

## **Problem Opening or Saving Graphic Files**

---

The information in this article applies to:

- Microsoft Picture It!, versions 1.0, 2.0, Express
- 

### **SYMPTOMS**

---

When trying to open or save an image using a generic graphics file format such as JPEG or TIF you may receive an error such as

Can't load import export filter.

### **CAUSE**

---

Picture It! uses graphics filters to translate file formats when you open or save a file. If you receive an error during this process the three most likely causes are:

- There is more than one graphics filter of this type present and the program is using the wrong one.
- The graphics filter is missing or corrupt.
- The picture file you are trying to open is corrupt, or was saved in an unrecognized form of that format.

### **RESOLUTION**

---

If you have problems opening or saving more than one file, especially files of the same format but from different sources, the problem is usually not due to a corrupt picture file. In that case, you should reinstall the graphics filter.

To reinstall the graphics filter, do the following:

1. Click the Start button, point to Find, and then click Files and Folders.
2. Type the first letter of the file format followed by \*.flt in Named.  
For example, if you were trying to open a JPEG file, type j\*.flt.
3. Click Find Now.
4. In the search results pane, rename all the filters of that type.  
Right-click the file name, click Rename from the shortcut menu.  
For example, rename jpegim32.flt to jpegim32.old and then close Find.
5. Repeat steps two through four for a file named setup.stf renaming this file to setup.old.
6. Insert the Picture It! Compact Disc and run Setup.
7. Click Reinstall. This ensures the filter is reinstalled in the correct location and the system registry is updated.

8. Start Picture It! and try to open or save your file again.

### **MORE INFORMATION**

=====

Graphics filters are shared components (i.e. more than one program uses them) so Setup does not remove them when you uninstall Picture It! So a simple Remove All and Reinstall will not correct this problem.

Sometimes copying a new graphics filter from the Compact Disc will not fix the problem because you may copy it to the wrong folder or the system registry may not be updated. Step 6 above uses the Setup program to copy and register the file.

If you found more than one graphics filter for a particular file type on your computer the programs that use the other filter will probably function properly with filter Picture It! installs. If not, you can return the other filter to its original name so it is available.

NOTE: Picture It! uses the filter in the \\Program Files\Common Files\Microsoft Shared\Grphflt folder.