Why am I unable to add a new record in the ILLiadWebPlatformConfig table in the Customization Manager?

Symptom

• The button to create a New Record in the ILLiadWebPlatformConfig table is grayed out

Applies to

• ILLiad

Resolution

New records can only be created by selecting the WebPlatformConfig table that has the green table icon, not in the "ILLiadWebPlatformConfig" icon with the key icon.

Note: Once in the WebPlatformConfig table, also make sure no items within the table have been double-clicked on, as this will gray out the create New Record icon as well.

Following these steps will enable New Record creation in the WebPlatformConfig table.

Additional information

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