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Excel document not saved network share

Several users of Microsoft Excel report that they are facing the issue where they receive an unsaved document error message. They also experience the problem where the document is not saved at all despite trying all the actions. Microsoft has officially recognized this issue on their official website. How to fix Excel document not SavedDespite what Microsoft said, we found that there are several other reasons why this problem occurred and what are the solutions that exist. Make sure you follow the solutions from the start and work your way down accordingly. We also assume that you have an enabled copy of Microsoft Office and are also an administrator. After analyzing all the user reports and combining our research, we came to the conclusion that there were several different reasons why this problem might arise. Some of the reasons why you may experience the error messages listed are, but not limited to:The process canceled: The storage process was interrupted by you either intentionally or inadvertently. This is usually done by pressing the esc button or pressing the close icon in the upper-right corner of the window.Network problems: If you save your Excel document over the Internet, there may be cases where file sharing is interrupted due to a bad connection, and because of this, you receive an error message. Checking the network works here. Hardware issues: There are also situations where you save the Excel file to external hardware, such as a USB or hard drive. If your hardware is causing problems or the file doesn't get through, you'll experience the error message. Permission issues: We also found some cases where users saved the Excel files in a system directory where there were no permissions. If there are no permissions, the user will not be able to save the file, and the error message is displayed. Before we move on to the solutions, we will try to save the existing Excel file that is open on your computer using another dummy file. This will save the contents of the file just in case, and then we will continue to troubleshoot the error message. Make sure that you are logged on as an administrator. Open a new Excel file. Now navigate back to the file that is causing the error, and press Ctrl + C. This will copy the entire contents of the Excel file. Copy Excel File ContentsNow move back to the dummy Excel file that we just created. Now click the upper-left cell, and then press Ctrl + V. This will copy the entire contents, including the formulas of the new file. Save Excel file contentOnce done, click File > Save As, and then select a local location that is in your computer's physical hard drive. After saving the file, proceed below to the troubleshooting methods:Solution 1: Check for interruptionThere are also several cases where Excel canceled from saving the file to the desired destination. This can happen in cases where you accidentally press the esc button or other software/process prevents storage from continuing. Ending problematic processesHere, you should navigate back to the storage tab and then try saving again without pressing another key. If this doesn't work, press Windows + R, type taskmgr in the dialog box, and then press Enter. Task Manager should start. Now look for potential services that could interfere with the storage process. If you notice someone, quit the process and try to save again. Solution 2: Network connection checkThere are many cases where you save the Excel file to a network location over a local network (for example, in organizations, employees sometimes store files remotely at another file location over the network). In these cases, the network should not have much delay and should have a stable property. According to Microsoft, if your work network has interference every now and then, and there is a high delay, chances are you won't be able to save the document. We also replicated the steps on our own systems and tested this statement positively. If you're on an organizational network, try sending an external file from your computer to other counterparties (considering he's already using the same network). If the same issue occurs, it means that there is some problem with the network connection properties, and you should contact IT. Solution 3: Checking hardware components Another thing to check before we move on to the permissions is to make sure all the hardware is working properly. If you save the Excel file to an external flash/hard drive, make sure that the connection is correct and seamless. Although there is some physical damage to the remote drive, you will receive this error message. Checking external hard drive Hardware components also includes the hard drive. If the disk header isn't working properly, you're having trouble accessing and writing files to your storage. Here you should check the storage of other files using software like Microsoft Work and see if the problem occurs there as well. If it doesn't, it means there's something wrong with the file location or with Excel itself. If the same problem occurs, dig deeper and make sure your hard drive is working as expected. Note: You can also run a disk check to check for any errors. Solution 4: Check permissionsIf you save the Excel file to a location where the current user does not have permissions, you will also experience the error message. Each driver or folder has its own permissions that are usually granted to administrators (same with ownership). However, some system folders may be limited to one user or the main administrator (the same applies to custom folders where permissions have changed In this solution, we will navigate to the directories and change the permissions. Note: Make sure that you are logged on as a normal administrator. If you're not, make sure you log in with one, as you won't be able to make changes to a regular account. Press Windows + E and navigate to the directory where you try to save the file. Now go one step back and open the directory where this folder is present. Right-click the folder and select Properties.Navigate to the Security tab and click Advanced Present