Symptom

- You are in the Billing Manager and you are trying to print invoices and getting the correct data path

Applies to

- ILLiad

Resolution

In the Billing Manager, you have a separate key in the Customization manager to specify where the data source is located. It is the BillingManagerPrintDataPath key. Here are steps you can follow to make sure your Word Document and the Path key are correct:

1. Find out where that is and then open up your Word Document and point to the correct data source.
2. You can update the key-value and then make sure your Billing Manager print documents are pointing to that location.
3. Make sure your BillingManagerPrintDataPath ends with a backslash. c:\program files (x86)\ILLiad\print\ is correct. c:\\program files (x86)\ILLiad\print needs a backslash.

More information can be found in the Printing Billing Invoices documentation.