



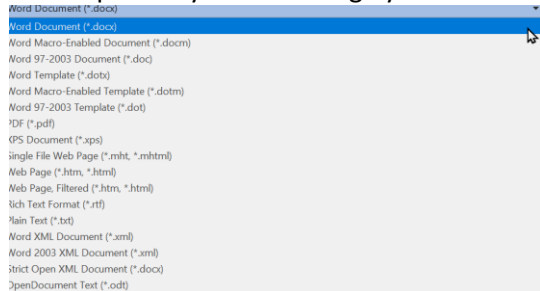
What is a file format?

The format of the electronic record. Common electronic file formats are PDFs, JPEGs, and Word Documents.

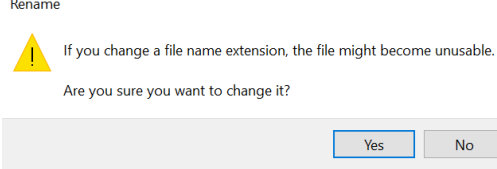
What is a file extension?

A file extension is how the electronic record keeps its format and tells the computer what programs can open the file.

You've probably had to change your file extension through the "save as" feature at some point.



If you've ever edited the extension when renaming a file, you've probably gotten a warning.



Which file formats *can* I file to Content Manager?

See the below table. This is not comprehensive. Contact Records Management if there's another extension or file format you want to know about. In general, it is best practice to use traditional and non-proprietary formats.

<p>Text files:</p> <ul style="list-style-type: none"> .doc .docx .pdf .rtf .txt <p>Image files:</p> <ul style="list-style-type: none"> .bmp .gif .jpeg .png .tif .tiff 	<p>Audio files:</p> <ul style="list-style-type: none"> .mp3 .wav <p>Video files:</p> <ul style="list-style-type: none"> .avi .mov .mp4 .mpeg .mpg <p>Presentation files:</p> <ul style="list-style-type: none"> .ppt .pptx 	<p>Web files:</p> <ul style="list-style-type: none"> .asp .htm .html .link .shtm .shtml .url <p>Other:</p> <ul style="list-style-type: none"> .hlp .mpp <p><i>many more!</i></p>
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Content Manager Guidance

File Formats

Which file formats should *not* be filed to CM?

Although most files can be filed to Content Manager through Dropzone, we recommend against filing certain file formats because they can't be indexed, they won't open properly after filing to Content Manager, or they are not actual records.

The biggest example of records you should not file to Content Manager are any compressed files (like ZIP files) or system/software files.

The below is not comprehensive. Accessibility may vary, depending on the available software.

- EQP
- EXE
- ETB
- EWD
- E01
- EKM
- E02
- E03
- E05
- E04
- E06
- KST
- E07
- AC3
- ZIP
- Shortcut



Why can't I open my records in Content Manager?

- You may need specific software to open the file.
- The file is corrupted.
- The file is not CM compatible.

I already put a lot of stuff in CM that I can't get back. What do I do now?

1. Look at the record metadata. Even if the record isn't accessible, you can get a decent amount of information from the creator, original file path, and category.
2. Consider if the file is worth the time and energy to recover.
3. If the record *is* worth the time and energy, contact Records Management and/or KCIT. It may still be available in a KCIT backup. You may need special software that you don't yet have access to.
4. Try to open the file with other programs you have available to you



**RECORDS
MANAGEMENT**

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