# Error: Access Denied loading a customer display

## Summary:

Error: Access Denied loading a customer display

## Cause:

Display message may contain a java script.  This error will be seen if so, when using an older version of Internet Explorer (6, 7, or 8).

## Solution:

Upgrade to a new version of Internet Explorer.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=754