



Search function: "error fetching data"

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This error is caused when you turn on PHP Search in your shop but PHP is not installed on your hosting account. PHP needs to be installed on your webserver where your shop is published.

If you believe that PHP is installed on your webserver you need to check the PHP safemode is disabled, otherwise it will not work.

For realtime stock control: you need to check that ...*|contents|stkcontrol* folder on your server is "writeable".

Your Hosting account must have PHP enabled.

REQUIRED: **PHP 5.3 or higher**

NOTE: PHP scripts need to be given permission to create and write to directories and create and write to files, generally.

If you can only set the permissions on specific directories - then check with your Host if you have the correct permissions for these directories:

- must be able to create and write to files in *<base directory>/contents/<lang>/*
- must be able to create directories in *<base directory>/contents/phpsearch/*
- must be able to create and write to files in */<base directory>/contents/phpsearch/htmlfiles/*
- must be able to create and write to files in *<base directory>/contents/prpgmap/*

Setup

This Wizard allows you to quickly publish your Website to the Internet or to your own Computer.
Just select the option you require, fill in the details required and then click on the NEXT button.

➤ **Internet:** Select this option to publish to your Internet account. You must enter your account details so your website can be published properly.

Remote Host: The name of your server or website, such as www.yourserver.com. Do NOT use http:// at the beginning.

User Name: The name you use to log on to your server. Unless you have changed it, it is the one your service provider has given you.

Password: The password to gain access your server.

☒ Internet ☐ My Computer

☒ Show advanced settings

☒ Use PHP search

☒ Automatic PHP detection

☒ Passive

Timeout: -1

Rename Website home page to: index.html

.htaccess

User Name: tp-5610-gd Password: []

Remote Host: webhost.shopfactory.com

Publish URL: http://tp-5610-gd.shopfactory.com/

Base Directory: /public_html Browse...

Protocol: FTP - File Transfer Protocol

Encryption: Use Plain FTP

OK Cancel Help

If you do not have PHP search on your server you will need to untick "Use PHP Search" checkbox in the Publish SETUP dialog box.

This will use the javascript search function in your shop instead.

1. Open Shopfactory
2. Click on Publish => Publish your website on the Net
3. Click on the **Setup** button
4. untick "Use PHP Search" and Click Ok
5. Tick "regenerate Search files" and Click Publish to republish your website without PHP enabled.