

Download: I have downloaded a zip file and I cannot open it. What has happened and what can I do?

There are similarities between this and another FAQ “[My download stops before it is completed. What can I do?](#)”

Reason.

Thankfully, in our experience, most people download our files without problem. On rare occasions something can happen which can corrupt the data during downloading. Causes for corruption can be many and for the most part unable to diagnose, but they can include :

- Slow connection to your ISP.
- Your computer could have a moment where it is working too hard.
- An electrical spike / current fluctuation.
- Excessive length of cables to your computer/modem/poor wifi signal etc.

All of which can cause what is known (unhelpfully) as a transfer error.

A couple of things that can happen after corruption are that :

- the file can continue to download until the rest of the data has been received.
- the download can terminate prematurely.

The downloaded zip file may look healthy, but the files inside cannot be extracted.

What can I do?

The best thing is to delete the file and download the file again. It is much more reliable to use a download management program such as [Download Accelerator](#) or [Free Download Manager](#) there are quite a few free ones around, and they tend to be much more reliable than browser downloaders for large files.

More information about zip files can be accessed at the [WinZip Website](#).

We always want people to have a good experience, and if people have difficulty after following our suggestions, we will always try to sort something out.

NB. The suggested programs come with their own help and support. We cannot provide support in the use of download management programs.

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