

WebConsole: .Tmp files created by Microsoft Office 2003/2007

.Tmp files created by Microsoft Office 2003/2007 are not cleared automatically after closing original shared file

Problem reported:

Whenever a user saves and closes a shared Excel/Word file, then another .tmp file is created in the same shared directory and it does not get deleted automatically.

The .tmp files has to be deleted manually.

For example:

Original files: \\192.168.0.1\test\ a.xls

\\192.168.0.1\test\ b.xls

Temporary files created in the same path: \\192.168.0.1\test\ a.xls~RFa28b5.TMP

\\192.168.0.1\test\b.xls~RFc287ce.TMP

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In some cases the .tmp file created will not have the same name of the actual file.

For Example:

Original files: \\192.168.0.1\test\ a.xls

Temporary files created in the same path: \\192.168.0.1\test\47BE2000.TMP

This happens only if you try to access the shared files from other systems in the network but not locally on the main system where the data is shared.

Solution:

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As a temporary solution you need to EXCLUDE all the shared folders/sub-folders from eScan File AV, using "Exclude Folders" on the main system where the data (MS Office documents) is shared.

Unique solution ID: #1049

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