

Cloudflare Turnstile End-User Troubleshooting

Error code 300*** and 600***: The generic_challenge_failure" is a response generated by the Turnstile in situations where a potential bot or unusual visitor behavior is detected.

- Verify browser compatibility.
- Ensure the browser is up to date.
- Clear browser cache and cookies.
- Disable all browser extensions.
- Ensure JavaScript is enabled.
- Confirm cookies are enabled.
- Try in incognito/private mode.
- Test with another browser or device.
- If using the mobile app turn on biometric authentication
- Ensure you are not behind a VPN or proxy.
- Try from a different network.
- Check browser console for errors (F12 > Console)

Browser Support



Your browser supports the minimum requirements

- 128-bit encryption is supported
- Cookies are supported
- Javascript is enabled

Desktop Browsers

In order to provide a better and more secure online banking experience to our users, we support the following browsers:

	Edge	2 most recent versions	Download
	Mozilla Firefox	2 most recent versions	Download
	Google Chrome	2 most recent versions	Download
	Safari	2 most recent versions	Download

Close

CLOUDFLARE BROWSER SUPPORT:

<https://developers.cloudflare.com/waf/reference/cloudflare-challenges/#browser-support>

For cases in which there is an uptick in end users having issues: A) ask the end user to submit feedback form (in error states, there is a button to click on the Turnstile widget to submit a feedback form where it shows the error code and ray id), B) ask the user to submit the ray ID to Alkami where they can aggregate the problematic ray ids and relay to Cloudflare for further investigation.

Report a problem

Submitting an error report helps us fix bugs in Turnstile

☐ The widget is too slow

☒ The widget keeps looping

☐ The widget fails sometimes

☐ The widget fails all the time

☐ Other (Please specify)

☐ I consent sending additional troubleshooting data

Submit

Cancel

Error code: 300040

Ray ID: e79ed61cbcfdbb

Performance & Security by [Cloudflare](#)

Successfully submitted

Your feedback report has been
sucessfully submitted

Error code: 300040

Ray ID: e79ed61cbcfdbb