Symptom

- You upgraded ILLiad with a newer version, but the Customization Manager is getting errors on opening.

Applies to

- ILLiad

Resolution

You will need to Repair the ILLiad Client install by following these steps:

1. Go to your Control Panel > Programs > Programs and Features.
2. Right-click on the ILLiad Client and choose Change.
3. When you see the installer show up, choose repair.
4. Finish the repair.

Open up the Customization Manager now and see if it works. Something might have happened during the initial install and this will fix it.