at the bottom of the screen. As you can see, there are no correct permissions for your account in this case. Advanced Security OptionsClick the Change button found on the preceding screen. It will be right in front of the owner value. Here we will change the owner of this folder to your computer account. Change file/click ownership on Advanced and when the new window appears, click Find Now. A list is populated at the bottom of the screen that consists of all user groups on your computer. Select your account and press OK. When you are back in the smaller window, press OK again. Find your username Now check the Replace owner line on sub containers and objects. This ensures that all folders/files in the folder also change ownership. In this way, you do not have to continue with the whole process again and again for any subdirectories present. You can also select the Replace all records for child object permissions with inheritable permission entries from this object according to your preferences check box. Set Ownership SettingsNow close the Properties window after clicking Apply and reopening it afterwards. Navigate to the security tab and click Advanced. In the permission window, click Add Present at the bottom of the screen. Add your Full ControlClick account to Choose Principle. A similar window will appear as it did in step 4. Repeat step 4 again when it does. Now check all permission (gives full control) and press OK. Give full control to profileCheck the replace all child object permission entries with inheritable permission entries from this object and press Apply.Now you have exclusive control over the directory where you want to save the Excel file. Try saving now and check if the problem persists. Solution 5: Start Excel in Safe ModeIf all of the above methods don't work, we can try to start Office Suite in safe mode. When you start the Office application is safe mode, it disables all plugins that run in the program and starts with only basic editor. This can help troubleshoot issues where bad plug-ins cause problems. Make sure you're an administrator. Press Windows + R to start the Run dialog and type the followingexcel /safeNow, press Excel will now be launched in storage mode. Now try to replicate the data to them, and then try to save in safe mode. Troubleshoot whether the problem is in a plugin or not. Note: If you diagnose the plugin that is causing the problem, go to the plugin menu and disable it. If the above method does not work, try restarting the operating system in safe mode. This will help diagnose whether an application is causing the problem. If the editor works normally there, you need to activate the applications one by one and identify. You can try the following article to start your computer in safe mode: How to: Start Windows 10 in Safe ModeHow to enter Safe Mode in Window 7, Vista and XP How many users try to use the same Excel sheet when it happens? I found this comment in a forum. See if it does any good. I personally never used it, so not sure. Hi guys, I solved my same problem. I have windows 2008 server r2 and windows 7 pro drive whit office 2010. My problem was from a setting from GPO Files not cached where I put * .tmp After I changed it to Not Configured and my office can save on the network again Try to see if you have the settings active and remove it. What is the size of the file? Connection speed? Microsoft Excel + Large/Complicated Worksheet + Slow Network = All the issues you have described. I've had this headache many times before. The only thing you can really do is copy the file to the local system, work on it locally, and then copy back to the server when you finish editing PITA I know, but that's the nature of the beast! When they take a document from the shared drive, a temporary file is not created? You can check where it tries to save by going to save as, and if it's somewhere other than the shared drive, navigate to the shared drive manually and try to save. ... is my best guess :) It creates the temp file. I think the problem is when it tries to save from this temp file and overwrite the original. If they manually select the location and select the network drive, the document is not saved. Most of the time it won't allow to save anywhere, but sometimes they can save to their local desk. I suspect the temp file could be corrupt for whatever reason. Karen1738 wrote: First of all ..., do all the shared users have the same version of Excel on their machines? there may be a version issue. they need to make a save as instead of a save. its either: a) do not save it as a .xlsx (that is, storage as a temp) and / or its trying to save it in the temp directory. save will ensure that they use the correct extension and that saves to the correct directory. Hi, Thanks for the quick answers. I'll answer the questions below. mxtj wrote: How many users try to use the same Excel sheet when it happens? Only one user at a time tries to access the file/e, and this happens with multiple files. mxtj wrote: I found this comment in a forum. See if it does any good. I personally never used it, so not sure. Hi guys, I solved my same problem. I have windows 2008 server r2 and windows 7 pro drive whit office 2010. My problem was from a setting from GPO Files not cached where I put * .tmp After I have it to Not Configured and my office can save to the network again Try to see if you have settings settings and remove it. I think the Group Policy object for this applies only if offline files are used that are not used in this situation. I think I saw a thread on this earlier, but I want to look into this, thank you. Scotty-G wrote: What is the size of the file? Connection speed? Microsoft Excel + Large/Complicated Worksheet + Slow Network = All the issues you have described. I've had this headache many times before. The only thing you can really do is copy the file to the local system, work on it locally, and then copy back to the server when you finish editing PITA I know, but that's the nature of the beast! The file sizes vary with some of them being very large worksheets. I thought this might be part of the problem even if a user had this problem with a file that