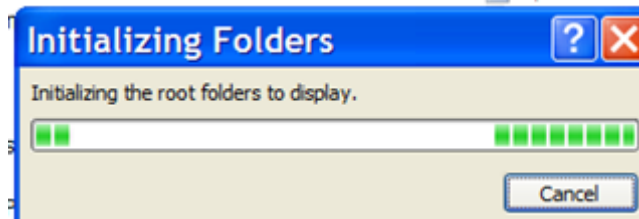




Understanding the Initializing Root Folder to Display Message

The initializing root folder to display message often appears when using the drop down menu to open and save documents in Microsoft Word, Excel, or PowerPoint or when attempting to upload an attachment to email. This message appears because of the following reasons:

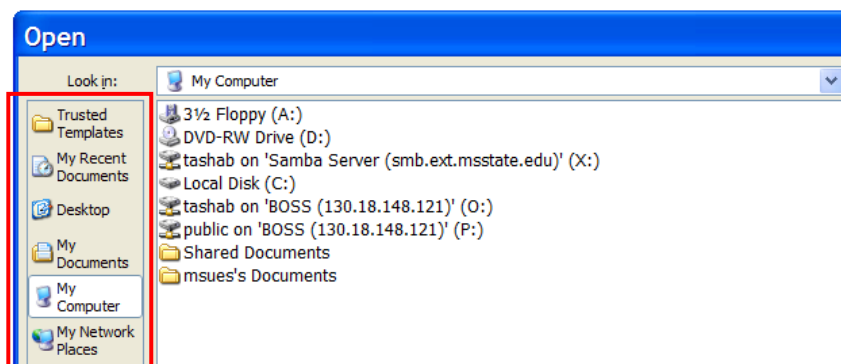


- You have a network drive (i.e. X, P, O) mapped to your computer and have not logged into one or more of those drives.
- Your computer password and X drive password are not the same. If your passwords are different, change your computer password to your X drive password. While this is not the ideal solution, but it can be an immediate fix to your problem.

Below are some solutions for your problems.

Solution 1: Log into your mapped drives (i.e. X, P, O) anytime you boot up your computer. (If you are not on the MSU network (i.e. your office, another county office or R&E center) you will not be able to do this.

Solution 2: Use the left hand menu to open and save documents instead of the drop down menu at the top. **(Recommended)**



Solution 3: Disconnect any mapped network drives when not in use. However, you will have to remap them every time you want to use them.

Step 1: **Right-click** on the **My Computer** icon.

Step 2: **Left-click** **Disconnect Network Drive**.

Step 3: **Left-click** on the drive. **Left-click** **OK**.

Still can't fix it? Email the CAS Resource Center at fixit@ext.msstate.edu.

