

1-0026-EN-I am using Windows 7 and ShopFactory keeps on...

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Created On: 29 Dec 2009 12:00 AM

If you upgraded to Windows 7 and ShopFactory is now crashing – please try the following to resolve the issue:

a) Download and install ShopFactory again.

ShopFactory 8 Fixed version users can also download the latest build by following the procedure below –

- » Login <http://support.shopfactory.com> using your ShopFactory registration details
- » At the “ Get ShopFactory” section, click on Current Version: ShopFactory 8 link
- » The link goes into this page: <http://www.3d3.com/encrypt/V6registrations/downloader.cgi> so

you need to enter your own V8 registration details: serial number and registered email then click Proceed button.

» The download instructions will be sent to the registered email. You will need to click on the Download Link to get the latest ShopFactory release.

- » Download the latest ShopFactory build and install it.

For ShopFactory 8 Total Care users:

- » Login <http://support.shopfactory.com> with your username and password.
- » At the “ Get ShopFactory” section, click on Current Version: ShopFactory 8 link
- » Download the latest ShopFactory build and install it.

b) If the issue remains after re-installing ShopFactory, you need to try this:

Reinstall DhtmlEd.msi from this page,

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