

Support Note

CIVIL CONSTRUCTION

July 2021

Tilos - Recovering a Corrupt Project File

If your Tilos project file becomes corrupted and fails to re-open (and you have not made a local backup file), you can find a temporary copy of the last saved version in your computer's roaming folder. AppData\Roaming is where programs on your computer store data that is specific to your user account.

This solution was developed to help prevent you from losing data under unique circumstances, such as:

- when a project is stored on a local network, is opened remotely through a VPN connection, and becomes corrupted when connection is lost, forcing the Tilos project to be closed without saving.
- when a project remains untouched for a long time so that the server puts the data from it into a "higher memory area" causing the local computer's memory to lose the connection to it.

To find the temporary copy of a corrupted TILOS project file:

1. Open Windows File Explorer.
2. Select View tab > Options.
3. Click the View tab and (under Advanced settings) check the box for Show hidden files, folders, and drives.
4. Click OK.
5. Browse to C:\Users\<user name>\AppData\Roaming\TILOS<version>\tmp*\ (see note below). Here you will see the temporary file.

Notes:

- You may have to open multiple numbered tmp folders to find the right file.
- The path in older Microsoft operating systems might be C:\Documents and Settings\Users\<user name>\AppData\Roaming\Tilos\tmp*\.