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Last Updated: October 3, 2024

ISSUE

Users may encounter an issue in version 2409 where their file is deleted after save if the title contains a capitalized file extension (.DOCX, .RTF) or #. The issue occurs after making an edit to the file and saving when prompted after trying to close Word.

STATUS: WORKAROUND

The Word Team is investigating this issue.

To work around the issue, users can either:

- Manually save their document before closing.

  - Our current tests show the issue occurs after saving when prompted on clicking X to close Word. It does not currently reproduce when manually saving before close.

- Enable the option "Don't show the Backstage when opening or saving files with keyboard shortcuts"

  - This can be enabled by going to **File > Options > Save > Don't show the Backstage when opening or saving files with keyboard shortcuts**.

More Resources

Ask the experts

Connect with experts, discuss the latest Word news, updates, and best practices, and read our blog.

[Word Tech Community](#)

Get help in the community

Ask a question and find solutions from Support Agents, MVPs, Engineers, and other Word users.

[Word Forum on Answers](#)

Suggest a new feature

We love reading your suggestions and feedback! Share your thoughts. We're listening.

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See Also

Fixes or workarounds for recent issues in Word for Windows

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