Resolving errors such as: "This page cannot be displayed" HTTP 403 in Normal mode or "error fetching data" or series of js errors

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ShopFactory application works well with the ShopFactory project file stored on your PC's hard drive.
However, your project file can also be stored on an external drive or Cloud drive BUT it is important to map the drives correctly e.g. *X:*\ or *G:*\.

Sometimes the use of an external drive can cause a conflict with other Software Apps installed on the PC.
Other times, conflicts can arise when other software installed uses the same network ports that ShopFactory wants to use.

If you are getting any of these errors in ShopFactory editor:

1 – “This page cannot be displayed” when clicking on a page in normal mode

2 – You don't have permission to access /contents/nl/d18/etc.....on this server (HTTP 403 error) - when shop is stored in a network drive

3 – At the shipping page, a popup error shows “Error fetching data!”

4 – If you are getting a series of javascript (js) errors when opening the shop

Follow below suggestions to fix the problem

1. Check that the **Documents\ShopFactory V14 Websites** folder is NOT under ***OneDrive*** directory

The SF webserver (for rendering pages in normal mode and preview) does NOT like the set up because it’s reporting an error about a linked folder. The problem is more that Internet Explorer doesn't like executing Javascripts located on a network share.

To ensure ShopFactory projects do not get security errors, your network drive must be mapped to a drive letter, for example, **G:**

Everything in that network drive stays the same – it’s just a drive letter that substitutes to that network drive.

Please follow the steps outlined in the Microsoft Knowledgebase,

Map a network drive

https://support.microsoft.com/en-au/help/4026635/windows-map-a-network-drive

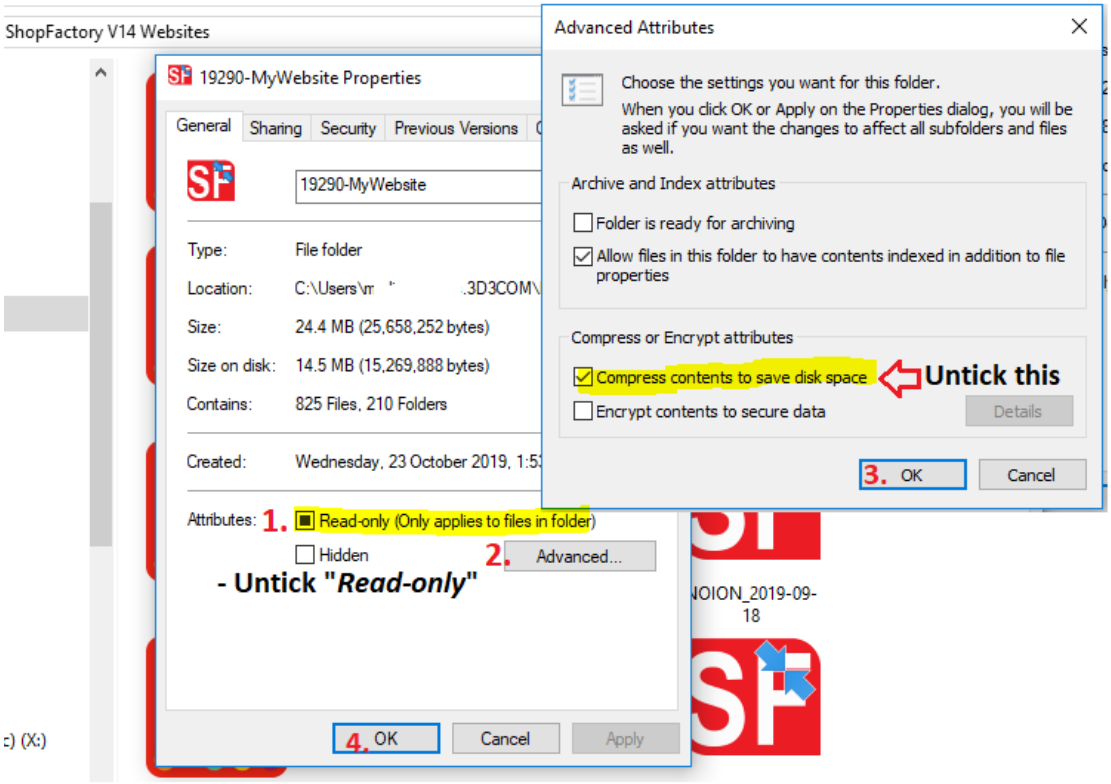
(Alternatively, you can refer to this article,
https://www.laptopmag.com/articles/map-network-drive-windows-10)

