

I have this error and no modules open: "Error executing "CBstLiteImp::CreateFolder". The AcSbst library is not initialized."

000045947 | Troubleshooting | Last updated 2026-09-09 | Kofax Capture

Issue

I cannot open any of the modules. I keep receiving this error:

"Error executing "CBstLiteImp::CreateFolder". The AcSbst library is not initialized"

Cause

Very likely that the *SecurityBoost* is enabled in the Capture Database Utility (DBUtil.exe) and the password for the SecurityBoost user or the Capture service account might have been changed, expired, or been locked out in the last several days.

Solution

If feature is enabled, the SecurityBoost account has to be reactivated, unlocked and configured accordingly and it still **has to log on locally to the Capture server**, and it has to be **a member of the local Administrators group** there.

A domain password rotation is a common trigger, and it may explain why nothing was changed on the Capture side and still having this issue.

Applies to

Product	Version	Build	Environment	Hardware
Tungsten Capture	11.2			

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45947>