

Troubleshooting Knowledge Base

A resource to assist you in troubleshooting and resolving known IT issues.

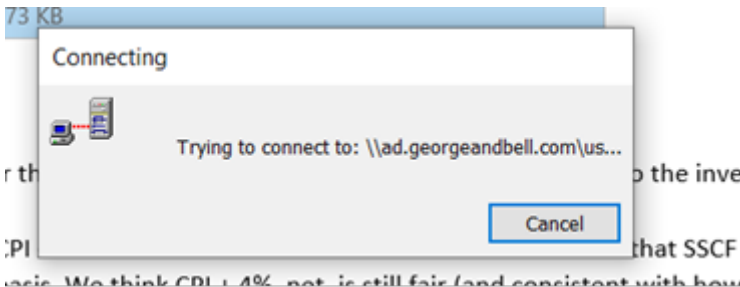
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Microsoft Office 365

Prompts Appear when Saving

Issue

When saving a document, an older Windows 95 era prompt appears saying: "*Trying to connect to: \\ad.georgeandbell.com\...*". After some time, the prompt will disappear allowing you to save the document as originally intended.



Resolution

This is a known Microsoft bug, first introduced in version 2206 of Microsoft Office which was released in June of 2022. A fix was released with version 2211 (November, 2022).

To receive the fix, please update Microsoft Office to the latest available version:

1. Open any Microsoft Office app.
2. Select **File** in the top right-hand corner than **Office Account**.
3. Select **Update Options** then **Update Now** under *Product Information*.

The reason you are experiencing this issue well after the fix has been released is due to Microsoft not applying the fix to the original update that caused it.

George & Bell is configured to defer Microsoft Office updates for six months to help avoid bugs commonly seen on initial release. The deferment period been temporarily reduced to three months to allow the fix to be applied.