

# Problems retrieving data from the iPad

## Problem with backing up data using iTunes and similar tools

### Problem:

The research data on the iPad is stored in separate folders for each study, test leader, and group/class.

If any of these folder names occur more than once with different capitalization (e.g., “proefleider anne” and “Anne”), the transfer system between the PC and the iPad cannot distinguish them and will refuse to proceed.

Corsi version 5.0 build 50 and higher solves this problem by converting everything from “Anne” to “anne.”

After this, iTunes and similar tools can once again work with the app’s internal file system on the iPad.

### Solution:

#### 1. Start corsi

Check and remember which version you are using.

[corsi\\_data\\_problem.png](#)

Check if you can find this version in our App Store. (If not, report it via [cjj.stoof@vu.nl](mailto:cjj.stoof@vu.nl))

#### 2. Install a newer version of Corsi

Download the most recent version of Corsi from our [app store](#) (overwrite the old version, do not delete it first).

Start this version, and the file system on the iPad will now be repaired.

Then close this version, and you can copy your data.

### 3. Install the desired version of Corsi

Install the desired version of Corsi from our App Store. Do not delete the other version of Corsi on the iPad; simply overwrite it.

You can now still copy your data.

Start Corsi and check if it's the correct version.

You can now continue with your research.

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