Problems mapping to virtual folders

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions

SYMPTOM

Problems mapping to virtual folders. When you try to map a virtual folder, you get an error message **Error creating folder**.

RESOLUTION

When this problem occurs, the probable cause is that the EFT Server service does not have access to the specified UNC path, so it cannot create a new virtual directory that maps to that path.

A user's home folder setting must be a Virtual File System (VFS) path (i.e. /Usr/jtest). You cannot specify a physical path such as **`C:\TestFolder\example`** or a UNC path like **`\\globalscape\usr\jtest`** in that field. To do that, you must create a Virtual Folder in the EFT Server's VFS that points to the desired path. Then, you can specify a VFS path that includes the newly created Virtual Folder in the user's home folder setting.

If you received an error message like "Error creating folder. You may have typed an incorrect path name. Please try again," the most likely reason for the error is that the EFT Server service does not have the proper permissions to access that resource. By default, the EFT Server service is set to run under the usual Local System Account option.

You must create an account for the EFT server service to use before you do this procedure. Do not use an EFT admin account or your Windows user account as the EFT server service account. For details of creating an account for the EFT server service, refer to "Creating a Windows User Account for EFT" in the help for your version of EFT. (In the EFT administration interface, press F1 or click **About > Help**.)

To change the network user access

1. In **Run** box, type **services**. Right click the Services app short cut, then click **Run as administrator**.
2. In the **Services** dialog box, right-click the **EFT Server** service, then click **Properties**.

3. Click the **Log on** tab, then click **This account** and specify a network username and password for the EFT server service to use when starting up.
4. Click **OK** to save the changes.
5. Right-click or select the **EFT Server** service, then click **Restart**.
6. Close the **Services** dialog box.
7. In your network, grant access the EFT Server service user access to the desired resource (e.g., **\\globalscape\usr\jtest**) so that you can successfully create a Virtual Folder that maps to that UNC path.
8. Open the EFT administration interface, and click the **VFS** tab.
9. In the left pane, add a new virtual Folder (if it's not already created) in the VFS tree immediately under the Site's **Root Folder** with an alias of **jtest**. (Using the example above.)
10. In the right pane, add the **jtest** user to the **Permissions** list.
11. Select the appropriate check boxes to give that user account the desired degree of access.
12. Click the **Server** tab, and then click the user **jtest**.
13. Next to the **User home folder** box, click the folder icon, and then browse for and click the newly created **jtest** Virtual Folder.
14. Click **Apply**.

Now, the user **jtest** is able to successfully log in and perform any actions available based on the permissions you assigned to the account in the **VFS** tab.

For more information about VFS permissions, refer to "Controlling Access to Folders (Permission Groups and VFS)" in the help for your version of EFT.

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