

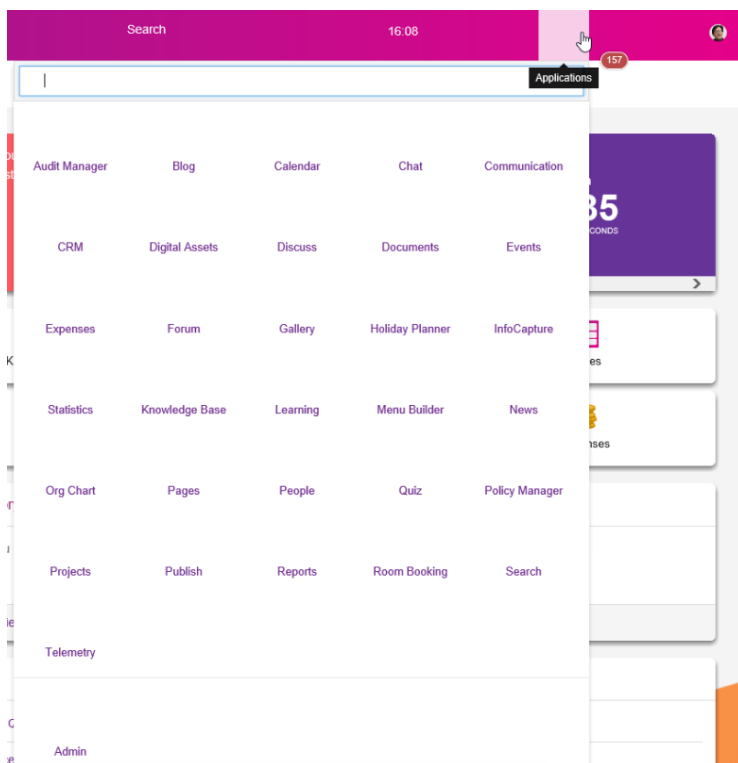


Missing icons when using Internet Explorer 11 Archived

Overview

Have you noticed missing icons in Claromentis user interface when using Internet Explorer 11? This issue can occur when Internet Explorer's security settings prevent web fonts from downloading.

Example:



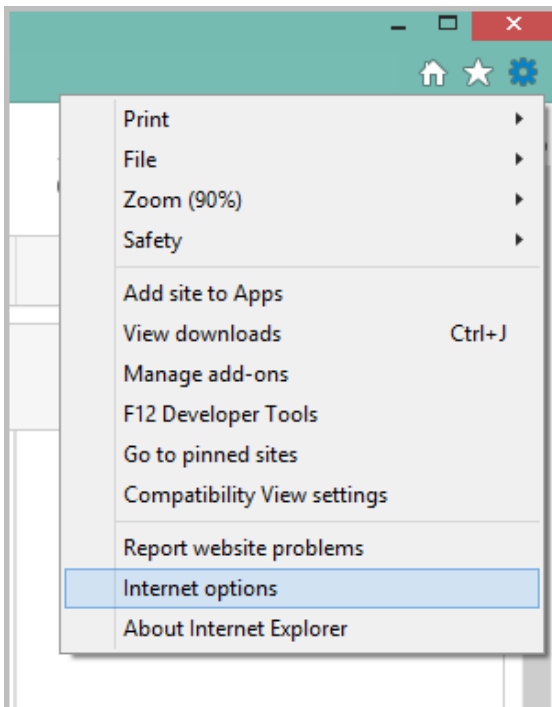
Claromentis uses glyphicons to display icons throughout the user interface. which is effectively a font set allowing the icons to be displayed in various resolution without having to provide different icon sizes to avoid pixelation.

This problem can be fixed by adjusting Internet Explorer's security settings to enable font download, or if you are in the corporate environment your IT department can make these changes through group policy, which will allow your

