How do I fix it when I open up ILLiad, I get a message about unable to access the directory for searches and ILLiad Closes?

Symptom

• You are opening up ILLiad and you get a message that states that ILLiad cannot access or the directory is unavailable for Searches. Then ILLiad Closes.

Applies to

• ILLiad

Resolution

To resolve this issue, you need to follow these steps to find out the issue.

1. When ILLiad opens up, it goes to the directory for the key in the Customization Manager for the SharedCustomSearchesPath. The error message will be that it cannot access the drive.
2. Are you able to get to the drive? If it does not exist, you need to create the searches folder.

   A. If it does not exist, you need to create the Searches folder.

   B. If the folder exists, but you cannot get into it because you get a permissions issue, you need to contact your I.T. to give you permissions to get to the folder.

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