GSD. Global - Excel - Corrupted Microsoft Excel Workbook

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General Information:

Possible symptoms/errors:

User wants to know how to Repair a Corrupted Microsoft Excel Workbook

Alternative names of the system:

Corrupted Microsoft Excel Workbook

IMPORTANT NOTICE:

N/A

Solution:

File Recovery mode is automatically started when Microsoft Excel detects a corrupted workbook upon opening. It attempts to reopen and simultaneously repair the workbook. However, if File Recovery mode does not start, user can try to repair the workbook manually. This article shows a guide on how to manually repair a corrupted workbook.

Details:

On an Excel file, advise user to click on File tab.

User must select Open then click on Browse.

In the Open dialog box, inform user to select the corrupted workbook that they want to open.

User must click the down arrow next to the Open button then select Open and Repair.

In the next pop window, user can choose from the following:

Repair: To recover as much of the workbook data as possible, advise user to pick Repair.

Extract Data: To extract values and formulas from the workbook when an attempt to repair the workbook is not successful, user must click Extract Data.

If this article did not resolve the issue, advise user to contact O365 support.

Assignment Group:

Int_WW_Collaboration_WPaaS_SLS_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

O365 Support

https://fnc.service-now.com/sp?id=kb_article&sysparm;_article=KB0012329