

Understanding Why Predefined Views Do Not Display as Expected

<https://campus.barracuda.com/doc/44435079/>

This article applies to PST Enterprise version 3.1 or higher.

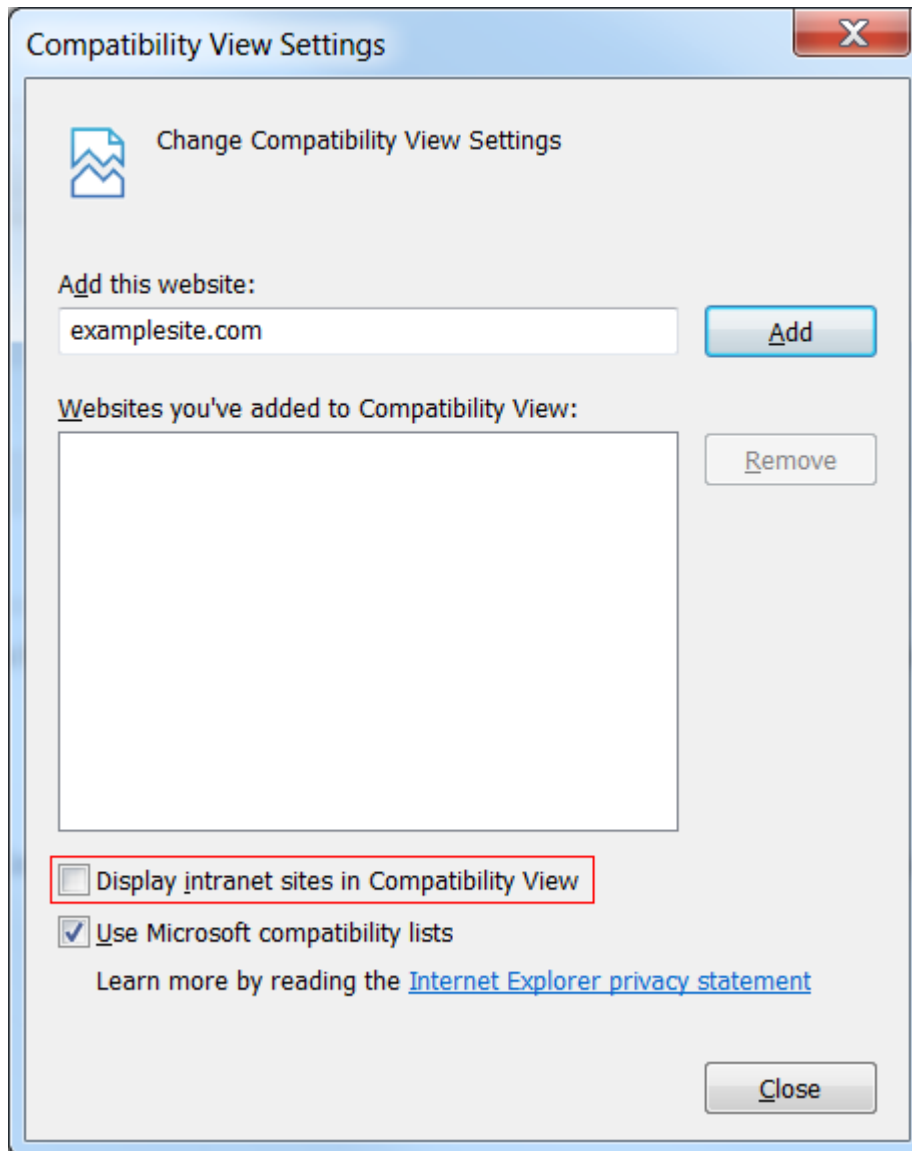
In the Barracuda PST Enterprise administration website you have several predefined views available to filter the current list of PSTs in both the [Assigned PSTs](#) as well as the [Unassigned PSTs](#). For example, the system views available on the **Unassigned PSTs** tab:

Views: [All PSTs](#) [PSTs without a Determined Owner](#) [PSTs with an External Owner](#) Custom Views: [Delete a View](#) | [Save Current View](#)

If you click on one of the system views and nothing happens, or if you see a *Loading* message but the view does not update, it is likely that Internet Explorer (IE) is running [Compatibility view](#) which prevents the system views from correctly updating. By default, IE 10 displays Intranet sites in Compatibility view.

To stop the PST Enterprise website from displaying in Compatibility view:

1. Open IE, and from the **Tools** menu, click **Compatibility View settings**; press the **Alt** key to display the menu bar if it is not visible.
2. In the **Websites you've added to Compatibility View** box, if **PST Enterprise Administration** displays in the list, click to select the website, and then click **Remove**.
3. Clear the option **Display intranet sites in Compatibility View**:



4. Click **Close** to save your changes.
5. The PST Enterprise website reloads. If you are prompted, log back in to the console. Once logged in, confirm that the predefined views now load as expected.

Figures

1. unassigned_psts_views.png
2. compatibility_view_settings.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.