21. I receive this error message: *WebDAV and Folder is Invalid.*

Problem: When trying to access a folder in the online course system using the **WebDAV** client in **Microsoft Windows 2000** or **XP**, some users have reported getting an error message saying that the "folder is invalid."

This can be caused by some **Microsoft Windows WebDAV** clients that encode the path that the user enters, including changing the plus sign (+) to %2B. These **WebDAV** clients may have been updated by installing **Microsoft Office XP/2003**. The original **WebDAV** client that shipped with **Windows 2000** and **XP** does not encode the plus sign (+) in the path, so it works with **WebDAV** paths in the system.

Example of Path Encoding:

- The **WebDAV** path supplied to the user is:
  http://server.webct.com:8900/webct/webdav/10.1.6.95-1084809904923-2001072000.2001073000/Domain+Name/Institution+A

- However, the Windows **WebDAV** client encodes it to the following, which does not work:
  http://server.webct.com:8900/webct/webdav/10.1.6.95-1084809904923-2001072000.2001073000/Domain%2BName/Institution%2BA

Remedy:

Work-around 1

In the **WebDAV** path, replace the plus signs (+) with spaces.

Example:
http://server.webct.com:8900/webct/webdav/10.1.6.95-1084809904923-2001072000.2001073000/Domain Name/Institution A

Work-around 2

On the affected client computer, re-install the original **WebDAV** client for **Microsoft Windows**.

1. Find the file: webfldrs.msi. The location of the file depends on the version of **Windows** that you are using.
   For example, on **Microsoft Windows XP**:
   - This file is normally found under \WINDOWS\SYSTEM32\webfldrs.msi
   - If you installed **Windows XP** Servicepack 1 you will find it under \WINDOWS\ServicePackFiles\i386\webfldrs.msi

For example, on **Microsoft Windows** 2000:

- This file is normally found under \WINNT\system32\webfldrs.msi

2. To start the installation, double-click webfldrs.msi

3. Click "Select reinstall mode"

4. Uncheck "Repair all detected reinstall problems"
    Check "Force all files to be reinstalled, regardless of checksum or version".
    Check "Verify that required user registry entries are present".
    Check "Verify that required machine registry entries are present".
    Check "Validate shortcuts".

5. Click OK and REINSTALL.

6. Re-boot your computer.

Workaround 2 based on: http://lists.suse.com/archive/suse-slox-e/2003-Nov/0935.html

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu **or 575.574.4357.**