



How to create a WinZip installation log file for technical support

- WinZip
- WinZip Command Line Add-on
- WinZip Self-Extractor
- WinZip Courier
- WinZip Enterprise

Note: you do **NOT** need the special instructions below if you are installing a current WinZip version (WinZip 23.0 or later). You only need to install normally and if an issue is encountered, you will be given the opportunity to view the install log at the end.

The following is information on how to create a log file of your WinZip install attempt (to send to Technical Support).

You will **not** be able to use our standard .exe install file to create this log. You will instead need an install file ending with the extension .msi for this. You can download one from the [Alternative Download Links](#) page. You will have your choice of a 64-bit or 32-bit MSI file. After downloading and saving the appropriate MSI file please do the following:

1. Create a new folder on drive C and name it **WZTest**
2. Copy the WinZip MSI file you downloaded into folder WZTest on drive C
3. On the keyboard, press the Windows key+R to open **Run**
4. Type: **cmd** in the Run dialog and click **OK**
5. In the Command Prompt window type:

```
msiexec /i C:\WZTest\winzipxxx.msi /qb /lvx* C:\WZTest\install.log
```

In the command above **/lvx*** is a forward slash, a lowercase letter l, a lowercase letter v, a lowercase letter x, and an asterisk.

IMPORTANT: replace the "xxx" in the file name above (**winzipxxx.msi**) with the correct information. For example, if you are creating a log using the 64-bit WinZip 22.5 file, your command would be:

```
msiexec /i C:\WZTest\winzip225-64.msi /qb /lvx* C:\WZTest\install.log
```

6. Press **Enter** on the keyboard to run the WinZip install
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