

14-0049-EN- Fixing Runtime Error/Disk write error – Can...

Author:
ShopFactory

Created On: 17 Jan 2008 12:00 AM

Image Error: Runtime Error – Cannot open multimedia database

This error message can be shown if your PC has recently crashed or shutdown unexpectedly whilst ShopFactory is running.

Refer to the information provided below to get rid of this image error.

1. Close ShopFactory.
2. Open Windows Explorer and then delete the **mm.db** and **thumbnail.db** files that the image library creates and reads from.

Copy and paste this in your Windows Explorer / File Explorer address bar:

C:\Users\All Users\3D3

3. And then delete “thumbnail.db” and “mm.db” files
(They might be “hidden” so make sure you set Windows settings to show hidden files)
<https://support.microsoft.com/en-au/help/4028316/windows-view-hidden-files-and-folders-in-windows-10>

- Open **File Explorer** from the taskbar.
- Select **View > Options > Change folder and search options**.
- Select the **View** tab and, in **Advanced settings**, select **Show hidden files, folders, and drives** and **OK**.

4. Run ShopFactory again

Also try using a different folder to add images again to see if the issue is resolved