
Primo New UI view is not loading correctly

- **Product:** Primo
 - **Product Version:** August 2016 release
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local
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Symptoms

There are several possible symptoms to this issue. When trying to open the new Primo UI:

- The page is not loading at all
- Some elements are missing from the page
- The view is corrupted
- Tabs are not loading correctly

Cause

One (or more) of the view's tiles were not configured (e.g no search fields were chosen).

Solution

1. Go to the **Primo Back Office > Ongoing Configuration Wizards > Views Wizard**
2. Edit the relevant View
3. Click *Save and Continue* until you get to the **Tiles Configuration** page
4. Edit and Save every tile on all three pages:
 - a. **Home Page**
 - i. **Basic Search**
 - ii. **Advanced Search**
 - iii. **Main Menu**
 - iv. **Static HTML**
 - b. **Full Display**
 - i. **Full Results**
 - ii. **Send To**
 - c. **Brief Display**
 - i. **Brief Results**
 - ii. **Refine My Results (Facets)**
 - iii. **Locations**

5. Deploy the View

- **Article last edited:** 13-Oct-2016