was small a few times. The terminal server they are connected to is a virtual server, and the file server is also virtualized. Both sit on the same physical hardware, so the connection speeds will be very fast. There are no cables involved only virtualized network adapters that talk to each other. Johndroid wrote: When they take a document from the shared drive, a temporary file is not created? You can check where it tries to save by going to save as, and if it's somewhere other than the shared drive, navigate to the shared drive manually and try to save. ... is my best guess :) It creates the temp file. I think the problem is when it tries to save from this temp file and overwrite the original. If they manually select the location and select the network drive, the document is not saved. Most of the time it won't allow to save anywhere, but sometimes they can save to their local desk. I suspect the temp file could be corrupt for whatever reason. Karen1738 wrote: First of all ..., do all the shared users have the same version of Excel on their machines? there may be a version issue. they need to make a save as instead of a save. its either: a) do not save it as a .xlsx (that is, storage as a temp) and / or its trying to save it in the temp directory. save will ensure that they use the correct extension and that saves to the correct directory. Our users all use the same version of Microsoft Office as they log on to one of the terminal servers that are configured in the same way. We are a new company, so have never used an older version of the office on our system. We have .xlsx files that we inherited from the company from which we bought the business, but the same problem happens on newly created .xlsx files. Usually when this problem happens the file menu is unavailable, then we need to add save as button on the Quick Access toolbar at the top, and then after clicking save as and then pointing it to any network location we get the error message. We usually end up having to copy paste the entire worksheet in Excel outside citrix, save save file and then upload it which is a real pain. In rare cases, it will allow us to save the file to the users' desktop on the terminal server. We can then close Excel and then reopen the file so that the file menu works again. I've seen many articles about this, but no one mentions that the file menu freezes. Although it can't save the file, I'm not sure why it would cause the file menu to not be available until Excel restarts. It happens to several users and has started to happen for a new user who has just joined finance who has a new profile. I don't know if anyone suggested it, but make sure that your A/V systems don't destroy the file in one way or another, and also standard read/write permissions on the drive. Hi Johndroid, Thanks for the answer. File permissions are fine that users can temporarily save. It could possibly be anti-virus related although very unlikely as we have just changed our anti-virus from Microsoft Forefront to Symantec Cloud and have the same problem, so if it is this then both cause this problem. Hi Lee1966, Have you ever made progress on this, we have an almost identical situation, there are many posts around Excel 2010 ' Document not saved, but none of them have mentioned file menu freezes normally and the only way to get to the save button again is to add it as a quick access shortcut this and the other mentioned symptoms are exactly what we get. Thanks Hi Lee I have the same problem. Big Excel file + Network Share + Document is not saved. I can save as new file on local drive, but it gives error while saving in the network. I am using Excel 2010, and I have the latest updates installed. I tried Microsoft's hotfix, but it didn't work. Please come back to me if your problem is resolved. Hey, this isn't solved. Our users need to make sure they save regularly. There seems to be more to certain worksheets. We've tried everything we can think of. We've recreated the worksheets by copying and pasting, but the problem will still come back at a later date. It happens randomly and is just a problem with Excel. Word and all other Microsoft documents are fine. Lee. Hi, I had a similar problem, with any documents stored in network locations. I could open the documents without any problems, but when you try to save them back either a permission error or network location did not find errors. Sometimes they saved, other times they wouldn't save. After 12 hours of head scratching, this problem solved my problem:- basically disable SMBv2 on on (in this case, a terminal server windows 2008 R2) and the server (windows 2008) resolved the issue. Hi Matt, it looks promising, especially since it is a similar environment to the one we use. A little different error message, although this may be due to the version of the office. The client is a Windows Server 2008 r2 terminal server and the file server is Server 2008 r2 as well. Both run on Hyper V and are on the same virtual host, so there can be no network disconnections between client and server. I'll try this next week and see if it makes a difference. There doesn't seem to be a pattern for that. Seems to happen randomly. Thank you, Lee. Honey, you're going anywhere with this? It seems to me that you should not disable SMBv2 from what I can read in this post someone gets similar problems using a document management system like Open Text eDOCS? RegardsCarl Hello, I have the same problem, has there been a solution to this? Lee1966 wrote: Hi, I work for the company's IT department. We currently have a periodic issue with Excel 2010. When our finance team opens an Excel .xlsx document from a shared drive, they occasionally receive an error message when they try to save to say Document not saved. The file menu usually freezes, and the only way to get to the save button again is to add it as a quick access shortcut. So sometimes it will let the user save on their local desktop. On other occasions it won't let them save anywhere. The only fixes that I have found for this are to save files on a local drive instead of the network that is not a solution. I also found a hotfix but this does not apply to our server. We