

File Handling and Other Troubleshooting Resources



Use of File Extensions for Proper* File and Folder Naming with All Online Storage

The FileGenius file transfer solution will warn you and prevent you from uploading a file that lacks the proper file extension consistent with the file or mime type typically associated with your file and its creator application. Please do not confuse a file lacking a proper file extension with one that is currently not displaying the extension because your operating system preferences, either Mac OS X or Windows, is currently set to not display the file extension. FileGenius WILL accept files when the extension is not displayed and will ask you to add the extension ONLY when it is not there at all.

Should you need help finding the right extension for your file here are resources we recommend:

FileInfo.net

FILExt - The File Extension Source

Proper* File and Folder Naming for All Environments and Uses

It's a lot easier to list the characters that will absolutely, as a "least common denominator" for all environments (all operating systems, local computer, network file servers, and online storage or transfers by web or mail servers), cause problems* when used in the NAME of a file or folder. This information does NOT apply to the content of a file or email, necessarily, but the actual name of your file or folder.

@ # / \ % : ; * ? " < > () |
{ } [] ~ & ! ^ + " ' = - -

the hyphen created by the key right of the "0" is OK; these are 'en' and 'em' dashes

These characters affect documents and files created on these operating system platforms: any flavor of UNIX/Linux and Windows 95 through Vista, with filesystems VFAT, FAT32, and NTFS; these are OK in OS X's Finder or GUI interface but render the files named with them inaccessible and/or inoperative by terminal or line-command access or management, if required in OS X. They will also cause problems if you keep your files on a local file or web-based server running any of the non-OS X operating systems, such as UNIX, Linux, and Windows.

In today's computer overrun world we can't possibly predict where many of our files will end up and who might ultimately depend on them to successfully process them. That's why we need to take the "least common denominator" approach to file naming, avoiding a set of characters that affect at least one or more of the environments and platforms identified above.

Failure to heed to avoid the use of these characters will cause files to corrupt, making them unusable, can damage the directory systems of file servers and web servers, or even crash a website. Some characters and their use, such as using a period as the first character in file name, can even crash whole computers and other interconnected parts of the systems to which they belong.

File Handling and Other Troubleshooting Resources



Other Troubleshooting Resources

Bandwidth, slow uploads or downloads — if you are experiencing slow downs while uploading or downloading files to your FileGenius site we want to know about it. Stop and contact us now at support@filegenius.com or 1-888-753-2245, ext. 702. You may also want to check to see if your Internet or network connection has slowed down, for any number of reasons. To do so use this resource to get an actual measure of both your “up” and “down” bandwidth, or speed:

[SpeakEasy SpeedTest](#)

Once you're at the web site above select the server in the city closest to your current location and allow the test to determine your current upload and download speed, or bandwidth.

For additional information on file types or formats, mime types, and technology terms and issues in general consult these resources:

[File Types, Formats](#)

[MIME Types](#)

[Technology Terminology](#)

** These guidelines and restrictions are not specific to FileGenius. They are applicable in all environments and on all platforms identified in this document. It should also be said that an indication of potential problems does not mean that these problems will be immediately evident or will result in direct evidence of a problem with the specific file in question but may, rather, cause other indirect, and often more far-reaching, system-level problems, which may occur over and/or surface after extended periods of time.*

Questions or Additional Information:

If you have questions regarding this document or the information contained in it please contact us at 888.753.2245, ext. 702 or email us at support@appliedanswers.com. Applied Answers, Inc. reserves the right to change these prices or any other part of this offering at its discretion, without notice.