

# Cannot load License Administration when added to Restricted Sites in Internet Explorer

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## Symptom

If the Web address for the License Administration application is added to the **Restricted sites** zone in Internet Explorer, attempting to load License Administration displays a blank page. No error message is displayed.

## Resolution

This behavior is due to License Administration's use of HTML frames and JavaScript. The default security settings for the **Restricted Sites** zone disables these features.

To resolve this issue, ensure that the Web address for the License Administration application is added to either the **Local intranet** or the **Trusted sites** zone.

## Applies To

OnGuard (All versions)

## Additional Information

For more information, search the following Microsoft Knowledge Base article:

Any Web sites that users place in the Restricted Sites zone can no longer use frames or IFRAMES

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