run a terminal environment using Citrix with Windows Servers 2008 r2. Our users connect to one of the Windows Server 2008 r2 servers via Citrix. They then open files from our file server which is another Windows Server 2008 r2 server. The version of the office is Microsoft Office Professional Plus 2010 32-bit 14.0.6029.1000. Is anyone able to help with this please? Hi, I work for the company's IT department. We currently have a periodic issue with Excel 2010. When our finance team opens an Excel .xlsx document from a shared drive, they occasionally receive an error message when they try to save to say Document not saved. The file menu usually freezes, and the only way to get to the save button again is to add it as a quick access shortcut. So sometimes it will let the user save on their local desktop. On other occasions it won't let them save anywhere. The only fixes that I have found for this are to save files on a local drive instead of the network that is not a solution. I also found a hotfix but this does not apply to our server. We run a terminal environment using Citrix with Windows Servers 2008 r2. Our users connect to one of the Windows Server 2008 r2 servers via Citrix. They then open files from our file server which is another Windows Server 2008 r2 server. The version of the office is Microsoft Office Professional Plus 2010 32-bit 14.0.6029.1000. Is anyone able to help with this please? Hi, This problem seems to have gone away for us now without any solution being used. We had another problem at the time where Citrix was freezing and hanging a lot that was caused by our Internet connection switching to our slower backup line temporarily. I assumed that this was the cause of the problem as users would have briefly lost connection to their terminal session. Since this was resolved, there have been no further reports. I read earlier that this type of problem can occur if the user loses connection to the temp file in the document that they have open. Yours sincerely, Lee. Thanks for your response, we have Ncomputing Vspace running, with 5 terminals all connected to AD server 2012. the proportion is located on ADserver. the strange thing is that his happens temporarily and the system or Excel document says the document is not saved and Excel 2013 freezes. By forcing task manager to end the task, the document does not reopen, but is in a frozen state. I also noticed that the temp file , do not go away, you need to sharply delete the file and reopen the Excel file. Meanwhile, I've removed the network resource and pointed everything to the local PC. opening and saving is not a problem since the change. This indicated to me that the problem exists on the network share, and excel. This is not always the problem, but is an annoying one that backs up run from the server drive. I'm still looking for a solution to this. I have disabled AV thinking that this is one of the factors that can cause the problem, but the problem still exists. I would like to throw this idea into the ring on this issue - try disabling the Details pane in Organize : Layout menu in the Explorer window (windows 7). It seems that when you select a file to open it it tries to get details about it to fill out this pane, and later sometimes the document opens as read-only. I remember this gives the error message that the file is in use, instead of crashing, but it can help. Please provide feedback if it does or does not. I remember someone else who took me some time ago too. If you continue to open a file with an identical name from an email, a temporary file with the same name and end version number will be created that stops working after 99 attempts. I don't think this stops you from saving the document, more stop you from opening it, and it's from an email in Outlook only. Another more relevant thought : are these users Wireless? Could be able to have dropped network connection, short, after opening the document? Or even when you're trying to save? Another idea (I promise to stop!) is that save dialog appears and somehow gets hidden behind another window. This makes Excel seem

to freeze when in reality all you need to do is Alt-Tab to save dialog. Hi, I wrote many worksheets and do smart them and save.after a minute I want to see it and edit, but at the time what I did smart was not exist.i reapedet for a long time but did not get back too.how can I solve this problem ?plse help me Not have a solution for this yet but I want to follow this thread as I have a similar problem. Server 2012 R2/Hyper-V based network, Windows 8 and 8.1 workstations, large Excel 2013 file with payroll information stored on a network drive. When the user clicks the Excel storage icon, it is sometimes saved, sometimes it does not. This periodic issue can be duplicated. There is no indication of the save's success or fail in Excel. For now, the user checks the network drive to ensure that the file's date and size are changed. I work for a company that stores data in a variety of network locations, and many of the users update files but don't have the delete permission in those folders. After digging into this, I found that this only happens when they don't have the delete permission in that folder. This worked fine when they used office 2000, but after they updated to 2013 the problem began to happen. They can save it to the desktop and copy the file above as suggested in previous responses, but it is not a permanent solution. Can replace the file even if they do not have the delete permission. It seems that with Excel 2013, it changes ownership of the file to the person who saves it. It appears to actually delete the original attributes of the file and replace them with a mix of the copied information, such as the original creation date, and it names the user who modified the file as the owner. To fix for now just make sure they have delete permission in the folder that they save. Microsoft says that to save an Excel file, the user must have read, write, modify, and delete. There are many causes of this problem, this is just a possible solution to a variant that can cause this error. Error.

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