

#327371 Excel spreadsheets opening as read-only

Submitted Received via Requester

1 December 2021 at 15:58 Web Form Katrina Lenz <katrina.lenz@goughgroup.co.nz>

Status Type **Priority** Group **Assignee** Solved Problem Service Desk Jess Beattie Normal

Category

Files

Jess Beattie December 1, 2021 at 3:58 PM

Have kicked out all open file sessions on the file server.

Computer has been restarted

Have done a "quick" office repair

Will try an online office repair in the morning and check to see if there are any other updates needed

Kind regards.

Jess Beattie

Service Desk Analyst - Terra Cat

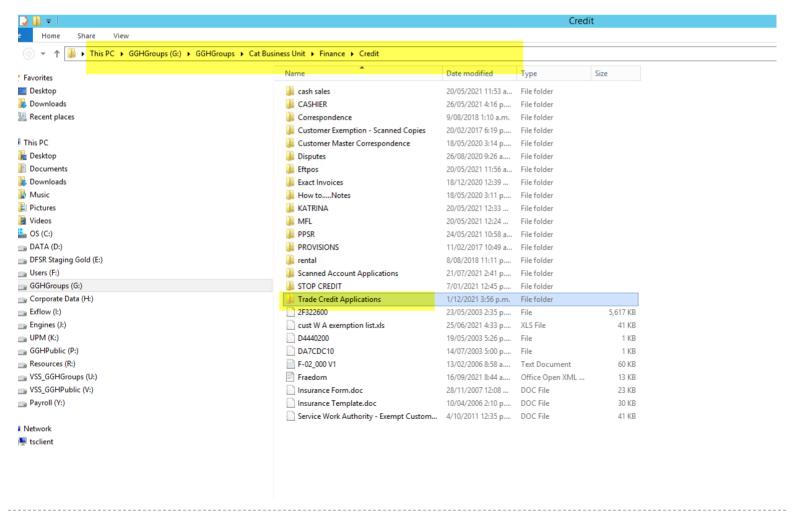
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Jess Beattie December 1, 2021 at 3:58 PM

Internal note

PSSR file in the below location:



Did an online office repair then restarted computer - no luck

Thought I would try opening Excel first then open the file and it worked however when I did it that way, it came up with an error saying that the Atlas add-in isn't installed.

Closed Excel, logged into Atlas, reopened Excel, checked to see if the Atlas installed after logging in and it did so tried opening the file which worked again.

Closed Excel, went to the network drive to open the file directly - success :)

For some reason, because the Atlas add-in wasn't installed in Excel, it seemed to be playing havoc with Excel files even though certain Excel files don't require Atlas.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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