

## 14-0052-EN-Index 1 and Index 2 are not visible on my co...

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First you need to exclude other options that might cause this problem.

1. Are the indexes showing in Firefox ?
2. Are the indexes showing on other computers?
3. Have I used the cache cleaner?
4. Does this only happen when I use Internet Explorer?

When you have concluded that the issue at hand ONLY happens on ONE computer when using IE, then the solution maybe that you have to reset your Internet Explorer settings to the default settings.

You can do this by going to TOOLS&mdash;INTERNET

OPTIONS&mdash;ADVANCED&mdash;and click on RESET Explorer settings.

The article below describes which settings will be reset and which settings stay the same:

<http://windowshelp.microsoft.com/windows/en-us/help/81fe3b46-2460-459e-b826-8f134a7fe1771033.msp>

\*\*\* If you have done all of the above and it's still an issue then it's possible your security settings are preventing your shop-files to be published properly on your server. Turn OFF your security settings at least when uploading your shop-files to the server.

For example, deactivate your McAfee and spyware software while publishing the shop so that the indexes show correctly.