Error unsupported file extension when trying to import an image

When trying to import an image I get an error "Unsupported file extensions" and the image is not imported.

Answer: The usual culprit is Windows hiding the file extensions. For example when looking at the contents of a folder a file will be named Image instead of the full name of Image, jpg. So the solution is to have Windows show the file extensions. Here's how.

- 1. Open the folder that holds the pictures.
- 2. At the top menu bar select Tools.
- 3. Select Folder Options
- 4. Select View
- 5. scroll down until you see "Hide extensions for known file types". It will be checked.
- 6. Uncheck the box and apply for all folders.

Posture Pro can now see the file extension and it will import it.

Online URL: https://posturepro.phpkb.cloud/article.php?id=130