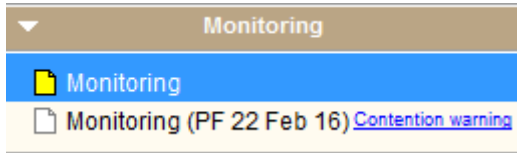


Contention Files

Sometimes a file will appear in the list, followed by a user's initials and a date.



This is a contention file. It is created when the cloud system is unable to resolve two different versions of the file. Typically, this is because two users have updated a file at the same time, perhaps because one or both were offline. But it can also occur as a result of certain error conditions.

When this happens, the older file remains, and the newer one appears below it, marked with the date and initials of its editor. That user may need to manually re-enter the same changes into the first file, and then delete the contention file, particularly if it is a monitoring file.

Contention files should be appearing less frequently now with improvements to the cloud syncing and server monitoring, however they will still occur and have a higher risk of occurring with a large number of users accessing the same files and frequent offline working.

We urge users to action these contention files when they arise to prevent confusion – determine whether there is any original data in them, if so merge this data into the original file and delete (right-click on the file). The HelpDesk bureau service can restore these files if required.