

6-0024-EN-I'm using a Flash template in my website, but...

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The problem that you encountered may be caused by some sort of third party software such as firewalls, virus scanners, or pop up blockers.

Please ensure that your popup blocker is turned OFF. Or better yet, add your website address in the Exception List of the Firewall settings in Windows and/or in your antivirus program. It might be preventing the Flash image to be displayed in your website.

If this is still an issue after turning OFF popup blockers, firewall, and antivirus software - Your issue might be caused by an older version of Flash Player. May I know if you see the website header when you click Preview at the top-right of the ShopFactory Editor? If not, you will need to uninstall the old version and install the latest Flash Player.

A. To check if you have a Flash Player installed in your computer, please do the following:

1. Click Start -> Control Panel
2. Double-click "Add or Remove Programs" icon
3. At the Programs list, you will be able to view all the existing programs you have in your computer.
4. Check if you have the Flash Player ActiveX installation
5. If you can find it, click its link "Click here for Support Information".
6. The Flash version will be displayed in a popup box.

The latest Flash Player version is 9.0.47.0. ShopFactory images on the website themes that use Adobe Flash plugins should have this Player version.

B. If you do not have the latest Flash Player in your computer, you need to uninstall your existing browser ActiveX controls and plug-ins and then install the latest Flash Player. Updating the Flash Player will only update the existing Player version which may be still the older version such as Player Version 6. Therefore, you need to manually remove the Flash Player ActiveX program so you can install the latest version.

Platform: Windows

Browser: Internet Explorer (and other browsers that support Internet Explorer ActiveX controls and plug-ins)

Player Version: 9,0,47,0

1. Click the Start button.
2. At the Start menu, select Control Panel.
3. Double-click "Add or Remove Programs"
4. Click the "Flash Player ActiveX" program from the list and then click "Remove".
5. When it has been successfully removed from your computer, open your Internet Explorer browser.
6. At the Address bar type, www.adobe.com

Please make sure that your pop-up blocker is turned off.

7. Click on the "Get Adobe Flash Player" button.
 8. Follow through the instructions.
 9. It will tell you that you have successfully installed the Flash Player."You have version 9,0,47,0 installed"
- If you are using Internet Explorer, please ensure that Shockwave Flash Object is already added. Click Tools -> Manage Add ons.
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10. Clear your browser memory (Cache) to refresh the webpage.
 11. Open your website using your default browser. The Flash image at the website header should now be displayed properly.