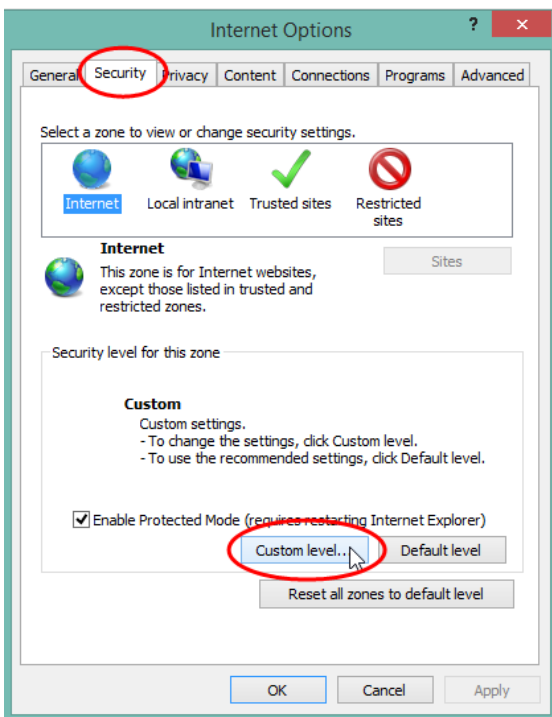
browser to display web fonts.

How to enable this

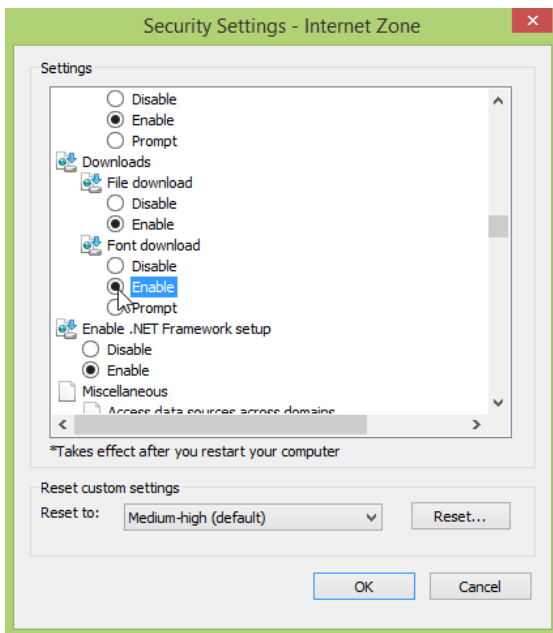
1. Open IE settings (the cog or gear icon) in the top right corner of the browser.
2. Click **Internet Options**.



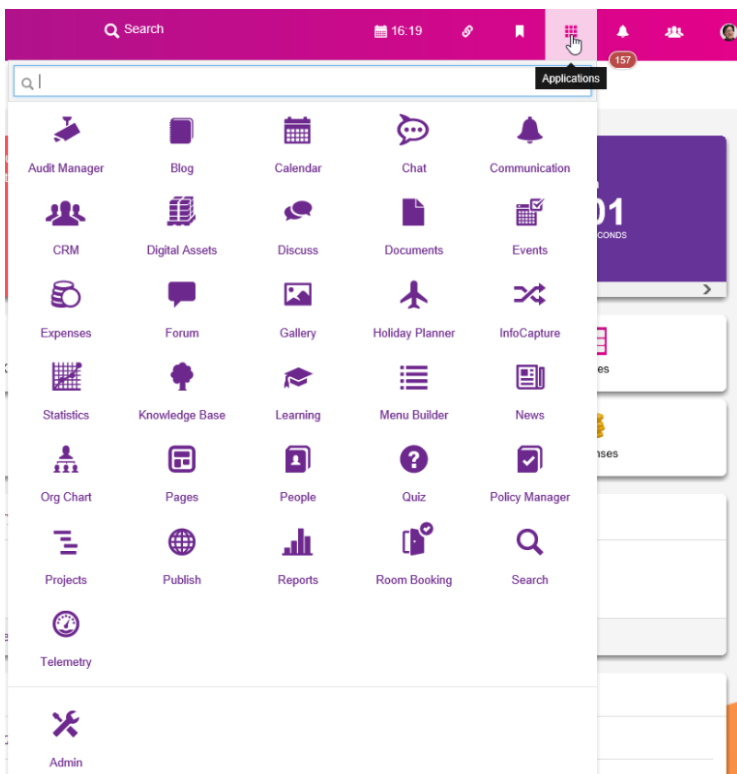
3. Select the **Security** tab.
4. Click **Custom Level**.



5. Locate the **Font Download** option and set it to **Enable**.



6. voila!



If your organization has security concerns enabling this setting globally for all applications, they should be able to allow it exclusively on your system by adding Claromentis URLs under the trusted domains.

Last modified on 30 November 2023 by Hannah Door

Created on 6 September 2018 by Michael Christian

Tags: browser, ie11, ui