Configure your Firewall to allow ShopFactory access to the Internet

Merliza N. - 2026-06-08 - Getting Started

A security Firewall is a gatekeeper to the Internet. For the purpose of security, it either grants or denies Internet access, depending on how it is configured. Most firewalls will deny access by any program, and each new version of any program, unless you have specifically allowed access. Neither a browser nor any other program can control the firewall. If it could, that would completely defeat the purpose of the firewall.

A firewall will usually ask you whether to allow a program to connect to the Internet. In order for ShopFactory to work, you must grant it access. If you deny access, you must reconfigure the firewall to allow access.

This FAQ provides information on how to configure different firewalls to allow ShopFactory access to the Internet.

When your ShopFactory program is installed or updated, you must configure the firewall to recognize the new version.

With some firewalls, if you attempt to close or uninstall the firewall, the display closes but the engine continues to block Internet access. The *EnumProcess* tool for Windows lists all running processes and will help find any firewalls that may be running.

Some firewalls require you to reboot your system for changes to take effect.

Some firewalls have bugs in their access list. Try removing all programs, or all mention of ShopFactory from the access list.

Firewalls can also interfere with Internet access by blocking certain operating-system tasks such as Windows "svchost.exe".

Type in your search engine, "add Antivirus exceptions (exclusions) in <enter your antivirus program here>"

Some examples are provided below:

Bitdefender

https://www.bitdefender.com/consumer/support/answer/13427/

- Add **SFEditorU.exe** program in your antivirus Exceptions list

The exe file is in this location:

C:\Program Files (x86)\ShopFactory V14\ShopFactory

Windows Firewall

- Click the Start button, then type Windows Firewall in the Search box.

- Click Windows Firewall, and then click Allow a program or feature through Windows Firewall.

- Click the Change settings button. If a User Account Control window appears, click Yes, or enter your user name and password, then click OK.

- You can now make changes to your Windows Firewall settings - add the **SFEditorU.exe** application in the Exceptions List.

NOTE: See related article: Antivirus or Firewall Slows down or Blocks ShopFactory Processes - Knowledgebase / Publishing your website - ShopFactory Help Center