Problems mapping to virtual folders

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server, all versions
- Secure FTP 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.

To change the network user access

1. Open the Windows **Services** dialog box (**Start > Run > services.msc**).
2. Right-click the GlobalSCAPE EFT Server service, then click **Properties**.
3. Click **This account**, and then specify a network username and password for the Server service to use when starting up.
4. Restart the GlobalSCAPE EFT Server service.
5. Close the Windows **Services** dialog box.
6. Grant that specific network 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.

7. Open the EFT Server Administrator interface, and click the **VFS** tab.
8. In the left pane, a virtual Folder was created in the VFS tree immediately under **Test - Root Folder** with an alias of **jtest**. (Using the example above.)
9. In the right pane, add the **jtest** user to the **Permissions** list.
10. Select the appropriate check boxes to give that user account the desired degree of access.
11. Click the **Server** tab, and then click the user **jtest**.
12. Next to the **Home folder** box, click the folder icon, and then browse for and click the newly created **jtest** Virtual Folder.
13. Click **OK**. **/jtest** is listed as the user's home folder.

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 "Modifying VFS Permission" and "How VFS Permissions Work" in the help for your version of EFT.

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