2. Ensure the project folders in the **Documents\ShopFactory V14 Websites** folder are NOT set as “Ready Only”. Untick “Read only” via Windows File Explorer dialog -> *Properties*

Also check your shop project folder is NOT compressed with the latest Windows update.
Windows is doing some pre-compression to the files and folders in their latest update so you need to

make sure the folder compression for your shop is turned off. You will see a file or folder icon with blue arrows on top right - this means it has compression enabled. You can refer to the online article below,
https://www.howtogeek.com/133264/how-to-use-ntfs-compression-and-when-you-might-want-to/

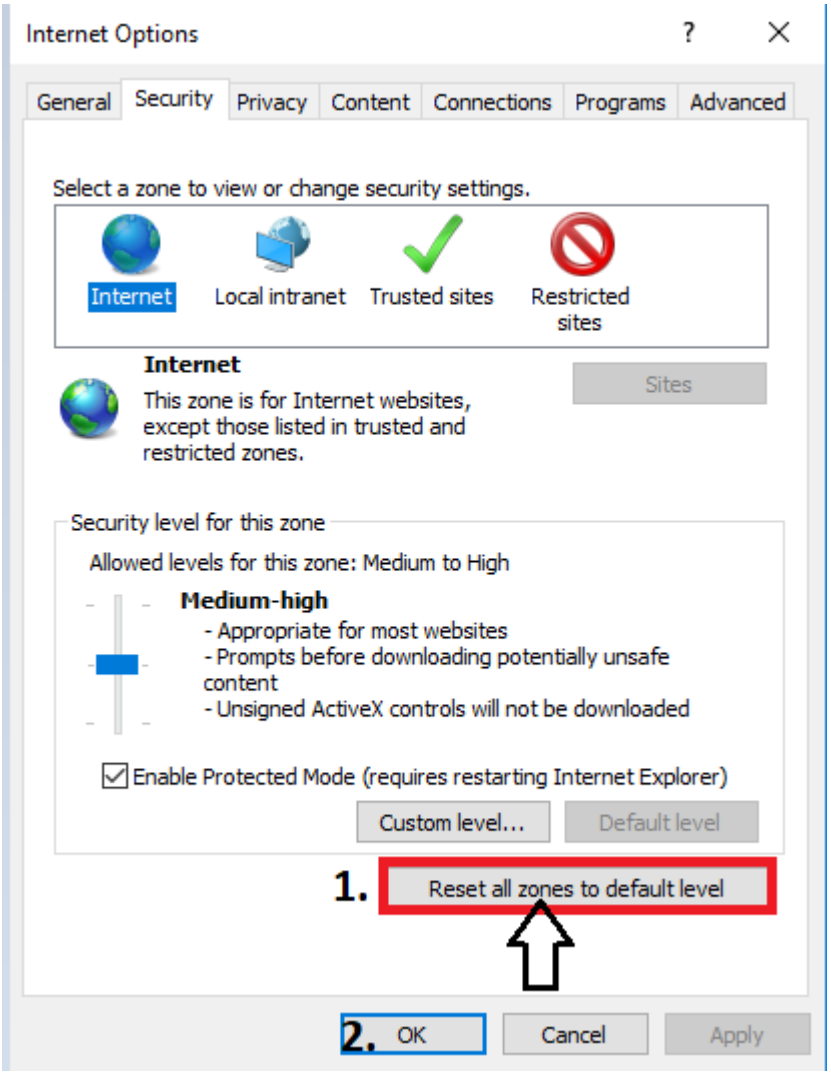
- Right-click the file, folder, or drive you want to compress and select *Properties*.
- Click the **Advanced** button under *Attributes*.
- Untick/disable the Compress contents to save disk space check box and click *Apply*.
- Click OK



