

Not a Valid Data Directory

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Not a Valid Data Directory

You may have seen the message that says “Not a Valid Data Directory” when trying to log into ProfitMaker. When you see this message pay attention to the title bar of the message it will tell you which directory the system believes to be invalid. For example it may say P:\asidta. To begin troubleshooting do the following:

- Open “my computer” or “computer” depending on your operating system
- Open the drive mentioned in the error message (in the example above P:)
- If it opens verify you see the folder mentioned in the error (in the example above the folder would be “asidta”). If you are able to see the folder, close “my computer” and try launching ProfitMaker again.
- If it gives you an error verify you are connected to the network (a good test is to open your web browser (Internet Explorer, Firefox, etc.) and navigate to a web page. If you can open a web page you are connected to a network)
- If you were able to open a web page but couldn’t open the drive, restart your computer and try again to open the drive
- If none of the above works or you are able to open the drive but the folder you need isn’t there contact your local tech for assistance