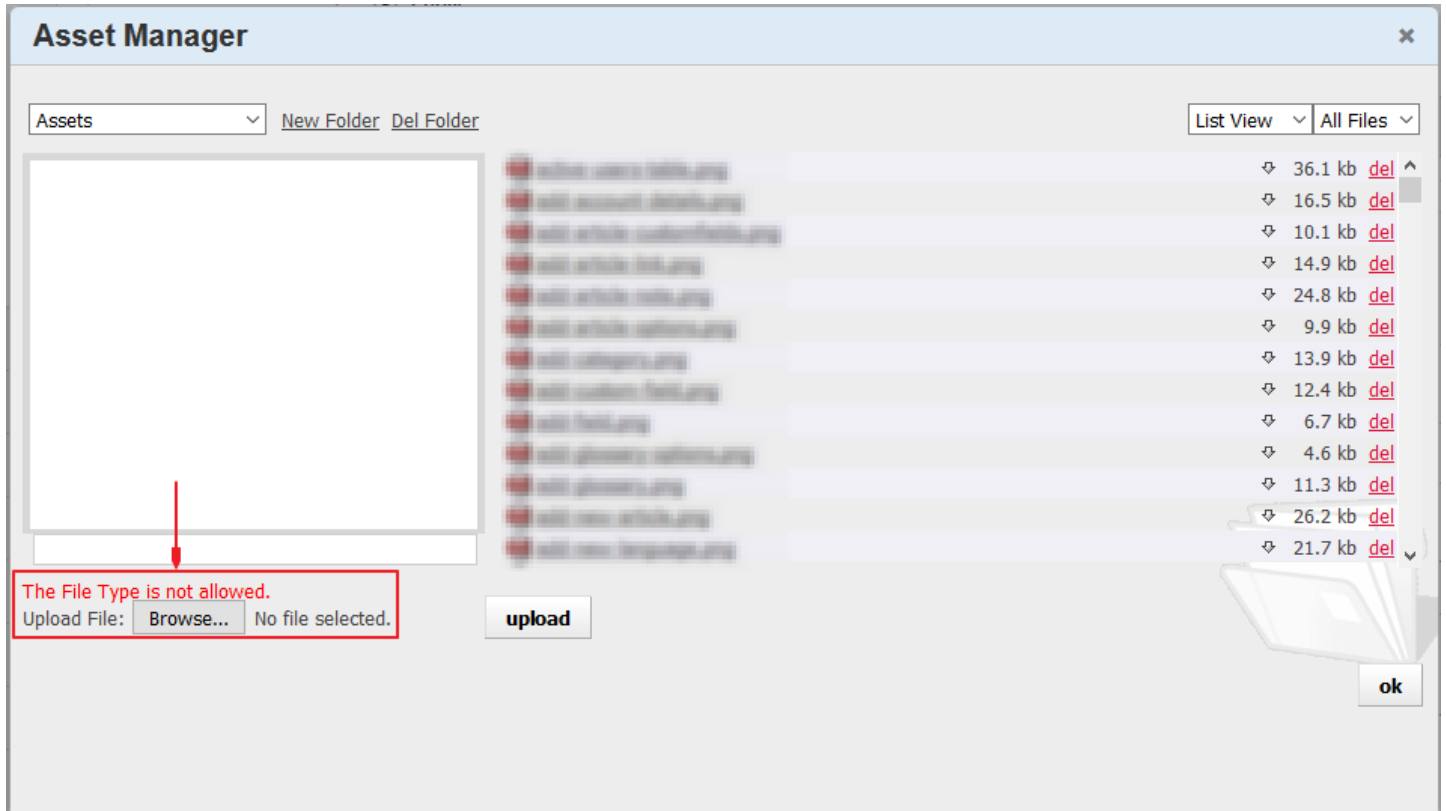# I am getting "The File Type is not allowed" error, what shall I do?

👤 Palwinder Singh

PROBLEM: When I upload an image or video file I get "The File Type is not allowed" error (see image below):
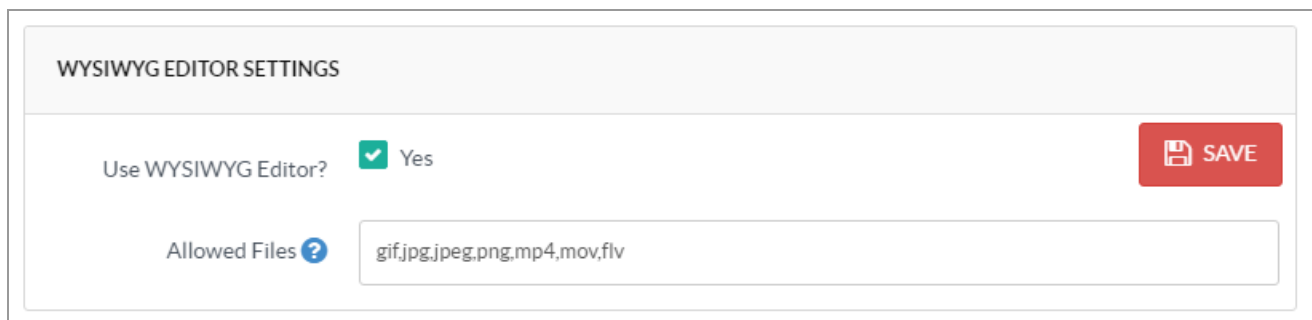

Can you help me to solve the problem?

SOLUTION: The files that are uploaded via **Asset Manager** of **WYSIWYG Editor** are controlled through:

Manage Settings » **Miscellaneous** tab » **WYSIWYG Editor Settings** section » **Allowed Files**

Just put in the desired extension separated by a comma and click **Save** or **Save Changes** button. For example:
gif,jpg,jpeg,png,mp4,mov,flv

As we can see clearly, we have allowed **.gif, .jpg, .jpeg, .png, .mp4, .mov** & **.flv** (don't put a **dot** (.), instead, use a **comma** (,) in the allowed files list to separate files) images/video files format.

That's it!

[1] Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: https://www.phpkb.com/kb/article/i-am-getting-the-file-type-is-not-allowed-error-what-shall-i-do-164.html

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