Deskpro

Favicon upload problems Archived

- Jason Voice
- **Forum name:** #Bug Report

I've tried to upload a 32x28px .png or .jpg and each time it reports that the file needs to be a picture file and doesn't upload.

Comments (5)

Chris Padfield

9 years ago

Is this still an issue?

Chris bridges

8 years ago

Am also having the same problem with a 32x32. I've tried PNG and JPG also and just get the message that a valid image format must be used.

Ben Henley

8 years ago

Hi Chris - you have to use a 16x16 or 32x32 PNG or GIF - JPGs are not supported. Please see https://manuals.deskpro.com/html/admin/portal/portal-branding.html#custom-favicon

Chris bridges

8 years ago

Yup, as mentioned before I've tried the PNG but to no avail.

Will Polley

8 years ago

I have a similar issue where the icon uploads, but after sometime is deleted or lost?