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** Last Modified Date: 2019-09-30

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

Information	General	Copy/Print	Scan/Digital Send	Fax Si	applies Trout	deshooting	Security	HP Web Services	Networking		
Configuration TCP/IP Settings		Other Settings									
Network Settings Other Settings	I	Misc. Settings	LPD Queues	Support Info	Refresh Rate	:					
AirPrint Select Language	- 1	Enabled Features									
Geogle Cloud Print Setup Web Praxy Security Security Authorization Secure Communication Mgmt, Protocolis B02-1XAuthentication Hear,Firenail		SLP Config	🛃 Banjour		Multicast IPv4						
		😴 9100 Printing 💽 Akr			FTP Printing						
		LPD Printing	🛃 IPP Prise	VP Printing		V BPS Printing					
		Telnet Config	🛃 HP Jetdi	nect XIML Services	WS-Discovery						
		🖬 LLMNR 🔤 W		Web Services Print							
		WebScan Secure WebScan		llebScan							
Announcement Agent	t	🛃 Enable WINS Po	rt WINS Re	gistration	TFTP Configur	ation File					
Diagnostics Network Statistics		Link settings Artto									

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

t Network Folder Path				
Save to a standard shared netwo	ork folder			
UNC Folder Path: *	Custom Subfolder:			
\\15.86.190.1\share2		+		
(\\path\path)	Appends a custom subfolder at folder path.			
Folder Path Preview:		10 10 10		
\\15.86.190.1\share2\			Update Preview	
	II be updated only when the Quick Set is use	d.		
Authentication Settings:				
Always use these credentials.		~		
Windows Domain:	User Name:		Password:	
	Admin			 Verify A