

14-0061-EN-ShopFactory keeps crashing, what must I do?

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Created On: 18 Nov 2010 12:00 AM

Can you please check if you have installed any of the following toolbars and/or applications on your computer? These toolbars/applications are in conflict with ShopFactory software.

1. Sparklebox

- ShopFactory is interfering with this toolbar. This can usually be downloaded from <http://www.sparklebox.co.uk/toolbar.html>. So, if you have this, you need to uninstall this to resolve the issue

2. ShopFactory crashing issue could also be caused by the same toolbar from <http://limewireplus.ourtoolbar.com/> (The company that makes it, <http://www.conduit.com/Toolbar/Benefits.aspx>), so if you uninstall this, it should work again.

3) Toggle Toolbar

4) Radiojazz Toolbar

5) SpeedBit toolbar

6) If you are running Windows 7 and have a Gadget running in the sidebar. Turn off the "Auction Sidebar Tool for Ebay" so ShopFactory works.

7) Download Accelerator Plus

8) Kaspersky Password Manager

9) pdforge toolbar that is an optional install with PDFforge creator (www.pdfforge.org)

10) ZipMagic and 7Zip4.42

If you have uninstalled any of the above applications but ShopFactory is still crashing, please reinstall DhtmlEd.msi from this page,

<http://www.microsoft.com/downloads/details.aspx?FamilyId=B769A4B8-48ED-41A1-8095-5A086D1937CB&displaylang=en>

After you have reinstalled this, you must restart your computer, open ShopFactory and check if it will crash again.