

# KB168631290: WebCenter - Trying to create a Push Through Configuration using a UNC path fails with "not accessible"

## Summary

When trying to create a Push Through Configuration using a UNC path (typically a share on a separate server), an error is returned stating that the folder is not accessible.

## Symptoms

When trying to create a Push Through Configuration using a UNC path an error is returned:

**"The destination folder you have selected, does not exists or is not accessible".**

## Solution

To resolve the issue, follow these steps:

1. Verify if the shared folder exists on the server. If not, create it. If the share does exist, the user running the WebCenter service probably does not have access to the share.
2. Check the user account that is running the WebCenter JBoss service on the Application Server.
  - a. On the Application Server, go to **Server Manager > Services** and locate the **WebCenter JBoss service**.
  - b. Check the user name that is listed in the **Log On As** column. By default, this is the local user `BGSystem (. \BGSYSTEM)`.
3. Make sure the local (`BGSystem` or other) user also exists on the external server and has full access (read and write) on the folder/share you wish to access.
  - a. To verify whether the user has access, log on to the WebCenter Application Server with this particular user account and try to access the share (`\\externalserver\share`). If you do not get the folder content directly (for instance, you get a log in window first), WebCenter will not be able to access it either. You will first have to resolve this (permissions, network, etc) before WebCenter will be able to use the share.

Related article:

- [KB77988647: Automation Engine - Share not accessible as container](#)

Article information	
Applies to	WebCenter all versions
Created	03-Apr-15
Last revised	
Author	ANDS
CW Number	263227

## Contents

- [Summary](#)
- [Symptoms](#)
- [Solution](#)