



More information

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Overview

Zip files are the most common type of archive files that most people will see. Zip files contain one or more individual files which have been compressed to reduce file size. They typically have an icon of a folder with a zip on it.

Operating Systems

Microsoft – Microsoft has included built-in Zip support (under the name “compressed folders”) in versions of its Windows operating system since 1998.

Apple – Apple has included built-in Zip support in Mac OS X 10.3 and later, along with other compression formats.

Instructions for Windows and Mac

Windows

1. Save the Zip file to your desktop.
2. Right-click the file to bring up a shortcut menu. This shortcut menu will include an option that says “extract file.” Click on this option.
3. Select an extract destination. This is where the files inside the zipped folder will go. If there are many files inside the zipped folder, it may be a good idea to create a dedicated folder where these files can go.
4. Finish the process. Depending on whether you are running Windows XP or Vista, you may need to go through a few prompts to complete the process. Once you are finished, click “OK” and your files will be available for use.

Mac

1. Save the Zip file to your desktop.
2. Double-click the Zip file to unzip. Depending on your settings, downloaded files may automatically extract to a new folder. Check for a folder with the same name as your Zip file.

Alternatives

If the methods above aren't working, try one of these widely-used and thoroughly supported Zip file programs:

* Windows/Linux/Mac – FREE – 7-zip – <http://www.7-zip.org/>

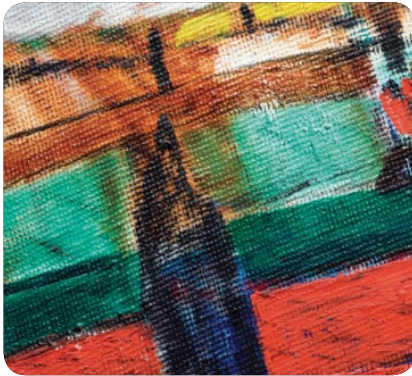
* Windows/Mac – WinZip – <http://www.winzip.com/>

* Windows/Linux – PKZip – <http://www.pkware.com/software/pkzip>

* Mac/Linux – UnArchiver – <http://wakaba.c3.cx/s/apps/unarchiver.html>



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Troubleshooting

What operating system are you using?

- If Windows XP, Vista, or 7, do you have administrator privileges to unzip?
 - If no, contact your system administrator, or unzip the file to a directory outside of program files.
 - If yes, try downloading 7-zip (<http://www.7-zip.org/>) or WinZip (<http://www.winzip.com>) and ensuring you install as administrator.
- If Mac, what happens when you double click the file?
 - If there is no indication of where it is saved, does it appear in the folder where the file exists?
 - Try downloading 7-zip (<http://www.7-zip.org/>) or UnArchiver for Mac (<http://wakaba.c3.cx/s/apps/unarchiver.html>)
- If Linux, try downloading 7-zip (<http://www.7-zip.org/>)

Do you have any 3rd party Zip or archive programs available on the computer?

- What is the software?
- What version is this software?
- Can you get the latest version of the software to install?

Can you locate the Zip file?

- If yes, what happens when you attempt to extract the file?
- If no, what happens when you attempt to download the file from the email?

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