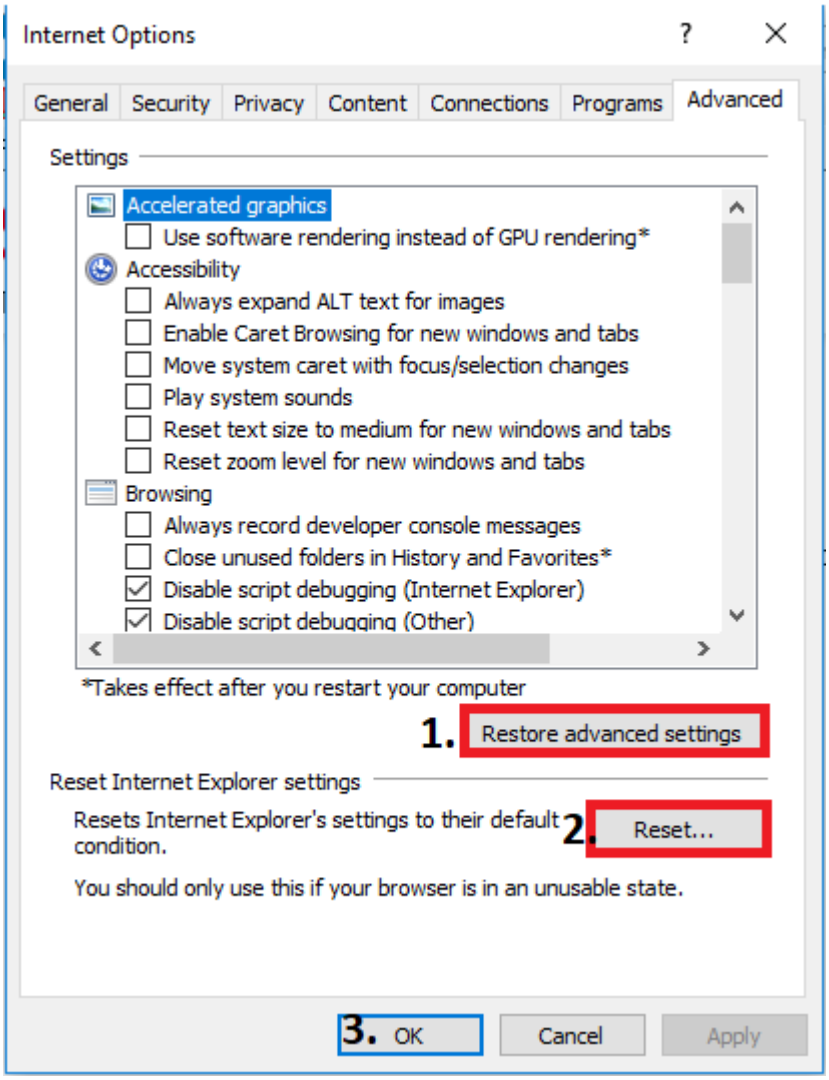
3. Reset Internet Explorer browser security settings

Reset all your IE settings via *Tools* menu -> ***Internet Options***

-"Reset all zones to default level" in the Security tab



“Restore advanced settings” and “Reset” in the **Advanced** tab.



If the above suggestions don't help resolve the error, try editing your system Registry and enter new port limits

You may need to change the port number that the internal webserver uses, set in the registry

- change the **PortLowerLimit** - set Decimal value to **56330**
- then set the **PortUpperLimit** - set Decimal value to **58330**

