

Problem with Opening Documents

Mikael Wängelin - 2023-03-10 - X-Docs

X-Docs

This article will cover how to remove stored X-docs user credentials

X-Docs - Problem with Opening Documents

Typical error message received trying to open document in X-docs

"No access. Contact system administrator"

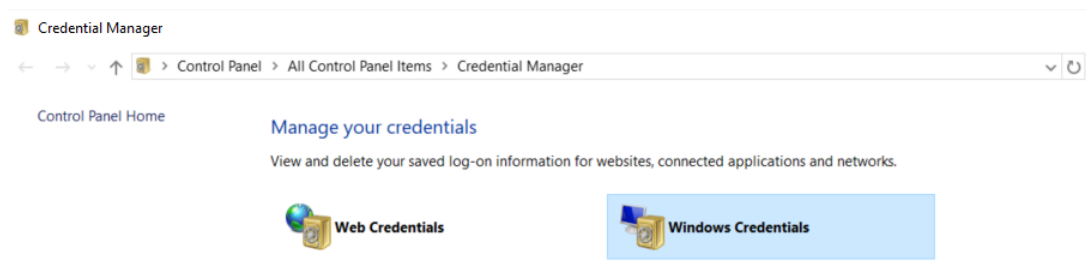
"Access Denied



You do not have access to view this file. Would you like to request for permission on SharePoint?"

Check Office hasn't cached your login details and remove them

1. Close the browser and office application
2. Go to Control Panel>User Accounts>Credential Manager>Windows Credentials>Generic Credentials
3. Remove any stored X-docs user beginning with MicrosoftOffice16.. found under Windows Credentials (Multiple entries can sometimes be found)

See screenshot how:



MicrosoftOffice16_Data:SSPI:gxpihosted\xdocs.setup	Modified: 6/2/2020 
Internet or network address: MicrosoftOffice16_Data:SSPI:gxpihosted\xdocs.setup	
User name:	
Password: ••••••••	
Persistence: Logon Session	
Edit Remove	
SSO POP Device	Modified: Today 

When credentials are removed, open X-docs and try and open a different document and if prompted. Add credentials and login.

Check Word Account is not set to the wrong account



Home

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Account

User Information



Sam Menown

Sam.Menown@formpipe.com

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Sign out if incorrect and sign back in

If this didn't help, please contact support