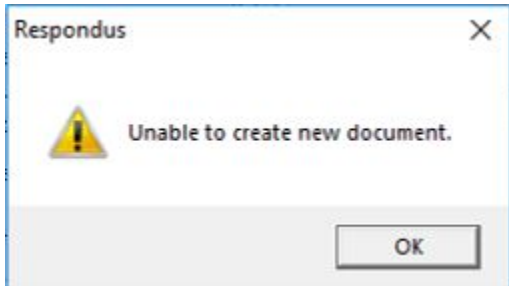


# Respondus "Unable to create new document" Error

## Problem

When trying to import questions into Respondus 4.0 Test Generating Software you receive the following error. When you create a test in Respondus the system requires a location to create a Respondus project folder. By default, the folder location is pointing to the C drive. UMES PCs and laptops typically cannot save to the C drive.



## Solution

Change the folder location by following these steps:

1. Click on the File Menu
2. Select Preferences, the Preferences dialog box should open
3. Click on the Update button to the right of folder location. The Browse for Folder dialog box should appear
4. Click on Desktop, then click the OK button
5. Click Yes
6. Click the OK to close the Preferences dialog box.

Note: In step 4 you may select a different location other than the desktop. However, if you are using a UMES PC or laptop, do not select the C drive. If you are using a laptop, do not select a network drive because if you work from home Respondus will not be able to write to it.

## Related articles

- [How to self-install Echo 360 Personal Lecture Capture](#)
- [How to add Blackboard Collaborate Ultra to my course](#)
- [Blackboard Login Issues](#)
- [How to install Respondus exam creation software](#)
- [How to self-install Echo 360 PowerPoint Plug-in](#)