Attachments in the SAP attachment list are not visible in PROCESS DIRECTOR

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Issue:
Attachments can be seen in the SAP attachment list, but they are not visible in PROCESS DIRECTOR.

Solution:
This issue occurs when the the security settings configured in Internet Explorer block the attachments from being viewed in PROCESS DIRECTOR.

To resolve this issue, do the following:

1. In Internet Explorer, click **Tools**, and then click **Internet Options**.

2. Click the **Security** tab, and then click **Local intranet** in the *Select a zone to view or change security settings* section.

3. In the *Security level for this zone* setting, slide the bar to the **Medium** setting, and then click **OK**

Additionally, if Internet Explorer Enhanced Security is enabled, reference [Internet Explorer Enhanced Security Configuration changes the browsing experience](https://knowledge.kofax.com/ReadSoft/Troubleshooting/Attachments_in_the_SAP_attachment_list_are_not_visible_in_PROC...).