

## 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:

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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 int he corporate environment your IT department can make this 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.

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	View downloads	Ctrl+J
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	Compatibility View settings	
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- 3. Select the **Security** tab.
- 4. Click Custom Level.

Internet Options	? ×					
General Security rivacy Content Connections Progra	ams Advanced					
Select a zone to view or change security settings.						
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Internet Local intranet Trusted sites Restricted sites						
Internet This zone is for Internet websites,	Sites					
except those listed in trusted and restricted zones.						
Security level for this zone						
<b>Custom</b> Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.						
✓ Enable Protected Mode (requires restarting Internet Explorer)						
Custom level.						
Reset all zones to default level						
OK Cancel	Apply					

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

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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