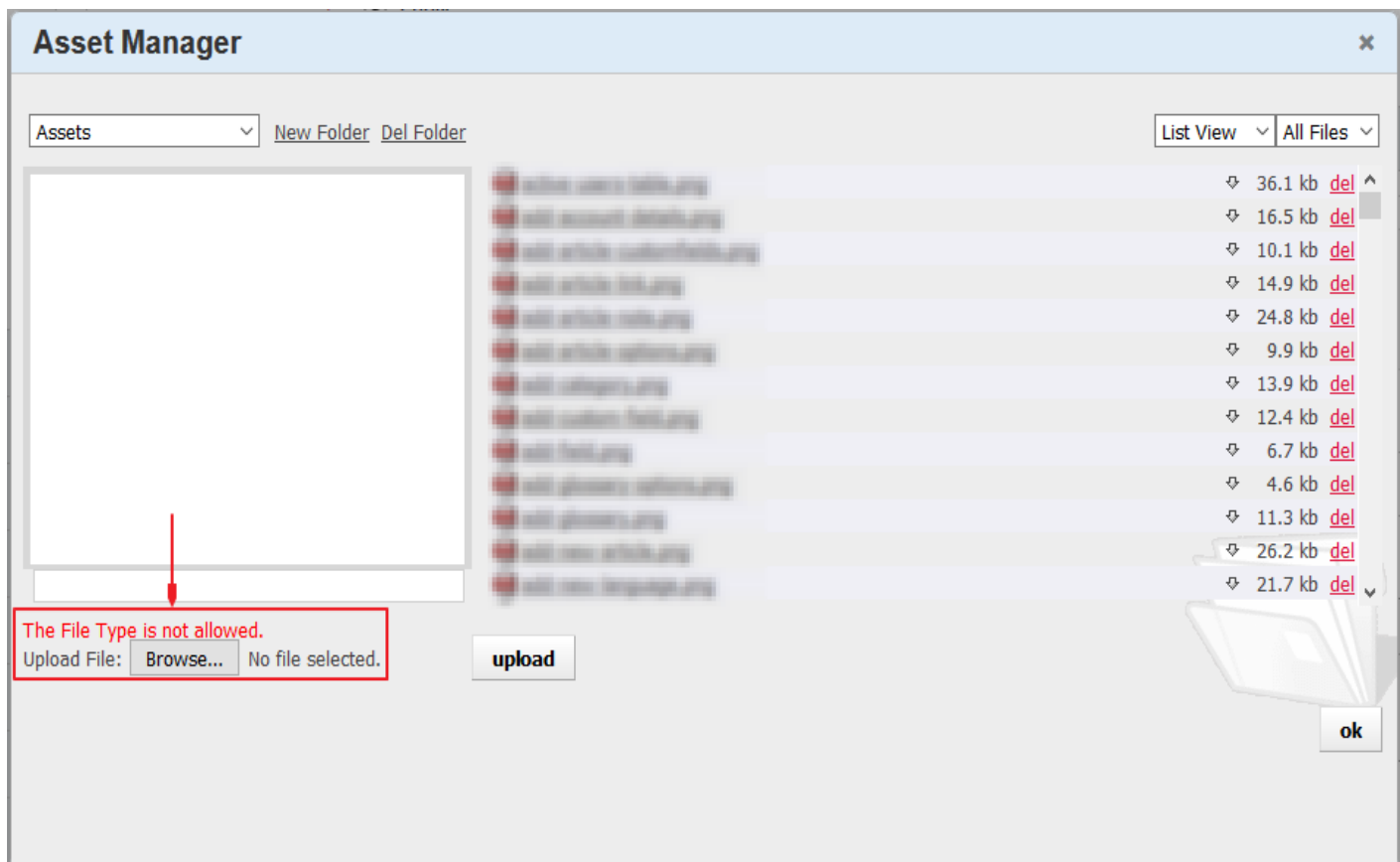


# I am getting "The File Type is not allowed" error, what shall I do?

164 Palwinder Singh April 28, 2018 Documentation

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



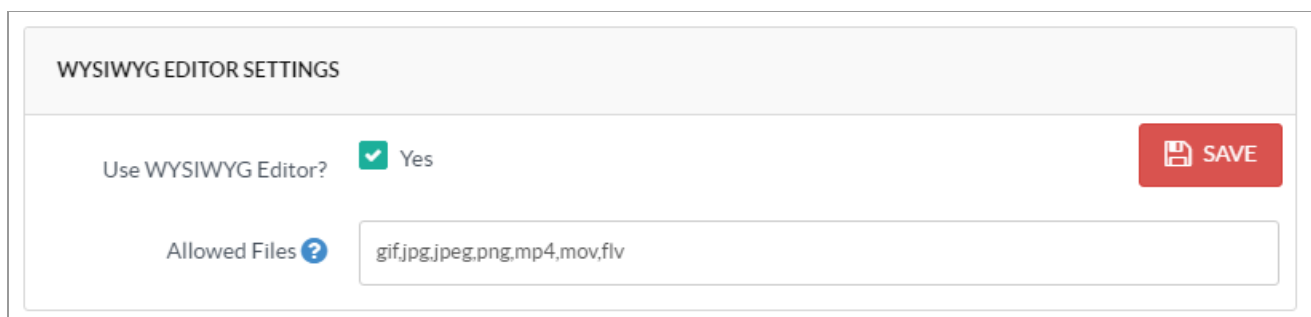
Can you help me to solve the problem?

**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!

## 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)

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