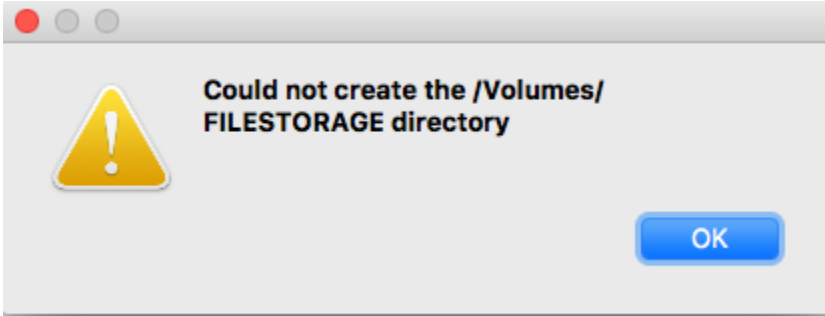


# Could not create the /Volumes/XYZ directory error when opening client info.

## Problem

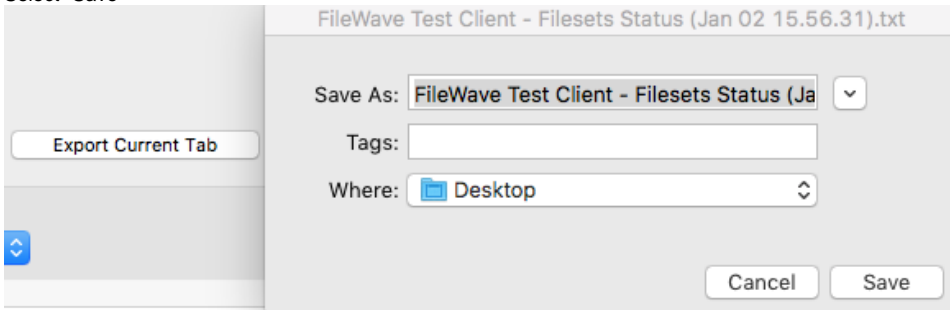
Error when opening client info for a client machine that it "Could not create the directory". The error is caused when you select "Export Current Tab" in Client info and save the file to a directory that is now no longer on the machine. This is most common when you save the file to a external hard drive and then disconnect the drive. Since the directory path no longer exists it gives the error like the one shown below. The path will most likely differ.



## Solution

The error is resolved when you select a new location for Export current view. To do this follow the below steps.

1. Double click on a macOS or Windows client
2. Select "Export Current Tab" on the left of the client info window
3. Select a directory that is local to the machine. I suggest selecting your Users desktop
4. Select "Save"



5. Now when you close client info and re-open the window you will not see the error