ShopSite Knowledgebase

'Reset Image Attributes' not getting the size attributes for some images

Product: SC + TX
Version: ALL
OS: ALL
Some of my images were not getting the border=0 attribute or the size (height, width, etc.)attributes when I go to Images, choose the image, and click the Reset Image Attributes button. Why is that?
Solution ID: S05443
This has been known to happen when the file format does not match the file extension you have named the file(s).
For example, if the file is actually a JPEG, but you have named it with a .gif extension instead of .jpeg or .jpg, then this will happen. To resolve, make sure you save the images with the correct file extension for the format you are saving them in.

https://support.shopsite.com/KBase/questions/2139/