



## **VideoStudio crashes or gives a File Format Mismatch error, when importing a JPG image into the library**

- VideoStudio

There are cases where, importing an image from a camera or cell phone, that VideoStudio is unable to read the image information, and either crashes, closes without error, or gives a message of File Format Mismatch.

The cause behind the issue, is because there is extra meta data within the image that VideoStudio has no capability to read.

The easiest workaround to correct this issue, is to do the following:

1. Click start
2. Type in the search MSPaint; press Enter
3. Open the image
4. Press the Save icon button
5. Close MSPaint
6. Import the image into VideoStudio

If you have multiple images that are affected, we recommend utilizing the Batch Process within Corel PaintShop Pro.

[How To Bulk Edit Images](#)

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