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

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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\n2. 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\n
After you have that setup, you should be able to access the Customization Manager.