

## 14-0009-EN-What is the “Failed to unpack LP5” error mes...

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**ShopFactory**

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This issue has been reported to us previously and has been found to be caused by Computer Associates' product "CA PestPatrol" which has also been re-branded for use in AOL's "AOL Safety and Security Centre" software. If you use either software then that is the cause.

Computer Associates' software has a bug that prevents ShopFactory from running. To fix the bug you need to add the program ShopFactory.exe to CA PestPatrol's or AOL Safety and Security Centre's exclusion list.

We apologise for the inconvenience but this issue is beyond our control. We believe that AOL and Computer Associates will be releasing updates of their software late January 2007 that will resolve this issue. Please ensure that you are running the latest updates when they are available.