Backup aborted! - Folder not found

You may encounter an issue with file and folder backups where an included folder is located on a network share. This article explains the possible cause and provides a workaround. It may be possible to navigate to the network share in Windows Explorer, but when the backup is run, an error similar to the following is displayed:

Solution

This issue may be due to User Account Control (UAC) settings causing problems with network name resolution on some installations of Windows. In order to resolve this issue, we recommend you use the IP address of the remote network share, rather than its hostname. If you do not know what the IP address is, you can find it by doing the following:

1. In Windows, open a command window

2. Type **ping <hostname>** In the example above, this would be **ping MYNASDRIVE**

3. Ping will display the IP address of that network device. Make a note of this. i.e. 10.7.0.1

You then need to edit your XML backup definition file from within Reflect and substitute the hostname of the share for its IP address. In this example, the folder which was **\\MYNASDRIVE\Docs** would be substituted for **\\10.7.0.1\Docs**