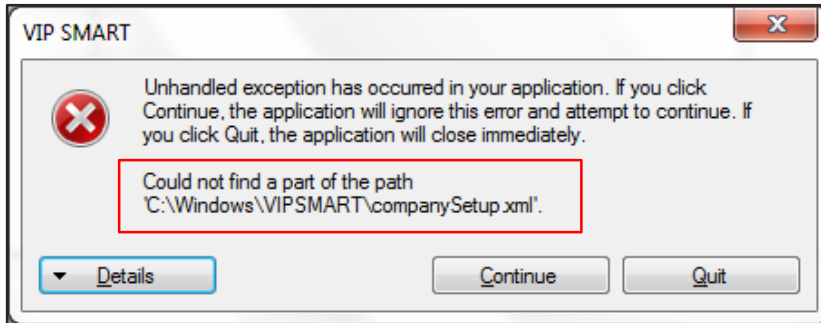# SMART

Unhandled Exception: Could not find a part of the path

Problem:
VIP SMART – Unhandled exception has occurred in your application.
Could not find a part of the path

System Area:
VIP SMART

Issue Description:
- The VIP system is mapped to a server location e.g. \\server

- The VIP system folders or server name has spaces in them e.g VIP Premier

- The VIP System folders or server name as dashes (-) in the names

Solution:
- IT needs to map VIP to a local drive e.g. V:\, change the VIP Icon and SMART will launch

- IT needs to remove the spaces or replace them with and underscore (_), remap VIP and change the Icon accordingly, SMART will then launch

- IT can map VIP to the IP address, change the Icon accordingly and SMART will then launch.

- If all the settings above are correct, confirm local admin rights on the C:\ and the VIP Directory