

How-tos

How to: Office 2013 won't open files on Network Shares



ColtsFanMN
Mar 23, 2015 1 Minute Read

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Attempting to open Word or Excel Documents located on Network Shares will launch a New Document window, and not the selected file. The issue is caused by a corrupt Office profile for the user involved.

2 Steps total

Step 1: Log onto workstation as an Administrator

Have affected User log off, then log onto the workstation as an Administrator. Open Windows Explorer, then navigate to the C:\Users\%username%\AppData\Local\Microsoft folder, and rename the Office folder to something else (like OfficeOld).

Step 2: Then have affected User log back on to the workstation

Log off the Administrator, then have affected user log back on. After logging onto the workstation, have the user open a document off of a shared network drive. Microsoft Office will likely inform you the profile is corrupt, but will then create a new one, and open the document normally.

The issue should now be resolved. If you have problems deleting or renaming the office folder, make sure that the user is logged off (don't just switch users). This can also be an issue for Office365 as well as Office 2013. Good Luck!

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11 Comments



Ronald Patan Jul 30, 2015 at 11:47pm

Thanks very much really helped me today. Had a office profile corrupted when opening from a network share. :)



randallbedford May 9, 2016 at 10:30pm

Worked for me just fine too. Tried various other things which only gave me the ability to open local Excel files. After this fix, I did not get a message saying anything about a corrupt Office profile. Will definitely remember to try this first the next time I see it.



Alexo Nov 2, 2016 at 7:44am

Perfect ! fix my issue with Office 2013 and Windows 10, thanks for sharing.



peternordstrm Dec 28, 2016 at 12:44pm

Thank you very much. Solved this problem today on Office 2013, Windows 8.1.



MiViking Jan 9, 2017 at 5:13pm

Worked! I was able to rename the folder when I was logged in as the user, just make sure Word etc is closed.



ivyjc Feb 27, 2017 at 2:10am

Worked!!! thanks a lot! I been having trouble with this for a long time..now everything is fixed!



mythofechelon Apr 21, 2017 at 1:00pm

For us, this happened on 2 RDSH servers so I wrote the following PowerShell code to automate the implementation of this and it seemed to work okay:

```
"$UserProfileFolders = Get-ChildItem C:\Users | Where-Object { $_.PSIsContainer } | ForEach-Object {$_}";
```

```
ForEach ($UserProfileFolder in $UserProfileFolders) {  
If (($UserProfileFolder -ne "defaultuser0") -and ($UserProfileFolder -ne "Default") -and ($UserProfileFolder -ne "Public")) {  
If (Test-Path -Path "C:\Users\$UserProfileFolder\AppData\Local\Microsoft\Office"){  
Rename-Item "C:\Users\$UserProfileFolder\AppData\Local\Microsoft\Office" "Office.old"  
}  
}
```

```
}  
}"
```



Cebic May 24, 2017 at 7:34pm
This worked for me! Thanks!

a a a a a



Joubert691 Jun 18, 2017 at 9:19am
A BIG Thanks! It worked perfectly.

ok ok ok ok



Bryan6974 Apr 25, 2018 at 5:19pm
Thank you! This was very helpful. I had done some other searches, but yours was the one that fixed the problem.



ibmonalisa Jun 18, 2018 at 6:40pm
The steps provided do correct this issue. However, most times the issue returns for the same user. Has anyone found a permanent solution to this issue? I've run a repair on MS Office Standard 2013 and installed all Important Office 2013 updates; this has not resolved the issue.

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