HP LaserJet Enterprise - "The network folder path specified does not exist." displays when scanning using FutureSmart firmware version 4.8.1 or 4.9 (Emerging Issue)

c06458149 | For HP and Customer Verbal Use
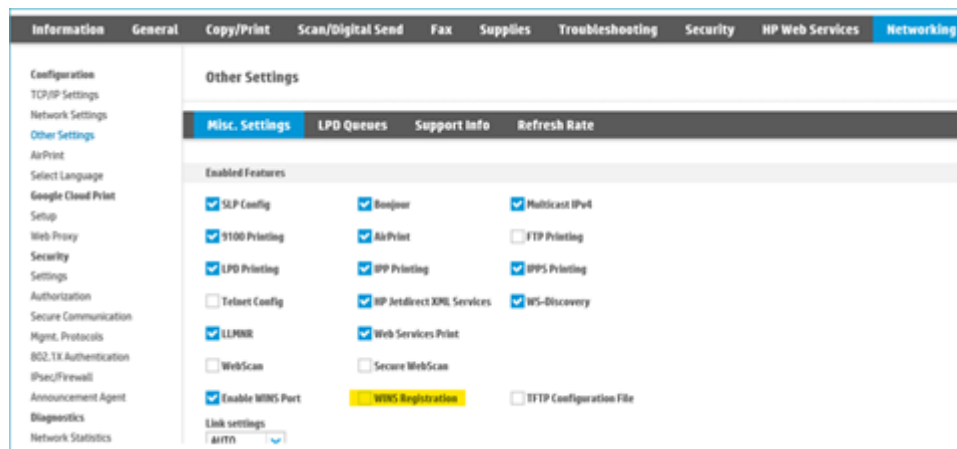
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Issue

`"The network folder path specified does not exist."` error message displays on the control panel of a printer running FutureSmart firmware version 4.8.1 or 4.9 when scanning to a private folder using the **Scan to Network Folder** function. This error message might display when configuring the **Quick Sets** in the HP Embedded Web Server (EWS).

Solution

Follow these steps to resolve the issue:

1. Open the HP EWS.

2. Click the **Networking** tab.

3. In the left navigation pane, select **Other Settings**.

4. In the **Misc Settings** tab, select to clear or disable the **WINS Registration** check box.
   Figure : WIS Registration setting disabled

Cause

This issue occurs in the following conditions:

- When configuring the **Quick Sets Setup** feature in the HP EWS, a private folder is specified in Quick Sets with an IP address in the path. So, the **UNC Folder Path** folder path field will be in the following format: `\\192.168.0.23\folder-name`.

- The computer that the folder is hosted on can be running on any operating system (Windows, Linux, Mac OS, for example) and will **NOT** be joined to any domain. The credentials used to access the folder will be for a user on the host computer (not the domain credentials that require authentication with a Domain Controller).

Figure : Example of a Quick Set for a private folder