

Ziping Files

To reduce upload times, the SERFF team strongly recommends users compress template files using a .zip archive before uploading to the SERFF system. A zip file is used to compress existing files into smaller sizes.

For the purpose of these instructions screenshots demonstrate the process for Windows 7, 8 and Vista.

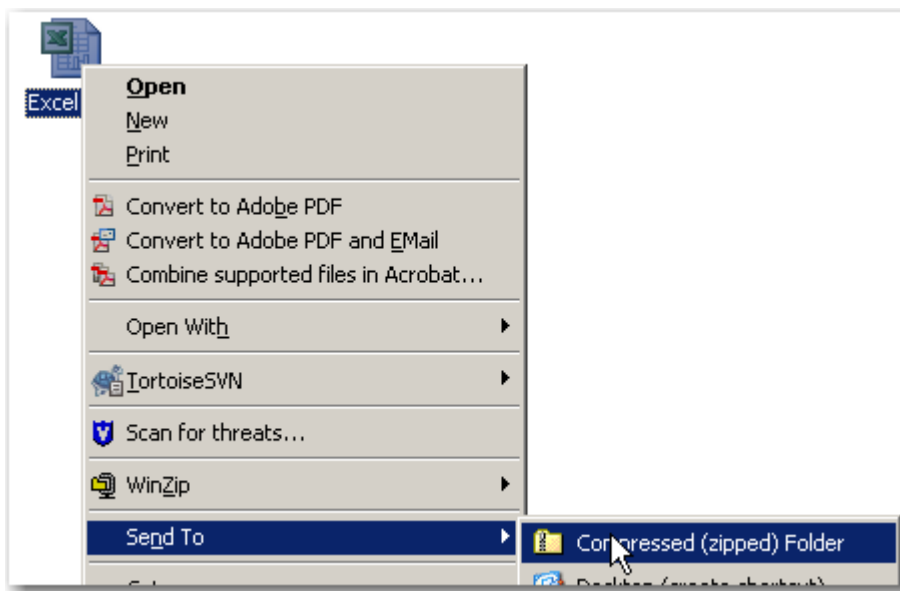
To add a file to a .zip archive ("zip file"), please follow the below instructions:

Windows 7, 8, Vista

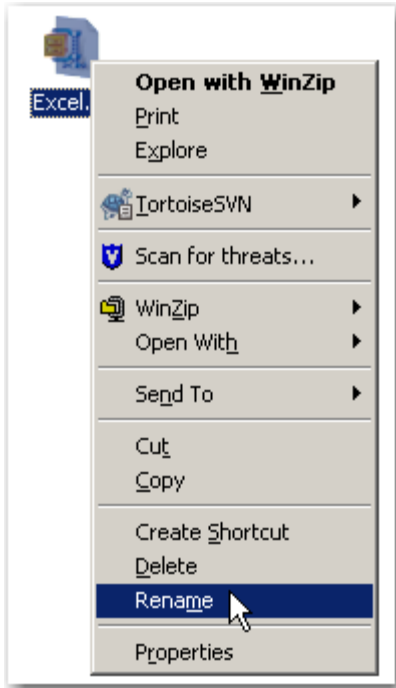
1. Locate the template file to be compressed.



2. Right-click the file or folder, point to "Send to", then click "Compressed (zipped) folder".



3. A new zip file is created in the same location. To rename it, right-click the file, click "Rename", then type the new name.



Windows XP

1. Right-click a blank area on the desktop or in an open folder, point to "New", then click "Compressed (zipped) Folder". Alternately, right-click, point to "New", then select "WinZip File".
2. Type a name for the new zip file, then press ENTER. The new zip file is displayed as a folder icon with a zipper. A .zip file name extension may also appear.
3. To add a template file to the zip folder, open the zip file. then, drag the template file to the zip window.

Mac OS X

1. Right-click on the template file to be compressed.
2. Select "Compress Items".
3. Find the newly created zip file in the same directory for uploading to SERFF.

To determine which operating system you have, please follow the below instructions:

Windows

Select the "Windows" button on the task bar. Type "winver" into the search field, then press ENTER.

OR

Mac

From the Apple menu, choose "About This Mac".

If further assistance is needed creating a zip file or determining the operating system version, please contact your IT Department.

FAQs / Error Message Definitions

Below is a list of the errors that you may encounter when uploading a zip file into SERFF, along with resolutions:

Issue: The zip file contains more than one file.

Resolution: Include only one template file per zip file.

Issue: The zip file contains no files or no supported files.

Resolution: Include only the supported template file formats: .xml, .xlsx, .xls, or .zip. Do not include a zip file within a zip file.

Issue: The ZIP file uses an unsupported zip method.

Resolution: Re-create the zip file using the Operating System's built-in compression methods detailed above. Use only the default compression method presented by the Operating System.

Issue: The ZIP file is encrypted.

Resolution: Remove password/encryption from zip file. SERFF will not accept password protected zip files.

Issue: An error has occurred with the zip file.

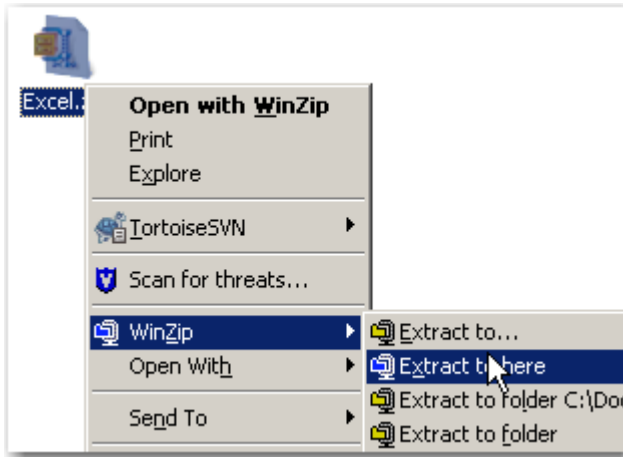
Resolution: Create a new zip file including the desired validated template for upload. Attempt to re-upload using only a supported zip file: .zip, a supported Excel/XML file format: .xlsx, .xls, or .xml, and a supported browser version.

Unzipping Files

1. Navigate to the location where the .zip file is saved.



2. Right click on the .zip file and choose "WinZip", then "Extract to here".



3. The zipped file will now be available in its regular form in the same location as the original.



Didn't find what you needed here?

The SERFF Help Desk is a great source of information.

Contact the SERFF Help Desk by calling 816-783-8990 or emailing serffhelp@naic.org.