

XL2001: Cannot Open Files If Type and Creator Is ????

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SYMPTOMS

When you try to open a Microsoft Excel file by double-clicking it, Excel opens but the file does not.

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CAUSE

This problem may occur if the type and creator information in the file have changed to ????. The change may occur inadvertently if the file is sent via FTP or a Microsoft Exchange server.

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WORKAROUND

To work around this problem, use any of the following methods.

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Method 1: Use the Open Command

Open the file by using the **Open** command within Excel. To do this, follow these steps:

1. Start Microsoft Excel by double-clicking the program icon.
2. On the **File** menu, click **Open**.
3. Locate and select the file that you need to open, and then click **Open**.

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Method 2: Use a Resource Editor

Use a resource editor such as File Buddy or ResEdit to manually correct the type and creator information.

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Method 3: Use StuffIt Before Sending the File

If the type and creator information is inadvertently changed when the file is sent via FTP or an Exchange server, you can protect the file by using StuffIt before sending the file.

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STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article.