

## Error Message: 'Unable to create folder.'

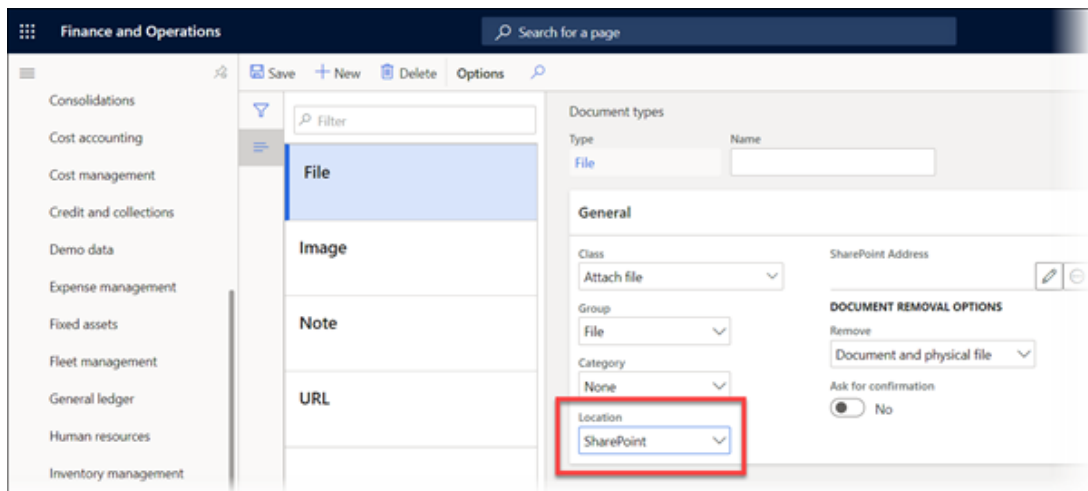
- 2024-02-15 - Comments (0) - Lasetnet FO Connector FAQs

# Lasernet for Dynamics 365

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

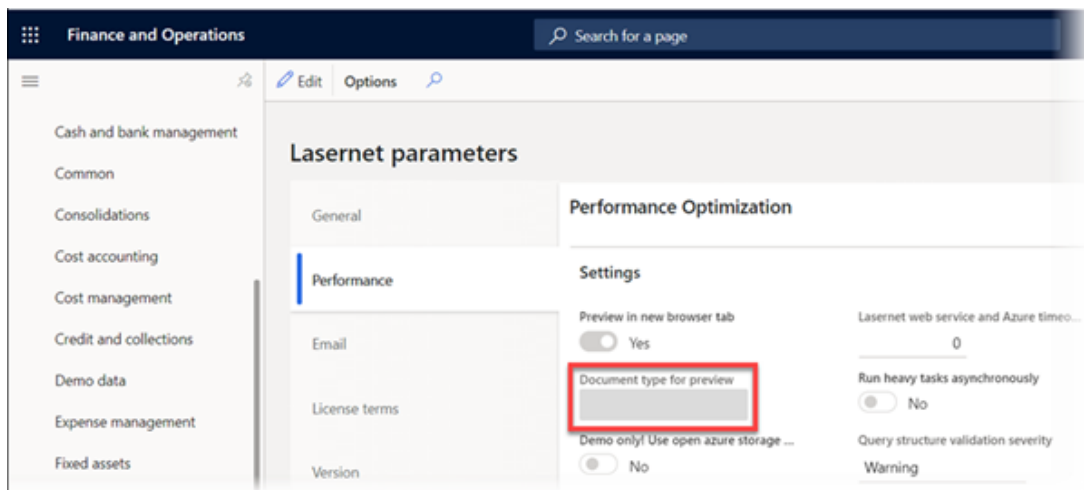
'Unable to create folder [FilePath]'

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



The screenshot shows the 'Document types' form in Dynamics 365. The left sidebar lists various modules like Consolidations, Cost accounting, etc. The main area shows a list of document types: File, Image, Note, and URL. The 'File' type is selected. The right pane shows the 'General' tab for the 'File' document type. The 'Location' dropdown is highlighted with a red box and is set to 'SharePoint'. Other fields include 'Class' (Attach file), 'Group' (File), 'Category' (None), and 'SharePoint Address'. The 'DOCUMENT REMOVAL OPTIONS' section shows 'Remove' set to 'Document and physical file' and 'Ask for confirmation' set to 'No'.

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

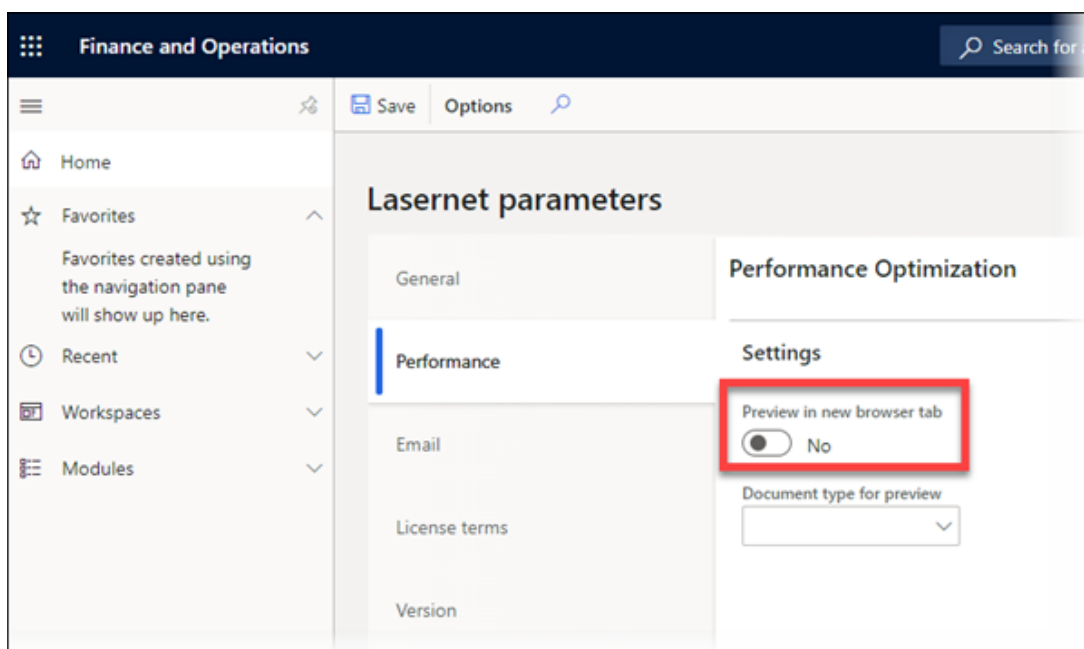


To resolve this issue, follow these steps:

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.

