

I have SharePoint libraries configured to open documents in the desktop application and to allow editing only after performing a Check Out.

Opening Documents in the Browser

Specify whether browser-enabled documents should be opened in the client or browser by default when a user clicks on them. If the client application is unavailable, the document will always be opened in the browser.

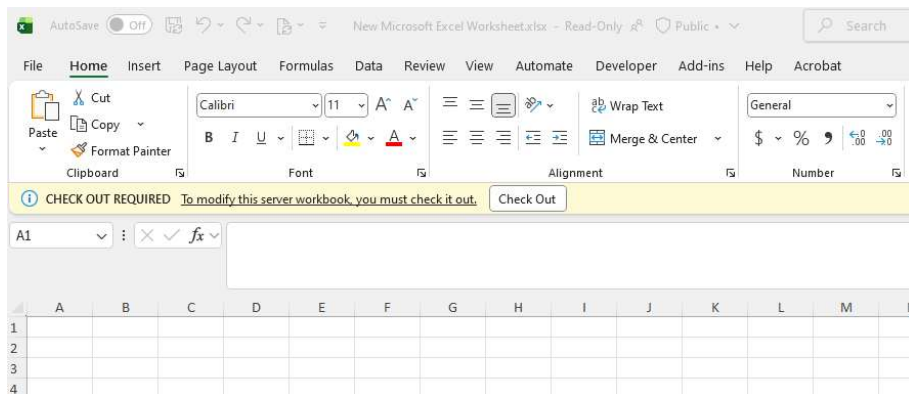
Default open behavior for browser-enabled documents:

- ☒ Open in the client application
- ☐ Open in the browser
- ☐ Use the server default (Open in the browser)

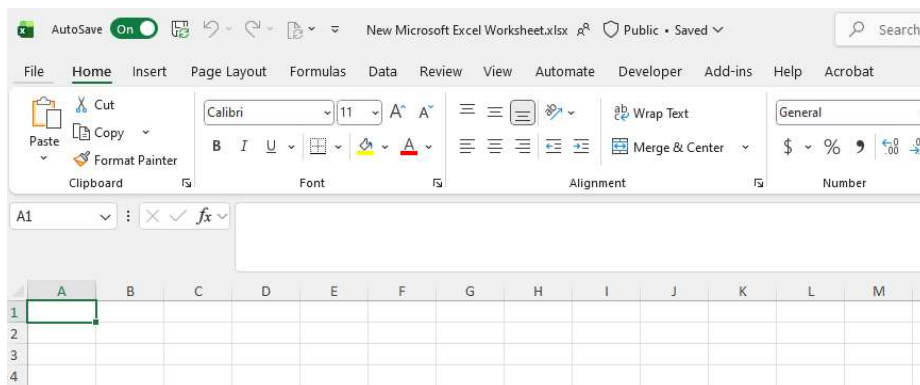
Require documents to be checked out before they can be edited?

☒ Yes ☐ No

Therefore, when an Excel file is opened, it opens in Read-Only mode and prompts for Check Out.



After performing the Check Out, AutoSave is activated and the document switches to edit mode.



Up to this point, everything works normally. However, after making changes to the document and after a random amount of time, the file loses synchronization and AutoSave is disabled. As a result, the original file in the SharePoint library remains locked (Checked Out), and the one in the application must be saved as a new file.

In these conditions, many users have lost their work in the files, which is frustrating. It is important that in these SharePoint libraries, users cannot edit files simultaneously and that there is only one version — that's why Check Out is enabled by default. Also, files should not be edited in the browser but in the desktop application, because some of them are XLSM files. However, I want to emphasize again that this issue also occurs with regular files (XLSX).



The issue occurs randomly for some users as the Excel application from **Microsoft 365 Apps for enterprise** was updated from version 2508 to 2509. This problem still persists in the current version (2510).