

Re: Roaming Office Errors for Network Users

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2007-09/msg00182.html>

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Check this page for help with the "Disk Full" error in Word:
<http://www.word.mvps.org/Mac/DiskFullError.html>

On 9/19/07 11:32 PM, in article
javamandp-E99361.21324619092007@xxxxxxxxxxxxxxxxxxxxxxxx, "javaman"
<javamandp@xxxxxxx> wrote:

We have had ongoing issues with Word and Excel, both v.X and 2004. In Word, the problem is usually a Disk Full error, with Excel it is usually a Document not Saved error when the user saves.

Our users are network accounts on Xserves running 10.4.9 and clients are both PPC and X86 Macs, running 10.4.7 - 10.4.9. All user IDs are unique and managed via Open Directory.

The problems arise typically after the user has been working with the file for some time. In the Word situation, the error pops up unexpectedly, while the Excel error only pops up on a save.

In both cases, Word and Excel fail to Save or to Save As under a different name. We have found that quitting the program brings up the "Do you want to save your document" dialog, and if you say save, it does save the document.

Users can then re-open the document and things are usually OK. I say usually because this problem crops up periodically throughout our network. It may pester a few users for a day or so and then go away for a month. It can be focused on a single user account. Other users have no issues doing similar things while the victim is plagued with multiple occurrences.

Needless to say, this is a tech support headache.

I've found similar sounding problems dealing with long path names and with non-unique user IDs, but the intermittancy of these issues is baffling.

Are there any other network sites with similar problems? Any workarounds

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that can avoid this?

We have 7 sites, about 150 computers per site. All Macs on Xserves.

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Office & Mac Resources: <<http://home.earthlink.net/~mickey.stevens/>>

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