Issue with downloading DISCO Playlists on Safari (macOS)

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When downloading a DISCO Playlist using the Safari web browser on macOS, you may find that the downloaded folder contains only one file instead of all the files you expected. This is a known macOS behavior that affects zip file downloads, and it's not something DISCO can prevent on our end — but there are two ways to work around it.

Why this happens

DISCO delivers Playlist downloads as a zip file containing a folder with all of your Tracks inside. macOS has a setting in Safari called **"Open 'safe' files after downloading"** that automatically extracts zip files as soon as they download. Due to a bug in Apple's zip archive support, this auto-extraction can fail silently, meaning only the first file is extracted and the rest are dropped with no error message shown. This is an Apple bug and not something specific to DISCO.

Workarounds

1️⃣ Option 1: Turn off automatic zip extraction in Safari

You can disable the Safari setting that causes this behavior. Once turned off, Safari will leave downloaded zip files as-is, and you can extract them yourself by double-clicking.

1. Open **Safari** and go to **Safari > Settings** (or **Preferences** on older macOS versions).
2. Click the **General** tab.
3. Uncheck **"Open 'safe' files after downloading"**.

From now on, Playlist downloads will arrive as a `.zip` file. Double-click it to extract all your Tracks as normal.

> ***Already downloaded and only see one file?*** *The original zip file is likely still intact in your Trash. Open the Trash, restore the zip from there, and then double-click it to extract everything correctly.*

2️⃣ Option 2: Use a different browser

If you'd prefer not to change your Safari settings, downloading your Playlists using a different browser — such as **Google Chrome** or **Firefox** — will avoid this issue entirely. These browsers don't auto-extract zip files, so all your files will be there when you unzip.

If you're still having trouble with a Playlist download after trying the above, contact us and we'll be happy to help.