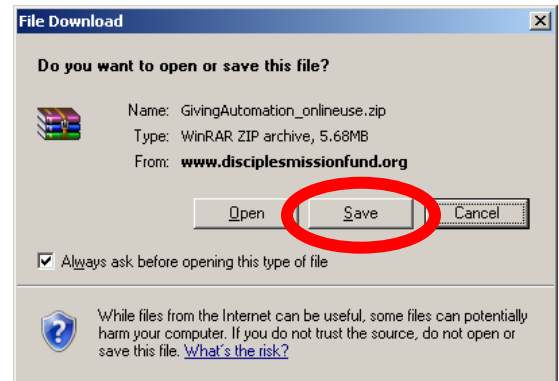


# TROUBLESHOOTING THE AUTOMATOR

Typically, if a user tries to download the automator using Internet Explorer. If the file downloads as a “ZIP” file, try the following:

Download the file to your desktop by clicking on the “Save” or “Save As” button:

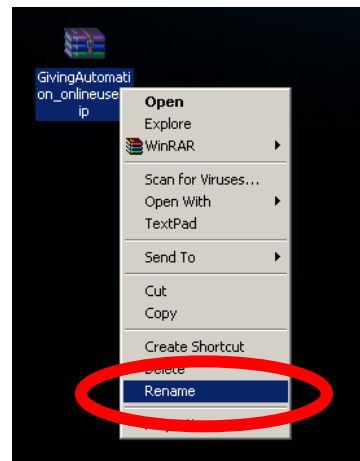


If the filename includes a “.zip” extension, rename the file to replace the “.zip” with “.xlsx”. To rename, **right-click the file** and select “Rename”.

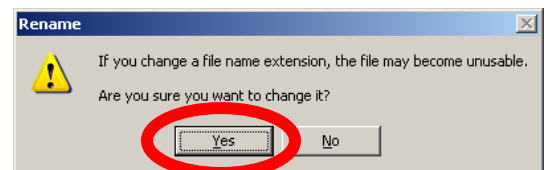
**NOTE:** File extensions must be visible in order to rename the extension to the proper file type. If your file does not display a file extension, then your computer may not be setup to display file extension. Follow the instructions at the following links to show file extensions on your computer.

**Windows 2000/XP:** <http://www.fileinfo.com/help/windows-show-extensions.html>

**Windows Vista/7:**  
<http://askabouttech.com/how-to-show-file-extension-in-windows-7/>



After renaming the file, you may receive a warning dialog asking to confirm the file name change. **Click on “Yes”.**



The file’s icon will then change to indicate that it is an Excel document. **Double-clicking the file should allow it to open in Excel 2007.**

