

Another victim of the Word-not-resaving-to-server problem

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<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2005-05/msg00169.html>

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 - *Date:* 6 May 2005 09:04:49 -0700
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Hi!

Here in my office we seem to be another victim of Word's inability to re-save an existing file to the file server. When a user hits save on such a file, they get one of the already discussed errors on this issue, and then are told they need to save to a new file name if they try to save again. However, as an interesting twist, the data is infact saved correctly. After this error occurs, when viewing the directory in the Finder, the file seems to have disappeared. But if you disconnect from the share and then reconnect, the file is back and does contain the changes from the seemingly-unsuccessful save.

We are running Mac OS 10.3.9 and Office 2004 (Word version "11.1 (040910)").

Our file server is a Linux machine serving a share via the AppleShare protocol. I am not the SysAdmin of that machine, and so I do not know what versions/builds of OS, etc, are on the file server.

I've already investigated a few solutions:

1. Turning Always Backup ON and Fast Saves OFF — no fix
2. Checking the entire share's permissions that they are set to -rwxrwxrwx (read, write, and execute permissions on for owner, group, and all) — these are set, no fix
3. I tried deleting the Temporary Items folder as suggested in another post, but when I used Word again, it reappeared. (Again, not being the SysAdmin on the Linux file server, I can't myself check in to how we could prevent non-root users from creating a new directory)

So, a few questions:

—First, any ideas?

—Second, does this problem get fixed if we were to upgrade from 10.3.9 to Tiger (10.4)?

—Third, would the problem go away if we were to switch the share from being accesed via AppleShare to being accessed via NFS or SMB or some other protocol? (This is not an immediately achievalble solution since we still have a couple machines on the network that are on OS 9 that

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need access to the same files; I understand if the OS X machines were using something other than AppleShare and the OS 9 machines use AppleShare, we're likely to get corrupt files).

Help!

- *Follow-Ups:*

- ◆ *Re: Another victim of the Word-not-resaving-to-server problem*

◇ *From:* Beth Rosengard

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