
Summon page is blank when accessing via IE11 on Windows 10

- **Product:** Summon
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Symptom:

Summon page appears mostly blank when accessing via IE11 on Windows 10, similar to the image below.

It is possible this may occur in other versions of IE and Windows.



Resolution:

This is caused by higher security settings that may have been put in place by your institution.

Add the following URLs to Trusted Sites in Internet Explorer:

- [http://\[summonurl\].summon.serialssolutions.com/](http://[summonurl].summon.serialssolutions.com/)
- <http://static-cdn.preview.summon.serialssolutions.com/>
- <http://static-cdn.assets.summon.serialssolutions.com/>

In addition, ensure these two options are enabled:

- Javascript is turned on
- Font download is turned on (in Custom Level options)

If you need assistance with these steps, please contact your IT helpdesk.

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