CMPRO Announcement
Windows Policy Setting May Prevent Font Rendering in Internet Explorer

Overview

It is a common best practice for enterprises to configure the behavior of Windows using policy settings that are pushed centrally to all computers in their organizations. A policy setting is implemented in Windows through the use of a Group Policy Object (GPO). In some cases, certain Windows GPOs may prevent Microsoft's *Internet Explorer* (IE) web browser from displaying certain elements on web pages. Such elements can include fonts, like those used to display icons that are part of the user interface for a web-based application (in this case, CMPRO).

Details

CMPRO currently uses a popular and widely used web-based font, "Font Awesome" (see the fontawesome.com website for more details), to enable a more efficient rendering of the icons used on nearly all of the screens in the CMPRO web application.

If a Windows GPO has been configured to prevent IE from displaying fonts that are not already installed within Windows itself, and the Font Awesome font is not installed, then none of the icons will appear on the screens throughout CMPRO when it is accessed using IE. If such a GPO is not in place, or if the Font Awesome font has been installed, CMPRO's icons will display properly when it is accessed using IE.

Recommendations

If users at your site are unable to view icons in CMPRO when accessing it using IE, it is possible that a Windows GPO has been implemented as described above. When such is the case, PSA recommends using other browser options when accessing CMPRO. Browsers such as Google's *Chrome* and Microsoft's *Edge* products offer excellent performance and support of newer web standards and technologies. PSA testing has concluded that both of these popular browsers render the "Font Awesome" icons without any issues.