



How to create a WinZip dump to send to Technical Support

- WinZip
- WinZip Command Line Add-on
- WinZip Enterprise

WinZip will respond to a command by creating a report file containing information about your Windows version, WinZip version, the files installed, and most of the WinZip specific registry settings. Sending this with your request for technical support can be helpful.

Please do the following to create a dump file:

1. On the keyboard, press the Windows key+R
2. In the Run dialog type:
 - For **64-bit Windows versions** if you are using WinZip 16 or later: **winzip64 /dump**
 - For **32-bit Windows versions** or if you are using WinZip 15 or earlier: **winzip32 /dump**
 - Click **OK**
 - A WinZipErrorReportLog.txt file will be created on the desktop

Note: For both commands, there is a space before **/dump**.
