

## How to Resolve "PST Enterprise Service Account has no UPN" Error During Installation

<https://campus.barracuda.com/doc/68359716/>

During the PST Enterprise installation you are presented with the option to either create a PST Enterprise Service account or select an existing account. The PST Enterprise service account must have a defined User Principal Name (UPN).

If you select an existing account and there is no defined UPN, you are presented with the error *The account does not have a UPN*. To resolve this error:

1. Ensure all prerequisites have been fulfilled as per [Step 1 - System Requirements](#).
2. If you manually created the PST Enterprise service account, verify that you have assigned the necessary permissions as per [Accounts and Permissions](#).
3. Confirm the PST Enterprise service account has a UPN defined in Active Directory (AD):
  1. Navigate to the PST Enterprise service account in **Active Directory Users & Computers**.
  2. Right-click the user account, and click **Properties**.
  3. On the **Account** tab, verify the account has a full **User logon name** defined.
4. If you have made changes to the PST Enterprise service account, re-run the PST Enterprise installer. 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 [Barracuda Networks Technical Support](#) for assistance.

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