

Australian Government

National Health and Medical Research Council

HREA Troubleshooting – Opening a Zip file on a Mac

Description

Some Apple Mac users have reported that they are having trouble opening the downloaded zip file created while completing or at completion of their application. This creates a problem where the application and attachments contained within the zip file cannot be opened.

The below examples have been provided from a MacBook Air using OS X Yosemite (Version 10.10.5)

Steps to resolve the issue

- Close the internet browser you are currently using. Open a new browser window and log into HREA Portal. Re-download the .zip file from the HREA.
- 2. Right or Two Finger click on the zip file and click 'Open with' and select 'Archive Utility'.

Name		Size	Kind	1
AM00002.2			Folder	1
h A Open		4.5 MB	ZIP archive	
🕨 📄 🗛 Open With 🛛 🕨 🕨	Archive Utility (default)		Folder	
A Move to Treeh	Ann Ohnun		Folder	
A NOVE to trasti	App Store		Folder	
A Get Info	Other	4.5 MB	ZIP archive	
9 Burn "AM00002.zip" to Disc		60.9 MB	Disk Image	
A Duplicate			Folder	
A Make Alias			Folder	
A Quick Look "AM00002.zip"		650 KB	Document	

If 'Archive Utility' is not present then select 'other' and search for 'Archive Utility'.

		0120	T CHING	· ·			
000			Choose A	pplication			
	Choo	se an applica	tion to oper	the document "AM0	0002.zip".		
			Archive Utility				C
Favorites	Search:	This Mac	Home	"Applications"	Contents	File Name	Save
Applications	Nar	me				^ La	st Opened
	Arc	chive Utility				Tu	esday, 14
Documents	💿 Dai	ily Mail Austr	ralia Lates	st Newent and Sp	ort Daily Mail (Online	-
Ownloads							
-							
Devices							
Remote Disc							
Google C 🔺							
Media							
Media	Select an	item to see	its path.				
Media	Select an	item to see	its path.				
Media Music	Select an	item to see	its path.	ed Applications	0		
Media Music	Select an	item to see	commend	ed Applications	0		
Media 11 Music	Select an	item to see inable: Re	commend	led Applications Open With	\$		
Media	Select an	item to see	commend	led Applications Open With	¢		
Media	Select an	item to see	commend Always	led Applications Open With	¢		
Modia	Select an	item to see inable: Re	commend	led Applications Open With	¢	Cancel	Open

- 3. If the zip file does not open, proceed to step 4.
- 4. Open the HREA Portal in a different internet browser and re-download the zip file. While the NHMRC does not endorse the use of any specific product, Safari is the recommended Mac browser. Ensure that you are using the most current version of the browser you have chosen.
- Attempt to open the zip using the instructions at Step 2.
 If the zip does not open, proceed to step 6.
- 6. Have the zip file easily accessible.
- 7. Launch 'Terminal' which is found in the /Applications/Utilities folder.
- 8. In Terminal, type 'unzip' followed by a space, then drag and drop the zip file into the terminal window. This will automatically enter the full path to the zip file.
- 9. Press the 'Return' button on your keyboard.



10. The zip should open automatically, downloading the contents in a separate folder. In the example below, the computer has automatically sent any downloaded documents to the 'Downloads' folder. The original .zip file can be seen below the new documents.



11. If the zip does not open, proceed to step 12.

12. Attempt to open the zip file using the same instructions detailed in steps 2-4. Instead of using 'Archive Utility' use a third party unzip tool downloaded from the Mac App Store. While NHMRC does not endorse the use of any specific product, some users have reported success using 'Stuffit Expander'.

You should now be able to access the documents within your zip file.

If you still experience issues please contact HREA Help on help@hrea.gov.au or 02 6217 9902.