

## I am receiving a 'Wrong file type' error when uploading a .csv .xls .xlsx or .ods file

### This guide will cover:

- Why the issue occurs
- Resolving the issue

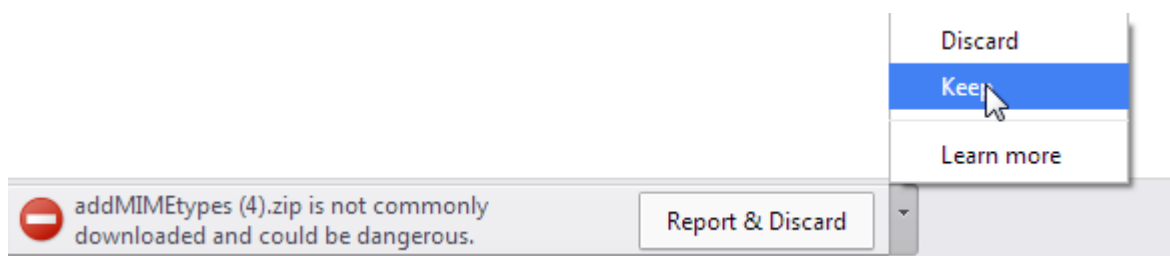
### Why the issue occurs

This error typically occurs because you are trying to upload from a machine that has never had Microsoft Office installed. Office provides the computer registry with clarification on the file types, which is what SimpleImport uses to determine if the file type is valid. Without Microsoft Office being installed SimpleImport is unable to determine if the file type that is being uploaded is correct and will therefore display an error.

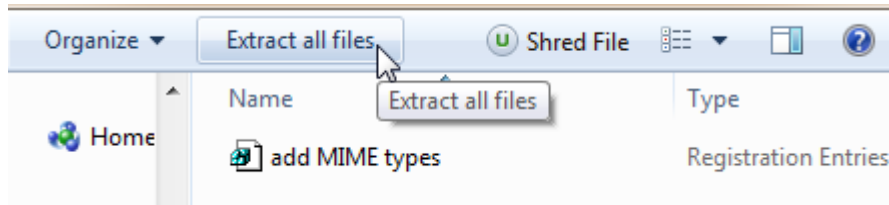
### Resolving the issue

To resolve the issue the file type clarifications can be added to the registry – this method does not require you to install Microsoft Office. To do this complete the following steps:

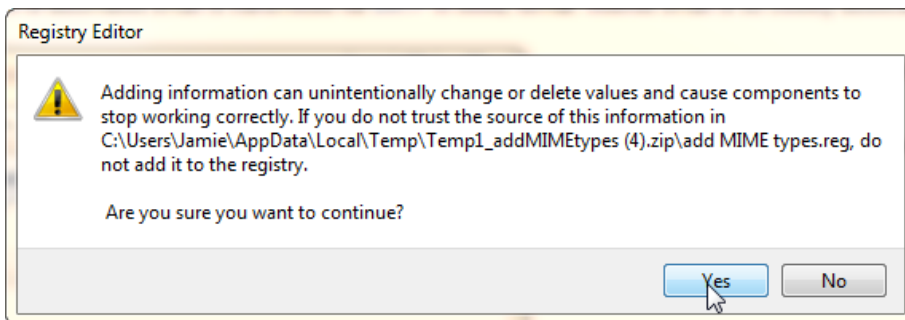
1. Visit <http://www.provenworks.com/doc/KB/files/addMIMEtypes.zip> to download the required file.
2. Because the zipped folder contains a .reg file (registration entries) you may see a warning similar that shown below. Ignore this and continue to download the file.



3. Once downloaded extract the file from the zipped archive.



4. Open the file and add the MIME (Multipurpose Internet Mail Extensions) types to your computers registry. It will prompt you to confirm that you wish to make the modifications, select 'Yes'.



5. The files will then be added to your computers registry. SimpleImport will now be able to determine what file type you are attempting to upload ensuring that the error will not show for allowed file types.

## Contact Us

If you are still having problems with SimpleImport, or have any questions relating to adding the information to your computers registry please contact us at:

[support@provenworks.com](mailto:support@provenworks.com)