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Why do I see a "java.util.zip.ZipException" error in my installer log file when I try to install the MinGW support package?

Asked by MathWorks Support Team on 21 Nov 2016
Latest activity Answered by S on 18 Apr 2017 at 0:47
Accepted Answer by MathWorks Support Team
6,998 views (last 30 days)

When installing the MinGW Support Package, I see the following error:

There was a problem installing the third-party software. To resolve this issue, contact Technical Support

I also see the following inside of my MATLAB installer log file:

java.util.zip.ZipException

How can I proceed with installing this Support Package?

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mingw add-on zipexception

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Answer by MathWorks Support Team on 28 Mar 2017 at 4:00
Edited by MathWorks Support Team on 28 Mar 2017 at 19:34
✔ Accepted Answer

This error is likely occurring because the downloaded files are incomplete. You can try the following workaround: 1. Download the 5 files from the Sourceforge links below.

Binutils

Core

Runtime

C++ Support

GDB

Please verify each of the zip file sizes are at least 1MB, as incomplete files will cause the issue to persist.

2. Copy all the zip files to the following location and replace any files that exist inside (NOTE: These file locations will not exist until you attempt run the Support Package installer for MinGW first):

For *R2015b *and *R2016a *the location is:

"C:\MATLAB\SupportPackages\R20(15b/16a)\downloads\MinGW_download"

For **R2016b *and *R2017a** the locations are:

"C:\Users_<username>_\Downloads\MathWorks\SupportPackages\R2016b\archives\3p\<name_of_archive>\"

Which should exist from your failed download. The name_of_archive would be one of the following and where xxxxxxxxxx is a string containing numbers. You would need to replace each corresponding file in each folder.

tdm_MinGW64runtime.instrset_win64_xxxxxxxxxx (place "mingw64runtime-v3-git20141130-gcc49-tdm64-1.zip" file in this folder)

tdm_MinGWbinutils.instrset_win64_xxxxxxxxxx (place "binutils-2.24.51-20140703-tdm64-1.zip" file in this folder)

tdm_MinGWcpp.instrset_win64_xxxxxxxxxx (place "gcc-4.9.2-tdm64-1-c++.zip" file in this folder)

tdm_MinGWdebugger.instrset_win64_xxxxxxxxxx (place "gdb-7.8.1-tdm64-3.zip" file in this folder)

tdm_MinGWgcc.instrset_win64_xxxxxxxxxx (place "gcc-4.9.2-tdm64-1-core.zip" file in this folder)

3. Once this is done try reinstalling the Support Package again.

If you are still experiencing problems, contact Technical Support.

---

10 Comments

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lin shan on 17 Mar 2017

> Bien, j'ai eu une erreur sur 3 party installation et il marche pour mon cas.

Walter Roberson on 22 Mar 2017

> Ichan Lo comments to Konrad Groeneveld:
>
> I was also stuck in second step for R2017a, however I try to use microsoft visual studio professional 2015. It works for compiler C++ https://www.microsoft.com/en-us/download/confirmation.aspx?id=48147

Seyedhamidreza Mirtaheri on 23 Mar 2017 at 20:37

> It worked for me, Thanks a lot!

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Answer by Travis Allen on 23 Feb 2017

I'm currently getting this error when trying to install via the steps above...

"There was an error installing third-party software for Support Package mingw: C:\MATLAB\SupportPackages\R2016a\downloads\mingw_download does not contain archives for third-party software used by the support package.

To continue with support package installation: Use "Install from Internet" or Use "Download from Internet" to download the complete set of files, and retry installing from folder."

Any insights on how to fix this?

---

4 Comments

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[James Venning](#) on 24 Feb 2017

> Same problem for me, even after replacing archives.

[Carl Ståhl](#) on 24 Feb 2017

> Same for me on 2016a,with fresh downloads

[Kyle Perry](#) on 8 Mar 2017

> Hello Everyone,
>
> If you are still experiencing these issues, there could be several causes, the zip files were automatically extracted and they were not supposed to, or that the zip files are corrupt. Please contact us so we can help resolve the issue.
>
> www.mathworks.com/support/contact_us

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Answer by [Tanay Rastogi](#) on 28 Feb 2017

I have copied the 5 zip files in the folder, as mentioned by the MATLAB support team. After that, i run the the "mingw.mlpkginstall" MATLAB support package installer. I still see the error.

