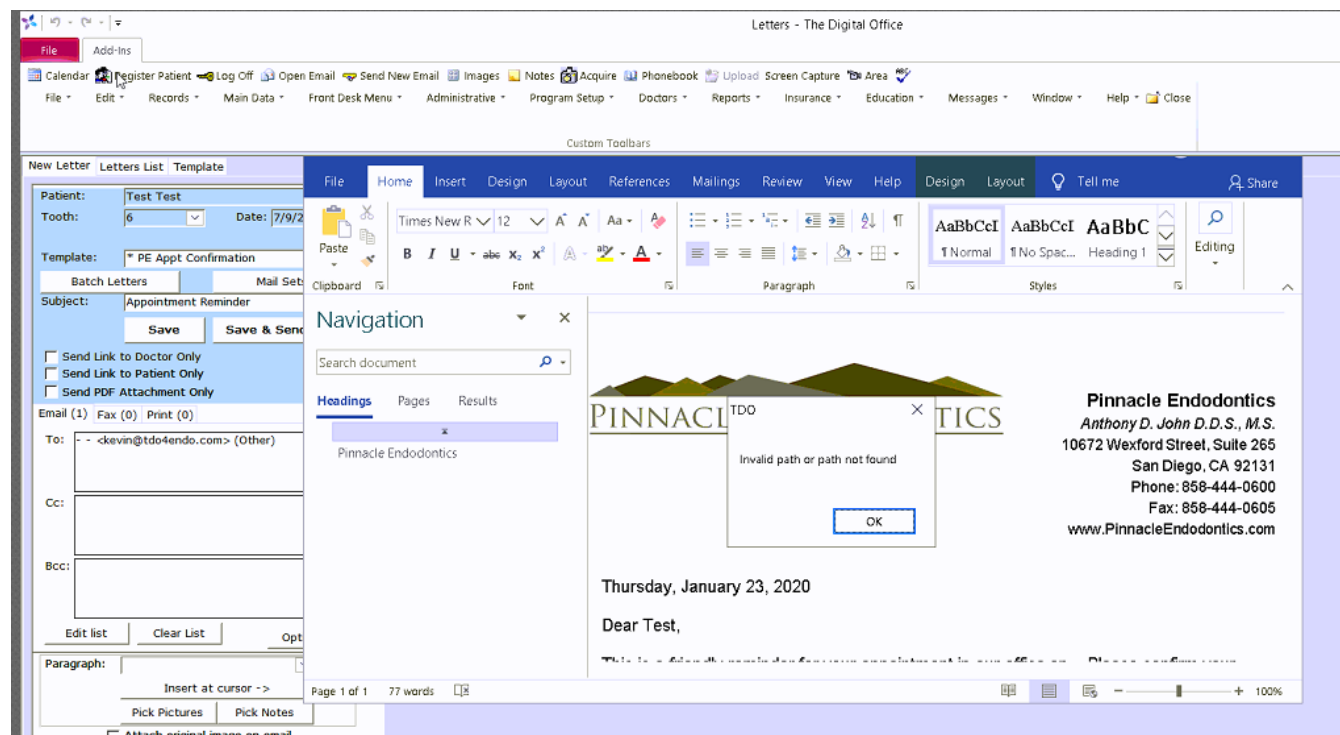


Invalid Path Or Path Not Found Error

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Overview

This article will show you how to resolve the invalid path or path not found error and fix the inability to save and send from the letters module.



Detailed Instructions

First, ensure that mapped drive is connected by opening File Explorer, Windows 7 users will select Computer, for Windows 8 and above, select This PC.



If any of the mapped drives have a red X through the drive like the picture above, that means the drive is disconnected usually you can reconnect the drive by simply double-clicking on the drive, however, sometimes it will require you to enter the server password. Once the mapped drive is reconnected, run a TDO Autofix and try sending the letter again. If no drives are showing that they are disconnected, or you have done the previous steps and it did not resolve your issue, please move onto the next step.

For Version 11 users: Try reinstalling TDO, if you're not sure how to install TDO, follow the instructions [here](#). When installing TDO, make sure that the Server Directory is showing a letter drive

such as: T:\TDOfficeData instead of a UNC Path such as: \\server\tdo\tdofficedata Letters and images won't save when it is installed this way. If your mapped letter drive is not showing, follow [these steps](#).

Online URL: <https://kb.tdo4endo.com/article.php?id=704>