

## Primo New UI not loading (Blank page is received)

- **Product:** Primo
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### Symptom

Primo New UI not loading at all, while the classic UI loads correctly.

### Cause

There is no login profile defined under "Ongoing Configuration Wizards > User Authentication Wizard" in the Primo Back office.

### Solution

1. Create a login profile for the Installation level (and also for the institution if requires).
  2. Run deploy for the "User Authentication Configuration"
  3. Load the Primo new UI page afterwards.
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