

## 11-0010-EN-How do I properly install PGP add-on to my S...

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There are two main reasons why the PGP Add on may not be working correctly with the version of ShopFactory you are using.

a) Firstly, you must have SalesManager installed together with your ShopFactory software. You need to have the latest release of ShopFactory. For V7, you must install ShopFactory 7.70 Build 9274. For V8, at least ShopFactory V8.12 Build 9335 must be installed to be able to use PGP add-on.

b) The PGP Add On was installed to the wrong directory. For example, you have ShopFactory V6 and upgraded to ShopFactory V8, then you need to make sure you install PGP add-on in ShopFactory installation folder. You may encounter various errors as a result. To fix both of these issues do the following:-

1. Install the current build of ShopFactory.

[What is the current version?](#)

For SF v6 users: On the following screen, make sure the Install path is the correct Sales Manager directory. If you have ShopFactory V6, then the installation folder should be V6 folder. You can change the install folder by clicking on the Browse button. If you installed ShopFactory to the default directory then the path above is the correct one.

Complete the setup process. Then refer to the FAQ below:

How do I use PGP Encryption with ShopFactory? Only applicable for V6, V7 and V8 Pro/Gold  
[http://support.shopfactory.com/kayako/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=558](http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=558)