

1-0025-EN-I cannot work on my shop - ShopFactory V8 cra...

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ShopFactory crashes everytime I open my shop. I am using Windows Vista.

The possible causes are -

1 – Do you have " Nokia PC Suite" installed on your computer? If so, you need to uninstall the Nokia PC Suite software or upgrade to its latest version. Nokia PC Suite is a known program that clashes with many other applications including ShopFactory.

2 – The Windows Data Execution Prevention (DEP) settings in Vista may be preventing ShopFactory to run properly .

The second theory is that DEP is preventing ShopFactory from working properly. Kindly go to Microsoft's Online Help site and follow the instructions at

<http://windowshelp.microsoft.com/Windows/en-US/Help/1d9bb9b4-f6ba-466d-ac2b-7b8c4f8361611033.mspx>

- following the steps to " To turn off DEP for an individual program". Use " SFEditorU.exe" as the executable file.

Data Execution Prevention (DEP) is a security feature that helps prevent damage from viruses and other security threats by monitoring your programs to make sure they use system memory safely.

If you choose to protect all programs, you can still turn off DEP for individual programs. If you suspect that a program does not run correctly when DEP is turned on, check for a DEP-compatible version of the program or an update from the software publisher before you change any DEP settings.

1. Open System by clicking the Start button, clicking Control Panel, clicking System and Maintenance, and then clicking System.

2. Click Advanced System Settings. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

3. Under Performance, click Settings.

4. Click the "Data Execution Prevention" tab, and then click Turn on DEP for all programs and services except those I select.

To turn off DEP for an individual program

» Select the check box next to the program that you want to turn off DEP for, and then click OK.

If the program is not in the list, click Add. Browse to the Program Files folder, find the executable file for the program - SFEditorU.exe (it will have an .exe file extension), and then click Open.