

Project file appears damaged or incomplete when loading

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Symptoms

When loading a project, a message says the project file appears to be damaged or incomplete. The project does not load.

Cause

The project file may be damaged or incomplete. This can happen if the computer shuts down unexpectedly while the project is being saved, or if a USB drive is removed before a file finishes copying.

Solution

Open the original project on the device where it was created and save a new copy. If the problem continues, contact T3RRA Support. Keep a backup of your project files.