

Error Message: 'Unable to create folder.'

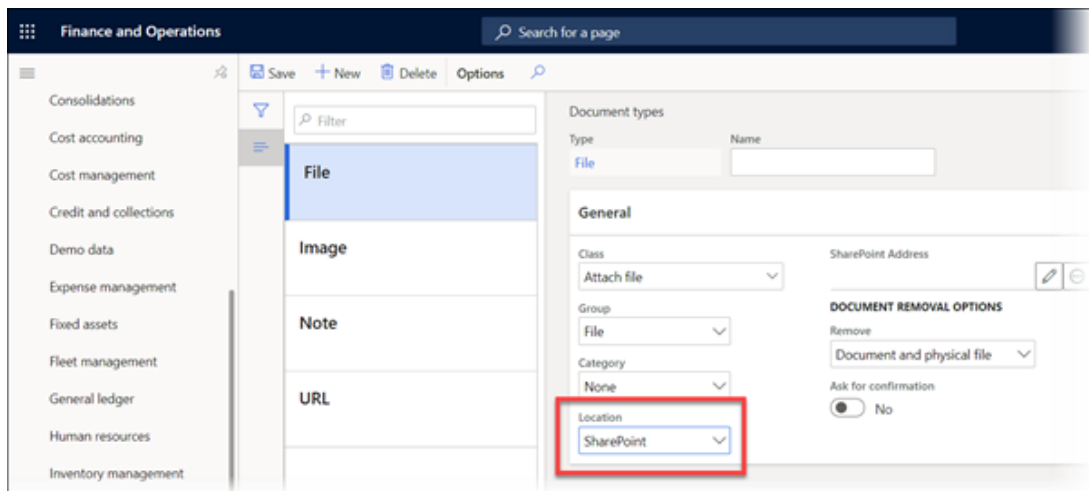
- 2024-02-15 - Comments (0) - Lasetnet FO Connector FAQs

Lasernet for Dynamics 365

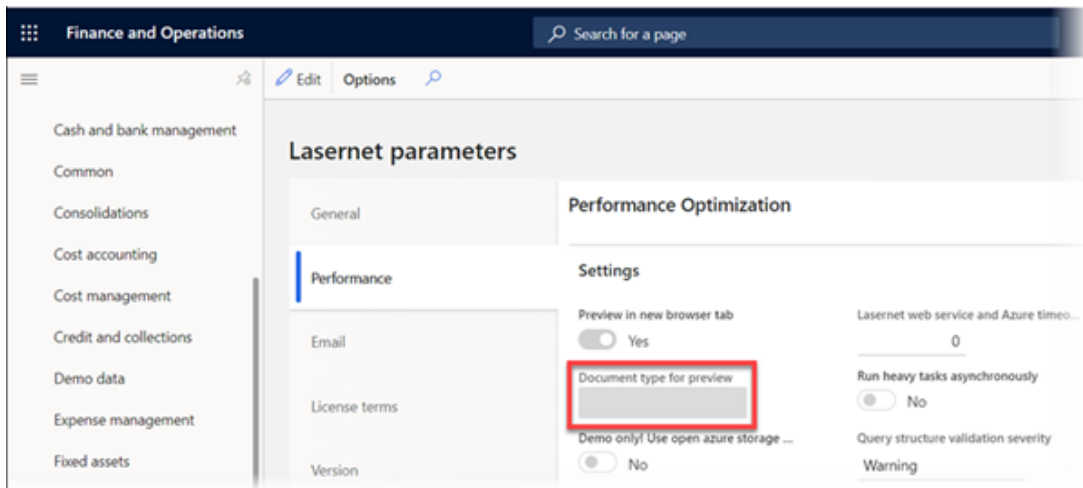
This article provides a solution for the following error that may appear when updating documents:

'Unable to create folder [FilePath]'

This error occurs if Location is set to **SharePoint** on the first record in the Document types form (Organization administration > Document management > Document types)



and no **Document type for preview** is selected in Lasetnet parameters form (Lasetnet > Setup > Parameters > Performance).

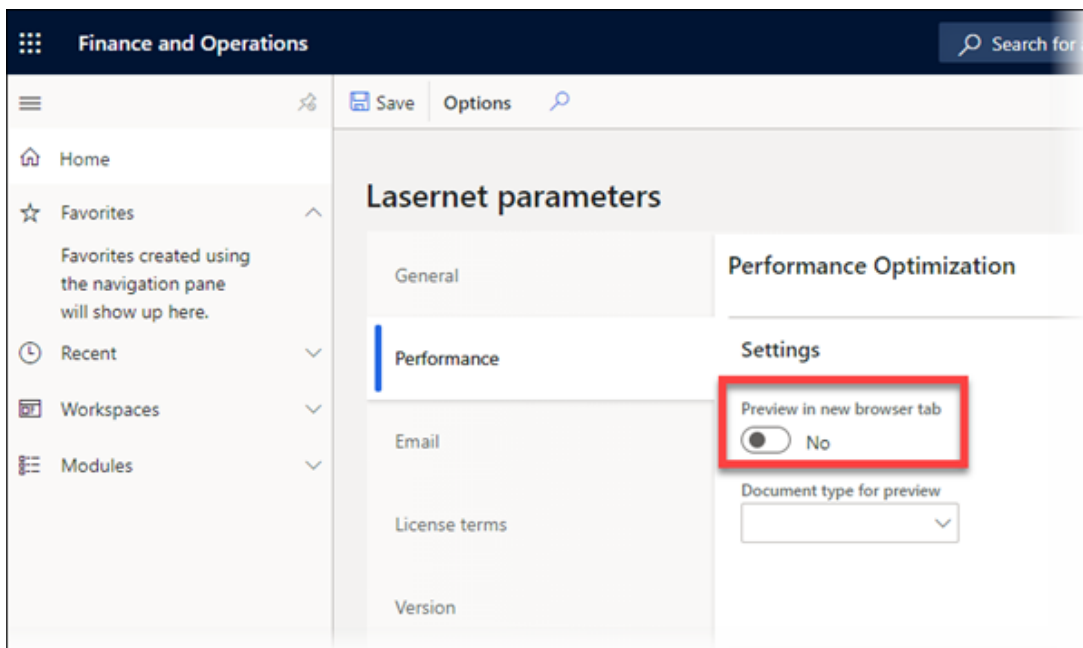


To resolve this issue, follow these steps:

1. Go to **Organization administration** > **Document management** > **Document types**.
2. In the **Location** dropdown menu, select **Azure storage** and click **Save**.
3. Go to **Lasernet** > **Setup** > **Parameters** > **Performance**.

The Performance optimization Factbox is displayed.

4. Click the **Edit** button and set the **Preview in new browser** button to **No** (to make the Document type for preview field editable).



5. Select the File document type in the Document type for preview field and click **Save**.

You can choose to leave Preview in new browser disabled or enable if needed.

The change to Document type for preview is now saved.

