A related product shows no image (the image link points to C:\ on your own computer)

ShopFactory Support - 2026-11-13 - Pages and Products

On a product page, one of the products in the **Related products** block shows no picture. The title, the price and the buy button are all there, but where the thumbnail should be you see an empty space or a broken image icon. The other products in the same block are fine.

The picture is not missing from your shop. The link to it is wrong: it points to a folder on your own computer instead of to the media folder of your website. A visitor's browser cannot open a folder on your PC, so it shows nothing.

This is a long standing fault. There is a quick way to repair it, and one repair fixes that product everywhere in your shop at once.

How to be sure this is your problem

You can check it in your browser in a few seconds:

1. Open the product page that shows the empty thumbnail.
2. Press **Ctrl+U** to see the page source.
3. Press **Ctrl+F** and search for **C:**.

If you find a line that looks like this, the thumbnail link is pointing at your own hard disk:

```
data-echo="C:\Users\YourName\Dropbox\MyShop\Runtime\contents\media\k_my-product.png"
```

A healthy thumbnail looks like this instead, a short address inside your own site:

```
data-echo="../media/k_my-product.png"
```

The path on your disk often names a different project folder than the shop you are working on. That is the clue to how it happens: the picture was linked from somewhere outside the current project, for example another shop folder, a Dropbox folder or a network drive, and ShopFactory kept the full path to that file instead of copying it into the project.

The fix: re-save the picture once

Do this on any one product page that shows the broken thumbnail. You do not have to find them all.

1. Open your shop in ShopFactory.
2. Go to the product whose Related products block shows the empty picture, and click **EDIT PRODUCT**.
3. Choose **Related products** from the menu on the left.
4. In the **List of Links** box, select the item with the missing picture and click **EDIT**.
5. Under the linked image, click the **edit icon** to open the picture, then save it again.
6. Click **OK**, and **OK** again to close the product.
7. Save your project and publish your shop.

Saving the picture this way writes a fresh copy into the media folder of your project and relinks it to that copy. The link on your hard disk is gone.

One repair is enough for the whole shop. If ten products all recommend the same item, repairing it in one of them repairs the thumbnail in all ten. You do not need to open the other nine.

If that did not work

Set the picture again from scratch:

1. Go back to the same linked item and click **EDIT**.
2. **Delete** the linked picture and click **OK**.
3. Open the item once more and add the picture again, this time choosing the file fresh.
4. Click **OK**, save the project and publish.

When you pick the file, take it from a normal folder on your disk. ShopFactory then copies it into the project itself.

Two things worth knowing

Do not repair it product by product. If you work through the shop one product at a time you are doing the same repair over and over, because the broken picture belongs to the recommended product, not to the page that recommends it. Repair the recommended product once and publish.

This is not the Recommended products widget. This article is about **Related products**, the block you fill in yourself under EDIT PRODUCT, often shown to customers as something like "These products might also interest you". It is not about the automatic "Customers who bought this product also bought" list, which is built by the server and is not affected by this fault.

See also

- Adding Related products (Cross promotions)
- Copy 'Related Products' in bulk with Product Templates feature
- Recommended products ("Customers who bought this product also bought")