

How to Resolve PST Enterprise Service Account or Security Group Configuration Errors During Installation

<https://campus.barracuda.com/doc/68359710/>

When installing PST Enterprise, the installer creates and configures a PST Enterprise service account (named by default **PSTEnterpriseAdmin**). This is used as the identity for the PST Enterprise System Health Service and the PST Enterprise application pool identity which run on the PST Enterprise server. The installer also creates a global security group (named by default **PSTEnterpriseUsers**) which any users required to administrate and manage PST Enterprise must be a member of. The installer adds the PST Enterprise service account and the user account running the installation to the PSTEnterpriseUsers group by default so that you can configure PST Enterprise once the installation is complete. If an error is encountered performing any of these actions during installation, you may see one of the following messages:

- *There was a problem while trying to create the account*
- *The account does not have a UPN*
- *There was a problem while trying to create the group*
- *There was a problem while trying to add the current account to the PSTEnterpriseUsers group*
- *There was a problem while trying to add the administrative account to the PSTEnterpriseUsers group*
- *There was a problem while trying to add the administrative account to the local Administrators group*

If you encounter one or more of these errors, use the following steps to resolve the issue:

1. Ensure that all the prerequisites have been fulfilled as per [Step 1 - System Requirements](#).
2. Ensure the PST Enterprise server can contact your domain controllers (DCs) and that you have no issues with Active Directory (AD) replication.
3. Verify the installing user has sufficient administrative permissions to create accounts in the specified organizational unit (OU).
4. If you continue to encounter issues, manually create the Service account and/or PSTEnterpriseUsers group with the rights as described in [Accounts and Permissions](#). You can then re-run the installation, specifying the manually created account and group.
5. If you are unable to proceed with the installation, click **Save Log** on the installer to collect the installation logs, or manually collect the log files from **C:\PSTEnterpriseInstallLogs**, and [contact Support](#) for assistance.

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