

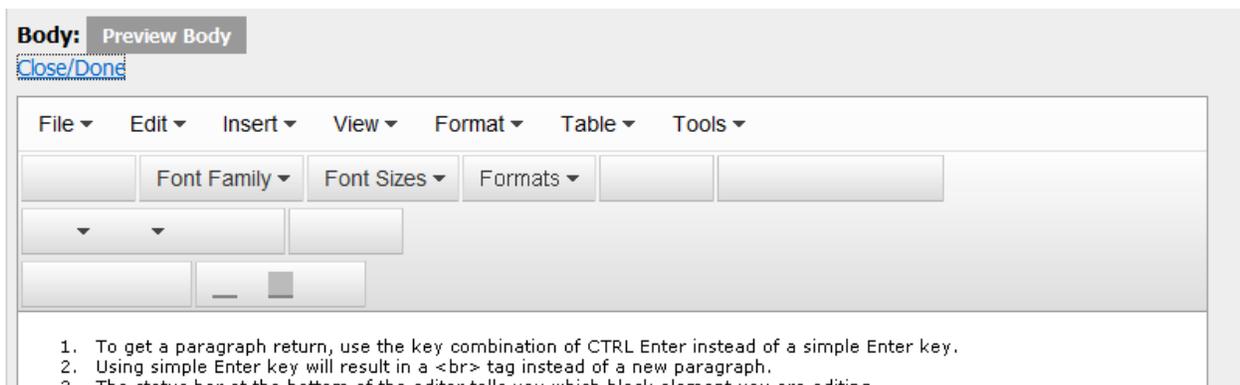
Issue: You cannot see the icons on the Web Editing Tool.

Cause: Compatibility View is On

Websites that were designed for earlier versions of Internet Explorer might not display correctly in the IE 8 (and above) versions. When you turn on Compatibility View, the webpage you're viewing, as well as any other webpages within the website's domain, will be displayed as if you were using an earlier version of Internet Explorer. However, the CMA does not support Compatibility View mode as well as lower versions of Internet Explorer and so Compatibility Mode should be turned off when you work with your CMAaccount.

There are two ways how Compatibility View mode can be turned off:

1. from Internet Explorer address bar
2. from Internet Explorer 'Tools' menu



1. The quickest way is to click on the Compatibility View icon on the address bar. If you see the broken page icon, click it. If you do not, proceed to the instructions for the Tools menu.

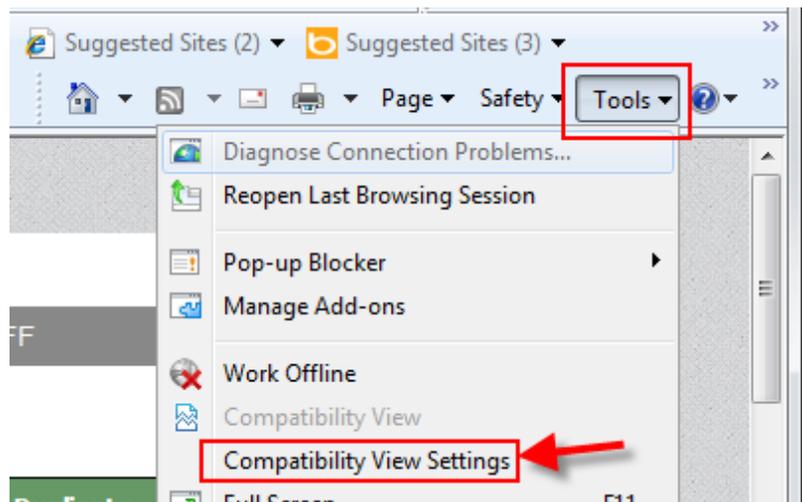


2. The same result can be achieved through the 'Tools' menu (accessible by the Alt-T key combination)

Please be aware that 'Compatibility View' option should be unchecked (no tick should be present next to this option).

3. If both *Compatibility View icon* is not present on the address bar and *Compatibility View option* is grayed out in 'Tools' menu, then it means that currently your Internet Explorer is set up to display all and/or intranet websites in Compatibility View mode.

In order to disable websites to be displayed in this mode, go to 'Tools' -> 'Compatibility View settings' and uncheck both the 'Display intranet sites



in Compatibility View' and 'Display all websites in Compatibility View' boxes

