Secondary System Cannot See or Backup to Shared Folder on Primary System

Symptom: Can't back up to shared folder on the primary system from a secondary system

Possible causes:

- The folder location for the backup (as set in CRM Program Options) is not shared
- Permissions on the shared folder do not allow its use

Diagnosing and fixing:

If you can map the shared folder as a drive yet still cannot not backup to the share, you can try this command (from command prompt) to allow access:

```
Net use \\Server\URI\path\here /USER:<username> <password>
```

Use credentials from the server machine for this. If the share name contains spaces anywhere in the path, the entire value starting from \\ must be in quotes.

This is the equivalent of mapping a drive and should only need to be done once.

Note: *If shared drives/permissions are being set by a Group Policy by your school's network, you cannot override it using this technique.*