I have a question here, that when I run the package installer again, does it replace the files i copied in the folder. Because, it again downloads all the files (not sure what happens to files I copied). - Is that an issue? - How to directly install the files, without downloading them again? (Package Installer downloads them again)

---

2 Comments

[Reza Alviri](#) on 4 Mar 2017

> I have exactly same problem. When I try to reinstall the support package again, it download and replace wrong files again.

[Kyle Perry](#) on 8 Mar 2017

Hello Tanay and Reza,

The files you downloaded manually should replace the existing files in the support package folder. If they are being re-downloaded after you replace them or the install is still not working, then please contact us so we can help resolve the issue.

www.mathworks.com/support/contact_us

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Answer by [Jonathan Eagle](#) on 8 Mar 2017
Edited by [Walter Roberson](#) on 26 Mar 2017 at 20:14

This is the response from mathworks with instructions that worked for me. The other instructions here did not.

Thank you for this followup information. I think there may be some confusion with the workaround instructions, as you should not need to rename any files or folders during this process. Once you have downloaded the 5 zip files, they need to be placed in the following folders found at C:\Users\ <your_username>\Downloads\MathWorks\SupportPackages\R2016b\archives\3p:

- '"mingw64runtime-v3-git20141130-gcc49-tdm64-1.zip" placed in "tdm_mingw64runtime.instrset_win64_1473452065" folder
- "binutils-2.24.51-20140703-tdm64-1.zip" placed in "tdm_mingwbinutils.instrset_win64_1473452064" folder
- "gcc-4.9.2-tdm64-1-c++.zip" placed in "tdm_mingwcpp.instrset_win64_1473452064" folder
- "gdb-7.8.1-tdm64-3.zip" placed in "tdm_mingwdebugger.instrset_win64_1473451976" folder
- "gcc-4.9.2-tdm64-1-core.zip" placed in "tdm_mingwgcc.instrset_win64_1473452033" folder

Once the zip files are placed in each of these folders, you need to run the same MinGW support package installer again (from Add-Ons Explorer). The installation will now proceed and skip over the section where it needs to download third-party files.

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Answer by [Talfan Evans](#) on 19 Dec 2016

This worked for me.

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Answer by Terrence Jao on 16 Jan 2017

This fixed it! Thanks!

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Answer by Dang Manh Truong on 10 Feb 2017

Followed the steps outlined by the support team (windows 10, matlab r2016b), and it worked! Thanks a lot!

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Answer by Asaph Kabaasha on 23 Feb 2017

It worked for me… Thanks a lot

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Answer by Hu Jingliang on 24 Feb 2017

not working. still have the third party package error after replacing the zip files

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Walter Roberson on 8 Mar 2017

You should contact Mathwork Support.

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Answer by Ivan Gromyko on 6 Mar 2017

This does not work.

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Walter Roberson on 8 Mar 2017

You should contact Mathwork Support.

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Answer by Matt Ward on 13 Mar 2017

I ended up on this page after failing to create an Excel Add-In using Matlab Compiler 2016a. It turns out MinGW is not a supported compiler for Excel Add-Ins, contrary to the log file error. See compatible compilers here:

https://www.mathworks.com/content/dam/mathworks/mathworks-dot-com/support/sysreq/files/SystemRequirements-Release2016a_SupportedCompilers.pdf

For those trying to get the Excel Add-In working, the freely available Windows SDK 7.1 will work . I ran into some issues for me on Windows 10 using Microsoft's web-based installer file (the small file that will trigger a download for missing/desired components) however, I found success following the approach described here, where you download the .ISO:

http://stackoverflow.com/questions/20115186/what-sdk-version-to-download/22987999#22987999

-Matt

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Answer by Fengzhou Wang on 16 Mar 2017

is there anyone could show how to solve the problem from Mathwork Support. Do not ask everyone to ask for Mathwork Support.

