Question

Weird "File in Use" error opening Excel 2007 Files on the network.

All Replies (27)

CABGx3 replied on October 20, 2010

Was this helpful?

Yes

> In reply to Scott 12345 post on October 20, 2010

Intermittant discontinunities between a computer and the Network drives Excel nuts. Even a brief hit is sometimes enough to make Excel "lose it's way home"...........could be technical difficulties on the network or someone inadvertantly doing the disconnects manually, or some sort of sequenced "testing", etc etc.

I would download the files and run them from the local computer, and it that works all ok, then you have a network or IS problem, not an Excel one.

hth

Vaya con Dios,

Chuck, CABGx3

=SUM(091938,USMCe4,WACS'61,USPatD248465, DADx3,CABGx3,MMOUS2k,VBAxlDev,MCC2011,AAA)

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Scott 12345 replied on October 21, 2010

Was this helpful?

Yes

> In reply to CABGx3 post on October 20, 2010

Part of my testing included opening an excel file on a network share, force the file to close from the server side and then saving that file from excel. The redirector went ahead and reconnected the network session and saved the file without issue. I'm not sure if this is an issue of excel or the redirector closing the network connection. Its a legit bug because its happening to quite a few people. Common factor seems to be WinSvr 2.8kR2. Occurs with Office 2003 or 2007 and XP, Vista and Win7.

I am running Forefront, wondering if that has something to do with this...

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CABGx3 replied on October 21, 2010

Was this helpful?

> In reply to Scott 12345 post on October 21, 2010

If at any time after Excel opens a file off the network, before it closes that file, the network gets even an instantaneous discontinuity, then Excel behaves the way Excel behaves....ie: won't let the user save the file. If your test cycle introduces that instantaneous discontinunity,

then there you are.........

This has been the normal since XL2000 that I know of personally.

hth

Vaya con Dios,

Chuck, CABGx3

=SUM(091938,USMCe4,WACS'61,USPatD248465, DADx3,CABGx3,MMOUS2k,VBAxlDev,MCC2011,AAA)

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VikasGuptaSAP replied on October 22, 2010

> In reply to CABGx3 post on October 21, 2010

Even we are also facing the same issue and trying to put the excel in different network machines but nothing is working. We have Windows XP and Office 2007 installed on all machines. Also after a few accesses the file become unstable and takes longer time to open and most of the time the system go in a hang condition and needs a restart or the excel sheet goes in auto recovery mode and creates some versions every now and then. Please propose some soltiuon if you have.

Regards,

Vikas

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Jim_C42 replied on October 22, 2010

I have the same problem. This problem occurrs in Excel 2003 and 2007. The files in question are located on the hard drive of my computer and are not on the network. They are not shared files and I am the only one to have access to them. The problem occurs randomly.

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AthanDor replied on November 2, 2010

I've been having the same kind of problem with a few employees that are off site. When trying to open an Excel shared workbook they get the error File in Use Locked by 'another user' with the same response when they use notify. For my users, however, the error occurs every time an excel file is opened on the shared drive. r-click open, double click, open excel and browse to the file all come up with the same error. Opening the file from the local machine does work, and I can open the files from my computer in another office fine.

I was able to narrow this down to an issue with the temp files being created by Excel. If you open the document and then delete the user's temp files the user will be notified that the file is available for editing and it will not go back to read only until the file is closed and reopened. I'm in the process of making a batch file to delete the temp files as a temporary solution, but I need to get this taken care of for good.

I believe that when opening the document excel is trying to open the file multiple times and then extra instances of excel are crashing and leaving owner files in the temp folder. I have no idea how this would be fixed though.

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Answer

Pibkac replied on November 15, 2010

In reply to AthanDor post on November 2, 2010

We were having this problem with several users from remote locations accessing Excel files on a file server. The clients are Windows 7 Pro systems connecting to a 2003 R2 server. I suspect this would also occur with 2008/2008r2 servers, but I have not tested it. It does not occur with XP clients. The file was getting a lock on it even though it was not being opened. The file lock would last 10-20 seconds before being released. There are three things that contribute to this problem, all of them Windows Explorer related:

1. Selecting the file in Explorer -just highlight it without opening
2. Hovering over the filename so that the pop-up file information box was displaying
3. Using the Preview Pane in Explorer

To fix the problems:

1. Turn off the Details Pane shown at the bottom of Windows Explorer. Go to Organize -> Layout -> Details Pane. That fixes the first problem.
2. Turn off "Show pop-up description for folder and desktop items" Click on Tools -> Folder Options. In the box that opens up, click on the View tab. Scroll down the list to "Show pop-up description for folder and desktop items" and clear the checkbox and then click OK. This fixes the second problem.
3. Turn off Preview Pane. Go to Organize -> Layout -> Preview Pane. This fixes number 3.

The preview pane is not on by default in the "Details" view, but the other two options are on by default. The file locks are created when Explorer is gathering file information like size, author, modified date, etc.. I suspect that it would also do this with any other file type, but I have not tested that situation either. For those of you in a managed environment (I guess that would be anyone reading this since the likelihood of home users having this problem would be approaching zero), I am going to use regmon to see what registry keys are modified by the changes. I will post them so that you can deploy them to your environment if I find them.

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Answer

Pibkac replied on November 15, 2010

In reply to Pibkac post on November 15, 2010

Here's the keys that you need to set - save the following as a .reg file

Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Advanced]
"ShowInfoTip"=dword:00000000

[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Modules \GlobalSettings\Sizer]
"PreviewPaneSizer"=hex:35,00,00,00,00,00,00,00,00,00,00,00,bd,02,00,00
"ReadingPaneSizer"=hex:04,01,00,00,00,00,00,00,00,00,00,00,64,02,00,00

I tried using the HKLM hive and it did not work, so it needs to be a per user policy. Come on

Microsoft, administrators should be able to set these kind of keys at the machine level to apply to all users.

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Was this helpful?

Yes

Answer

JenniferDG replied on November 18, 2010

> In reply to Pibkac post on November 15, 2010

Thanks Pibkac - Coincidentally I had a user tell me earlier this week that they discovered that if they close their Explorer window and "start over" the problem goes away and they can open the file. So you may be onto something that might help us.

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Was this helpful?

Yes

Niklas Nilsson replied on November 22, 2010

> In reply to Pibkac post on November 15, 2010

Thank you, followed your instructions and it worked. Hope MS releases a path for this soon.

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