

## Excel File Issue: File Won't Open Help

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### 1) What's Happening?

You are downloading an Excel file with the extension .XLS from the CEBS site and when attempting to open the file nothing happens. Excel will open but no file will load. A recent Microsoft update is not allowing you to open the file, see the sections below to resolve the issue.

**Note:** We are working on updating our source files to eliminate this issue. Please contact us at [CEBS-Support@mail.nih.gov](mailto:CEBS-Support@mail.nih.gov) for further assistance.

### 2) How Do I Fix It?

There are a few suggested ways to address this issue. Please share these instructions with your IT Administrator if you are uncomfortable making these changes.

1. Update your settings in Excel
  - a. Open Excel
  - b. Navigate to the File menu
  - c. Select Options
  - d. Select Trust Center
  - e. Select Trust Center Settings
  - f. Select Protected View in the left sidebar
  - g. Uncheck the top box, "Enable Protected View for Files Originating from the Internet"
  - h. Select OK in both respective pop ups (Trust Center and Excel Options)
  - i. Close Excel
  - j. Open file
2. Update file properties (this will only update the settings for a single file)
  - a. Navigate to the downloaded file in your file system
  - b. Alternate click (right-click) on the file
  - c. Select Properties
  - d. Select Unblock next to the warning, "This file came from another computer and might be blocked to help protect this computer."
  - e. Select OK
  - f. Open file

### **3) NIH Employees and Contractors**

Please contact the NIH Service Desk, a ticket can be opened here:

<http://itservicedesk.nih.gov/Support/>. Or you can call the service desk at 866-319-4357.

Your local desktop support should be able to resolve this issue. Alternatively, follow the steps in [How Do I Fix It?](#).