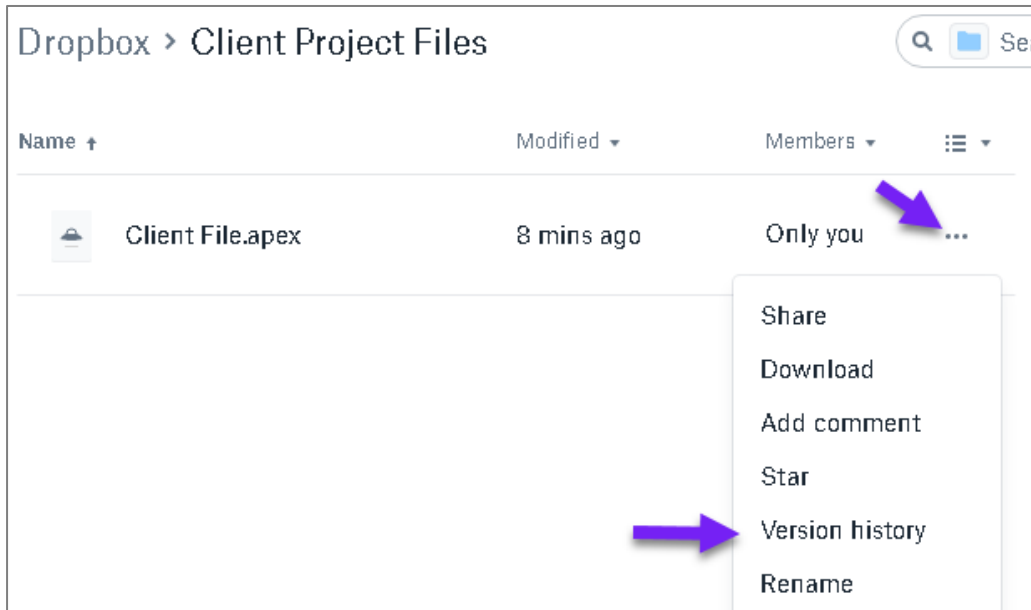


Best Practice: Preventing File Loss or Corruption of APEX Files

There have been reports of system file crashes and/or corruption occurring in APEX files when utilizing file management options outside of a local hard drive. Opening a file on a USB stick, cloud storage, network storage device, or any storage platform that can be interrupted may likely cause file loss or possible corruption if the device location becomes unresponsive or inaccessible. Unfortunately, in most cases these files cannot be recovered by our tech support team.

While we recommend utilizing these types of platforms for backing up work and organizing project files, it is best practice to download the file to a local hard drive prior to opening the file. It is also recommended as best practice to save your work on a local drive prior to porting your project file to one of these storage options. When utilizing cloud services such as Dropbox, OneDrive, Google Drive, Box.com, and others, please take care in avoiding editing a project file on multiple computers. In cases where a file becomes corrupted or compromised, most cloud services offer file history which tracks the file revisions over time. It may be possible to recover a file using this feature, so check with your cloud service provider for more information. Below illustrates how to view and see file history using Dropbox.



For Dropbox users, click on the menu and select “Version History” from the drop-down menu.

We will continue to test these types of services under different scenarios and will update our dealers should we come across other causes for concern.

RTI plans on implementing file management best practice procedures in core training routines and will be posting this tech bulletin on the RTI website and forums. Please relay this best practice to anyone in your company who makes changes or manages these files to ensure against these issues.