

Why Won't My Backup Open?

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A backup that won't open, or that throws a "Backup Invalid" error, almost always comes down to an interrupted download or the tool you're using to unzip it. Here's how to clear each cause.

Check the File Size First

The most common cause is a download that didn't finish. Compare the size of your downloaded file to the size shown on your Monthly Backups page:

- If the sizes are close, the file downloaded fine — the problem is how it's being opened, so move to the next section.
- If they're far apart, the download was interrupted or the file is too large to finish (this happens most on Windows). Try downloading it again — during off-peak hours, or from a Mac if you have one.

Open It With 7-Zip

Some versions of Windows struggle to open large ZIP files. We've seen much better results with 7-Zip:

1. Download and install 7-Zip (a free tool).
2. Right-click the backup file and choose [Extract].

Using the Extract option — rather than just double-clicking to peek inside — is what makes the difference on large files.

Resume an Interrupted Download

Large downloads sometimes stop partway due to network problems or bandwidth limits from your internet provider. In most browsers you can pick up right where it left off:

- Open your browser's [Downloads] list.
- Find the paused backup and click the resume control (often a curved arrow).

Firefox is especially good with large files — if the connection drops, the download pauses and resumes on its own once you're back online. Downloading during off-peak hours also helps big files finish cleanly.

Still Stuck?

If the backup still won't open after checking the file size, using 7-Zip, and re-downloading, contact us — and mention what you already tried so we can pick up from there.

Learn More

Every month, Pipeline builds a downloadable copy of your account so you always have an offline record of your transactions and documents — yours to keep, whether you're just being cautious or planning ahead.

See [Monthly Backups](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
