

#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	Normal	Service Desk	Jess Beattie

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:

Credit

This PC > GGHGroups (G:) > GGHGroups > Cat Business Unit > Finance > Credit

Name	Date modified	Type	Size
cash sales	20/05/2021 11:53 a...	File folder	
CASHIER	26/05/2021 4:16 p....	File folder	
Correspondence	9/08/2018 1:10 a.m.	File folder	
Customer Exemption - Scanned Copies	20/02/2017 6:19 p....	File folder	
Customer Master Correspondence	18/05/2020 3:14 p....	File folder	
Disputes	26/08/2020 9:26 a....	File folder	
Eftpos	20/05/2021 11:56 a...	File folder	
Exact Invoices	18/12/2020 12:39 ...	File folder	
How to.....Notes	18/05/2020 3:11 p....	File folder	
KATRINA	20/05/2021 12:33 ...	File folder	
MFL	20/05/2021 12:24 ...	File folder	
PPSR	24/05/2021 10:58 a...	File folder	
PROVISIONS	11/02/2017 10:49 a...	File folder	
rental	8/08/2018 11:11 p....	File folder	
Scanned Account Applications	21/07/2021 2:41 p....	File folder	
STOP CREDIT	7/01/2021 12:45 p....	File folder	
Trade Credit Applications	1/12/2021 3:56 p.m.	File folder	
2F322600	23/05/2003 2:35 p....	File	5,617 KB
cust W A exemption list.xls	25/06/2021 4:33 p....	XLS File	41 KB
D4440200	19/05/2003 5:26 p....	File	1 KB
DA7CDC10	14/07/2003 5:00 p....	File	1 KB
F-02_000 V1	13/02/2006 8:58 a....	Text Document	60 KB
Fraedom	16/09/2021 8:44 a....	Office Open XML ...	13 KB
Insurance Form.doc	28/11/2007 12:08 ...	DOC File	23 KB
Insurance Template.doc	10/04/2006 2:10 p....	DOC File	30 KB
Service Work Authority - Exempt Custom...	4/10/2011 12:35 p....	DOC File	41 KB

Jess Beattie December 2, 2021 at 8:09 AM

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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