



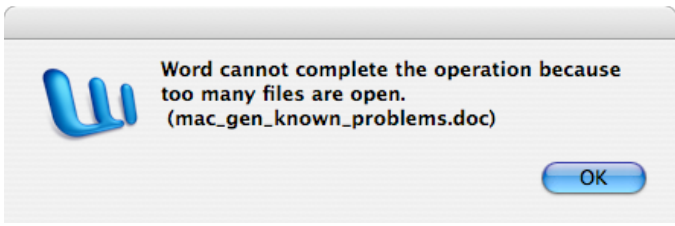
Article	MACINTOSH GEN: Known Problems	Level	BASIC
Symptom	Known problems arising for use of Word and Excel		
Cause	Various		
Resolution	Should problem arise, resolve as per instructions below		
Dated	Tuesday, March 24, 2009 8:00 AM		

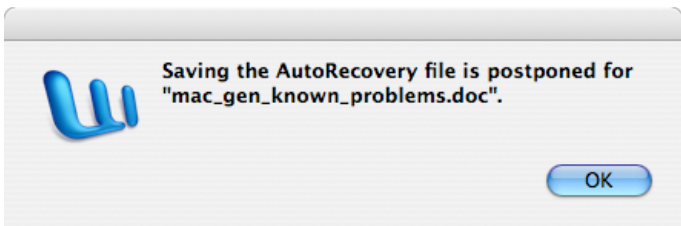
SUMMARY

Microsoft Office on the Macintosh range of computers has a few known problems that we are currently awaiting Microsoft and/or Apple to resolve; until such time the information presented below should help you manage these, should they occur.

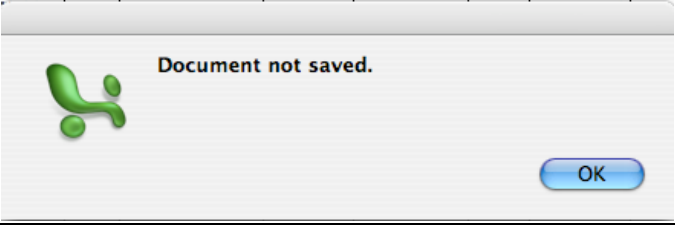
RESOLUTION

Word Problems

Error Message	Word cannot complete the operation because too many files are open. (<i>filename.doc</i>)
	
Description	May occur when a manual document save (or save-as) is performed.
Action to take	This is a non-destructive error, so just click OK and perform the same manual save again.

Error Message	Saving the AutoRecovery file is postponed for " <i>filename.doc</i> ".
Message Displayed	
Description	May occur when Word's performs an automatic autosave (every 10 minutes); may also occur if Word needs to autosave the default (blank) template "Normal".
Action to take	This is a non-destructive error - however it does mean autosave may not be functioning correctly; please contact Arts-Help to have this problem looked into.

Excel Problems

Error Message	Document saved successfully. Cannot reopen the saved document due to low memory. Please close the document. – AND / OR – Document not saved.
Message Displayed	
Description	May occur when a manual document save (or save-as) is performed. This error means that any further amendments made to the document will NOT be saved, even if you perform a 'Save As'.
Action to take	This is a destructive error IF you quit Excel and ignore the above message(s) – any changes made, after the initial error message is presented, will be lost. The document will need to be re-created as follows: <ul style="list-style-type: none">• select all the sheets in the workbook and choose the option to 'Move or Copy' sheets• select 'To (new book)' and 'Create a copy'• save the new book with a temporary name and confirm all the data and formatting have been copied• quit Excel and then delete the original workbook and rename the new workbook back to the original name• re-open the workbook and continue working Please contact Arts-Help if you have any queries; ENSURE you leave the workbook 'as-is' to prevent any data being lost.

Office Problems

Error Message	Document opens as READ-ONLY
Description	In some instances when you double-click a file, upon opening you may be informed that the document is READ-ONLY because it may be in use by some one else.
Action to take	If this occurs close the file and then open it by selecting Open from the File menu; the document should then open normally.

RELATED INFORMATION

Should you encounter any problems or issues not covered in this document or have any queries relating to this document; please ensure you contact Arts-Help so that the matter can be resolved.