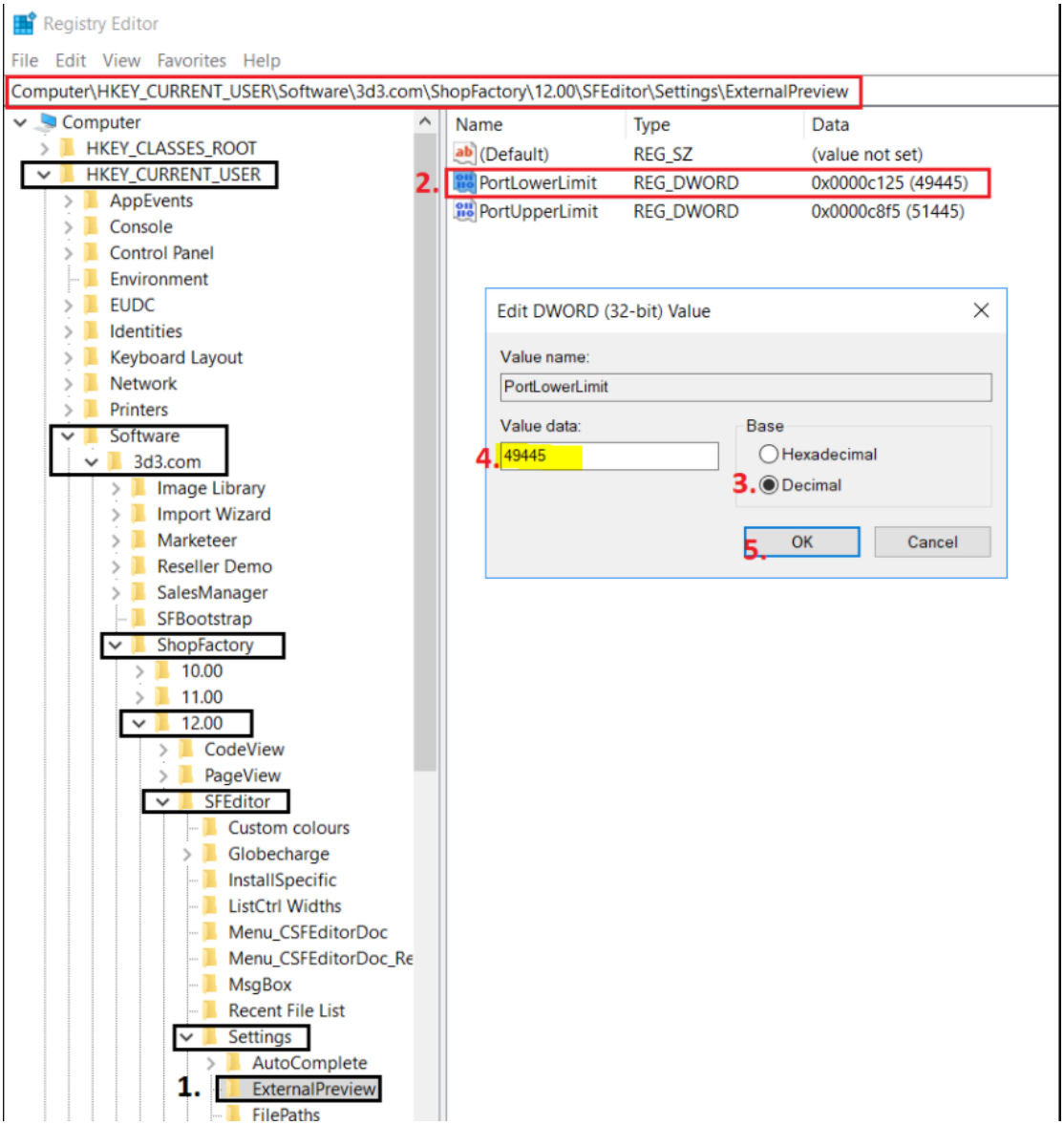
When changing the PortLowerLimit to a decimal value – make sure the PortUpperLimit is also updated by adding 2000 to the LowerPortLimit value

1. Close ShopFactory and then click on the Start button and select the "**Run**" command.

2. In the run command line type **regedit** and click YES to open the Registry Editor

3. Navigate to the **ExternalPreview** directory indicated below:

Computer\HKEY_CURRENT_USER\Software\3d3.com\ShopFactory\12.00\SFEditor\Settings\ExternalPreview



4. Double click on the **PortLowerLimit**

5. And then select **DECIMAL** base

6. Change the VALUE DATA to **56330**

7. Click OK

8. Double click on the **PortUpperLimit**

9. And then select **DECIMAL** base

10. Change the VALUE DATA to **58330**

11. Click OK

12. Close the Registry window.

13. Open your shop in ShopFactory again.