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When I go to "Update Stock & Prices" I get an "Slim Application Error"

ShopFactory Support - 2026-03-19 - [Apps & ShopFactory Cloud](#)

In ShopFactory 15, there is a function to update your stock and prices online, and sometimes it happens that when you go there, you get a Slim Application Error.

You can usually fix this by going to <https://app.santu.com/buynow/profile/shopfactory> and enter the URL of your shop.

Please make sure to put https:// in front of your URL, otherwise it will not work.

After entering your shop URL, click on Save at the top right, and then go back to Update stock and prices, and then it should work.

The screenshot shows the ShopFactory user interface. At the top, there is a navigation bar with the ShopFactory logo and several menu items: Dashboard, Orders, Website, Products, Shop, Marketing, Account, Help, and a 'View store' button. Below the navigation bar is the 'Account' section, which includes a 'Save' button. The main content area is titled 'Register store details' and contains two input fields: 'Name' and 'Web address'. The 'Name' field has an example value of 'My Example-Store'. The 'Web address' field has an example value of 'http://www.myexample-store.com/store/' and a 'Test' button next to it. At the bottom of the page, there is a footer with the text '© 2012-2026 Santu Pty Ltd' and a feedback link 'How is this page working for you?' with thumbs up and down icons.