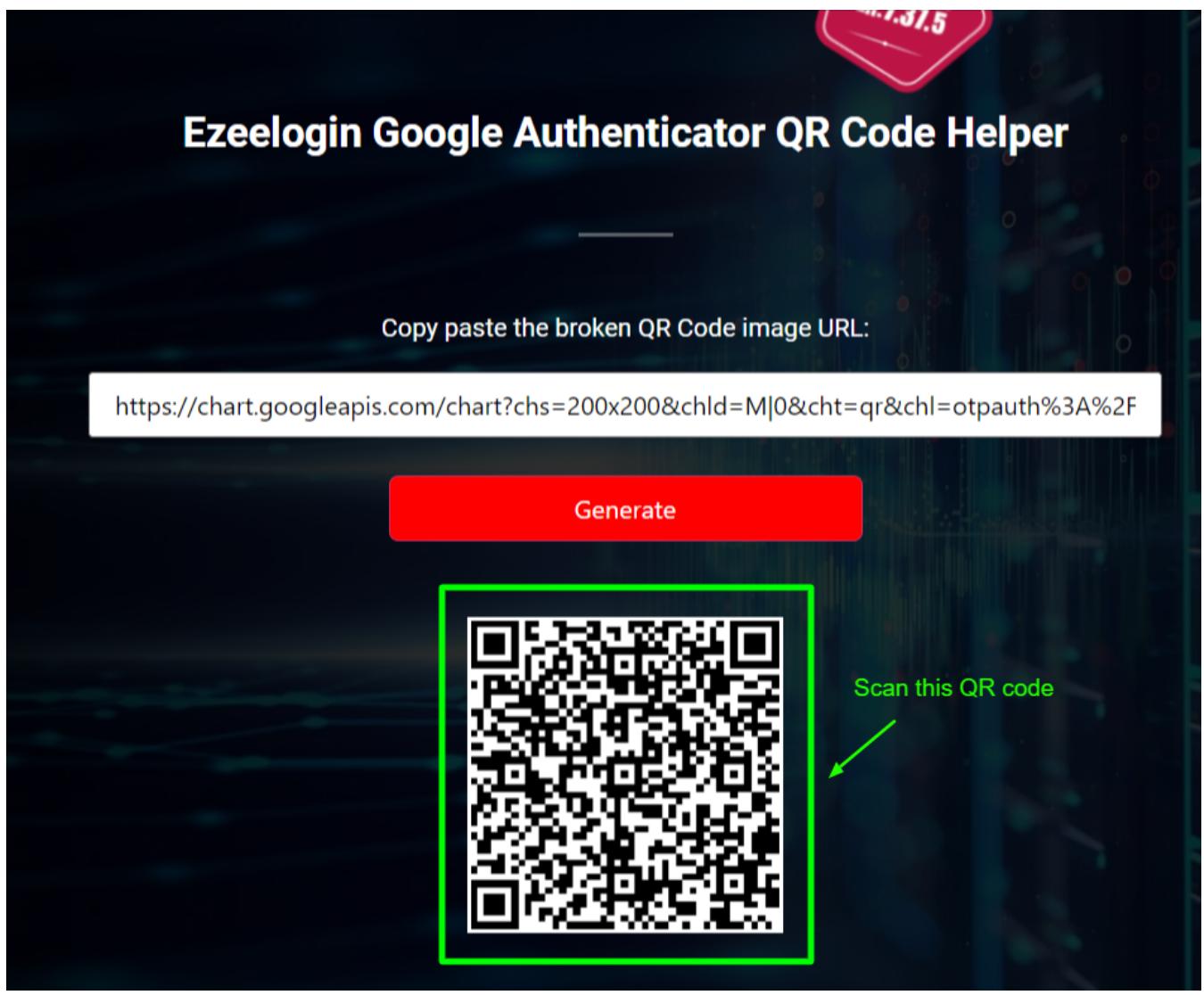
Ezeelogin Google Authenticator QR Code Helper

Copy paste the broken QR Code image URL:

Generate



Step 2 E: Scan the generated QR code using the authenticator app.



Related Articles:

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[Google 2 factor authentication fails randomly](#)

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[How to enable/disable google 2FA \[Two factor Authentication\] in Ezeelogin?](#)

[How a user can set or reset Google 2fa in GUI?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/google-authenticator-qr-code-image-broken-704.html>