

14-0018-EN-Internal Error in Vista when installing Sho...

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PROBLEM: ShopFactory does not properly install on Microsoft Windows Vista. ShopFactory 7 is compatible with Microsoft Vista. However you may run into the following problem due to an internal Microsoft Vista conflict.

SYMPTOMS:

While installing ShopFactory on Windows Vista, during the installation the following error occurs with the message:

"Internal Error: Failed to expand shell folder constant "userdocs" following " Setup was not completed. Please correct the problem and run Setup again"

CAUSE:

This problem is caused by an internal Vista conflict which also affects other software packages.

RESOLUTION:

Set the folder "my documents" to its default values.

Right click on my documents folder in explorer or the desktop > select properties from the menu that appears > Select the option for returning the position to its default value.

C:Documents and settings > All Users Documents > under properties you will see attributes and the settings for "read only"

Setting back the default value for "My documents" is just a workaround, which usually fixes the default read/write rights for the "My Documents" folder.

If this does not resolve your issue you will need to contact Microsoft support.