Malware and Virus – Online shop is showing: Warning: Visiting this site may harm your computer!

Elenor A. - 2021-12-08 - Publishing your website

ShopFactory will in no way use harmful scripts and our software does NOT generate these kinds of scripts at all. We believe that your computer is infected with malware and virus and it got into the shop pages that was uploaded to your Host. Or maybe, someone hacked into your FTP account and injected those scripts.

Malware and Virus – online shop is showing:

Warning: Visiting this site may harm your computer!

The website at www. appears to host malware – software that can hurt your computer or otherwise operate without your consent. Just visiting a site that hosts malware can infect your computer.

Please note that this is **NOT** caused by ShopFactory at all. Our files are clean and not harmful. The problem may be caused by virus and malware in your computer system where ShopFactory was installed. And harmful codes were injected into the ShopFactory pages/site you have created. The shopfiles were injected with malware either in your local machine and eventually uploaded online when you published - or your Hosting account may have been compromised and your online files have been damaged.

To resolve the problem, you MUST do the following:

1 - You need to scan your computer system by running your antivirus program. Do a full scan. (if you don't have an antivirus software, you must install one.) Restart your computer once this is completed.

2 - You need to download anti-malware application. Use the free version of Malwarebytes' anti-malware scanner (www.malwarebytes.org) - Malwarebytes' Anti-Malware. Once you have downloaded this application, you need to run this on your PC and then perform a FULL SCAN as well. All programs must be closed. Restart your PC once this process is completed.

3 - It is also possible that someone was able to get in to your FTP account and injected the unwanted code on your shopfiles online. You need to contact your Hosting provider and **request to change your FTP password**. Please verify with your Host as well if you can use secure FTP connection or even FTPeS encryption to prevent any vulnerabilities when uploading your shop. ShopFactory now supports secure FTP or FTPeS but you need to consult with your Host if they support any of these methods before enabling the function in the Publish SETUP dialog box in ShopFactory.

4 - After removing all malwares and viruses in your PC, you also need to connect to your Host/server via third party ftp such as FileZilla and remove all the shopfiles on the server. (**Caution:** If you have other files aside from the ShopFactory-built pages, ensure you have a clean backup copy of these external files and upload them again.)

5 - Open your Shop in ShopFactory -> Publish -> Publish your website on the Net -> click **SETUP** button -> enter your new Hosting PASSWORD -> you can also enable secure FTP or FTPeS encryption (if your Host supports either of these methods) and then click OK to go back to the Publish dialog. Publish again **"Publish All"** ticked at least for this session to upload all pages.