I am getting an error about the Images path and I cannot open up the ILLiad Customization Manager

Last updated: Mon, 08 Jul 2019 21:18:51 GMT

Symptom

- You are getting an error message like "Unable to create backup path: c:\Program files\Images\Backup\" when opening the ILLiad Customization Manager

Applies to

- ILLiad

Resolution

You have two choices for fixing this issue:

1. You can create the path so it exists. In this case, you would create the directory c:\Program files\Images\Backup\.
2. Or you can have someone who has access to the Customization Manager update the Keys for

ElectronicDeliveryUtilityImagesPathLending

and

ElectronicDeliveryUtilityImagesPathDocDel

so they are pointing to a location you have access to on your local computer such as c:\Program files (x86)\ILLiad\Images\Backup\

After you have that setup, you should be able to access the Customization Manager.