

## "Missing Image" error on startup

Posted by AV Midi Converter - 25 Apr 2012 14:44

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When I try to start AV Midi Converter I get this error:

&quot;The image format is unrecognized. Exception from result: 0x88982F07&quot;

I have tried downloading the prog from several sources.

All of them get the same error.

Help please?

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## Re: "Missing Image" error on startup

Posted by Gabriella V - 26 Apr 2012 06:58

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Hi,

Please try as suggested below:

Right lick on Desktop screen >> Choose Properties >> When Display Properties dialog shown up >>  
Select Color Quality >> Switch to 32bit

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## Re: "Missing Image" error on startup

Posted by Exception from result: 0x88982F07 - 26 Apr 2012 17:24

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Thanks for the reply.

Already set for 32 bit color.

I have an nvidia GeForce GT 240 vid card running at 1360x768 32bit color.

Any idea what image might be causing this error?

I could check to see if it exists or is corrupted.

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## Re: "Missing Image" error on startup

Posted by Gabriella V - 02 May 2012 15:04

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We're so sorry for the inconvenience this might cause. It is our bug and we will fix it soon in the very next build.

To fix this bug, please make adjustment to Screen Resolution and Color Quality as suggested below:

Screen Resolution: 1280x1024

Color Quality: Highest (32 bit)

(detail in attached screenshot)

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