💬 **2 Comments**

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Fengzhou Wang on 17 Mar 2017

> The error might happen since the downloaded files are not complete. So extract all the downloaded files and make sure they are fully downloaded. If not, redownload them and the links are right(accessed on 17th Mar 2017) and the only problem should be the network. And then reinstall it, the solution should work for Matlab 2016a.

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mprice on 17 Mar 2017

> One issue I had was that I was extracting the sourceforge zip files into the specified folder (for 2016a). The zip files themselves must be present in this folder in order for the install to succeed.

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Answer by Nezha Farhi on 23 Mar 2017 at 7:40

Thank you it worked perfectly

➕ **0 Comments**

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Answer by Koen V on 24 Mar 2017 at 10:26
Edited by Koen V on 26 Mar 2017 at 18:09

Hi All,

Problem: Unable to install MinGW through Add-on Explorer in Matlab R2017a (fresh install of Matlab and Windows7).

In my case, the description above was causing some misunderstanding because these steps deviated slightly from the actual required workflow.

FOR ME THE PROBLEM IS SOLVED after doing the following procedure:

===

1. Try to install through 'Get Add-ons' in Matlab 2017a

-

2. Resulted in a Download error: There was a problem downloading the third-party software. To resolve this issue, contact Technical Support

-

3. Downloaded all files as described by Mathworks support team: https://uk.mathworks.com/matlabcentral/answers/313286-why-do-i-see-a-java-util-zip-zipexception-error-in-my-installer-log-file-when-i-try-to-install-the

-

4. It is stated that the installation process has already created some folders in: "C:\Users_<username>_\Downloads\MathWorks\SupportPackages\R2016b\archives\3p\<name_of_archive>\"

However, these folders did not exist in my case. On the contrary, some zip-folders are created in a different location; "C:\Users_<username>_\Downloads\MathWorks\SupportPackages\R2017a\archives\win64\3p" The folder naming of these folders does comply the description as stated before; "The name_of_archive would be one of the following and where xxxxxxxxxx is a string containing numbers.e.g.: tdm_MinGW64runtime.instrset_win64_xxxxxxxxxx"

So I decided to use the names of these zip-folder in the following steps

-

5. I created a new 3p folder in "C:\Users_<username>_\Downloads\MathWorks\SupportPackages\R2016b\archives\" and created 5 new folder inside 3p that have the same name as the zip-folder in "C:\Users_<username>_\Downloads\MathWorks\SupportPackages\R2017a\archives\win64\3p"

-

6. Then I placed the 5 archive folders from point 3 in their corresponding folder:

binutils-2.24.51-20140703-tdm64-1 --> copy to archives\3p\tdm_mingwbinutils.instrset_win64_1487954571

gcc-4.9.2-tdm64-1-c++ --> copy to archives\3p\tdm_mingwcpp.instrset_win64_1487954573

gcc-4.9.2-tdm64-1-core --> copy to archives\3p\tdm_mingwgcc.instrset_win64_1487954592

gdb-7.8.1-tdm64-3 --> copy to archives\3p\tdm_mingwdebugger.instrset_win64_1487954574

mingw64runtime-v3-git20141130-gcc49-tdm64-1 --> copy to archives\3p\tdm_mingw64runtime.instrset_win64_1487954589

-

7. Retry to install through the Add-on Explorer

-

I hope this helps you to solve the problem.

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Answer by med BT on 24 Mar 2017 at 17:32

Thank you it works great

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Answer by Mengnan Zhao on 6 Apr 2017 at 19:32

If you follow this instruction, the only reason that you still have the same problem before is that the downloaded zip files are not complete. To check this, you should open the zip files to see whether it can be unfolded. If yes, I guess you probably can succeed. This is how I fix the problem.

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Answer by Trinh Nguyen Cong on 11 Apr 2017 at 7:41

I use R2015b and this work for me. First I copied all zip files to the folder "C:\MATLAB\SupportPackages\R2015b\downloads\mingw_download" and renamed the files as the instruction said but it still got error. Then I delete all zip files and copied them again without renaming and it worked. Hope this help!

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