Antivirus or Firewall Slows down or Blocks ShopFactory Processes

Level 1 Support - 2026-06-08 - Publicación de un sitio

Many third party Antivirus programs and Firewall solutions can slow down ShopFactory while using the desktop application.

They can also block certain features from working properly (IE: Publishing and Activation). ***Freeware AntiVirus Programs*** are especially prone to blocking PC accessibility traffic. As well as some paid Antivirus / Firewall solutions can also cause these issues. This may include NORTON, McFEE, AVG, BITDEFENDER, MALEWAREBYTES.

Symptoms may include:

- Slow access when switching between pages or products inside your ShopFactory shop on your desktop.
- Activating or Initializing ShopFactory - Registration process fails, usually accompanied by a "blocked error message".
- Publishing to the web - failure to complete publishing, with or with-out a specific error message in the publish window.

In some cases, to diagnose - you can completely turn off your Firewall and Antivirus program for a short period of time, to allow Activation through. You can also try to disable temporarily if you encounter a publishing issue.

(Sometimes "slow down" issues may also be a result of a large shop file, or slower hardware issue such as low RAM / Memory or slow CPU speed, which may be unrelated to Virus or Firewall scanning processes.)

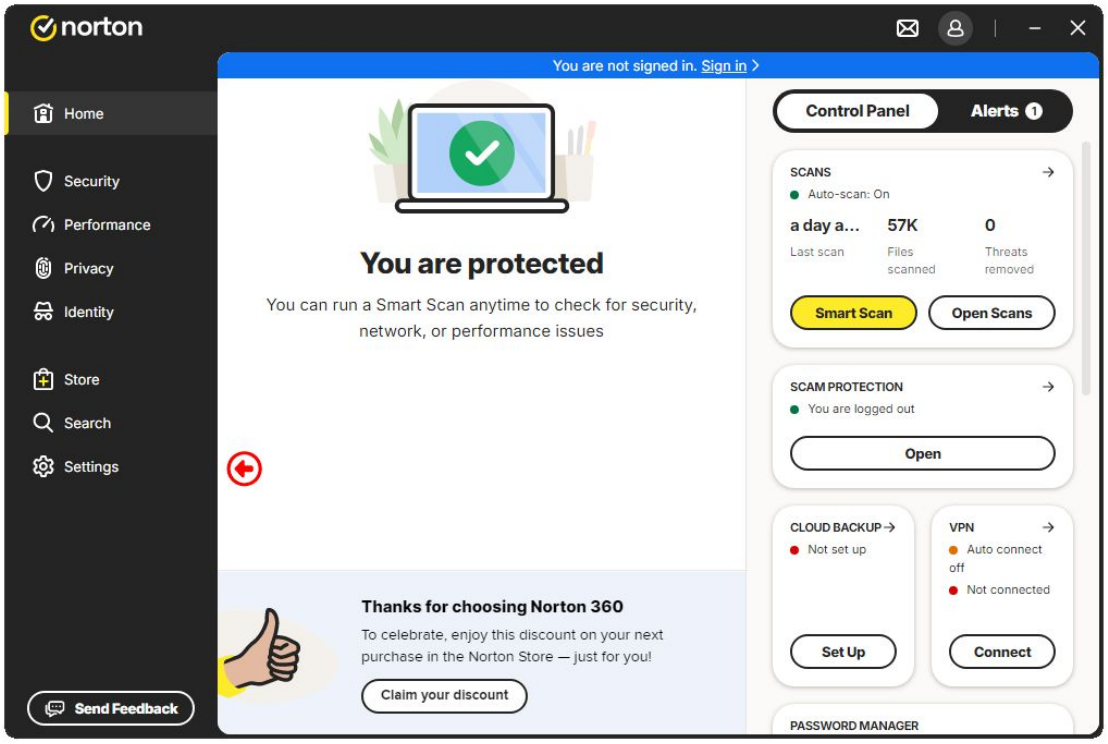
For a more permanent solution, please follow this example:

In this example, we have used NORTON 2026 as a basic guideline to allow certain features to take place when using or activating ShopFactory. This includes "slow or lagging" symptoms that may occur when switching between pages, and saving pages or products.

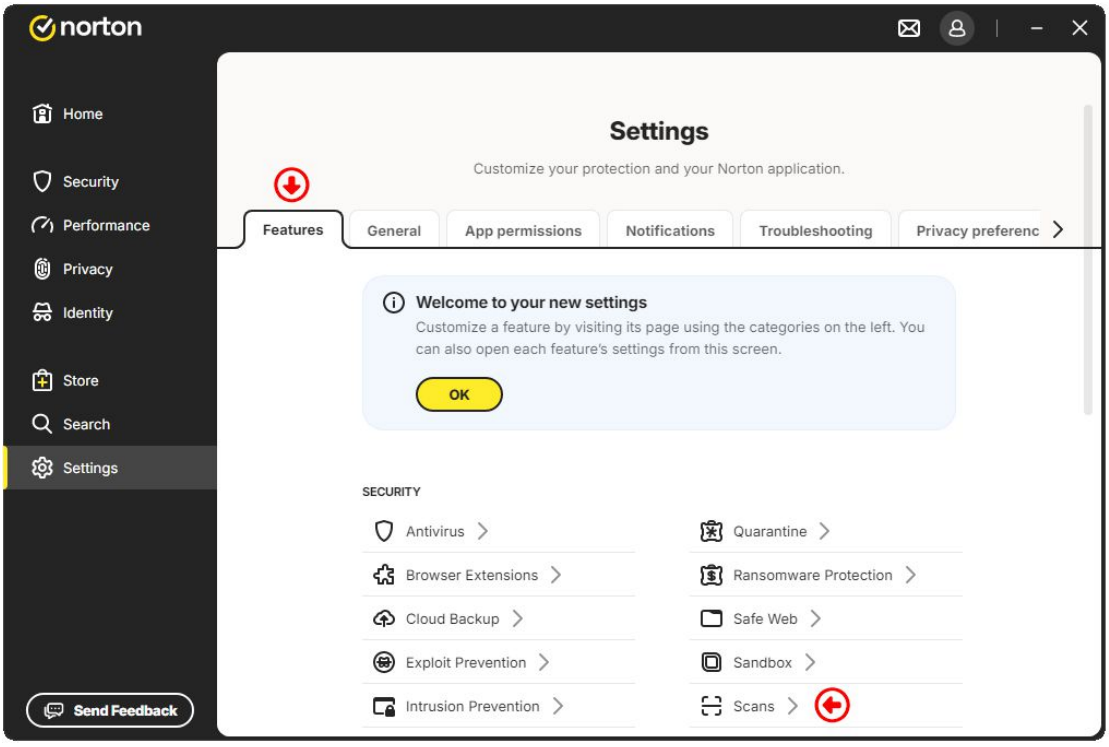
Your AntiVirus or Firewall solution may be different than this example. But may have SIMILAR features which may cause these issues. You can use this as a ***basic guideline*** on what to look for in other solutions.

SLOW DOWN ISSUE - NORTON [EXAMPLE]

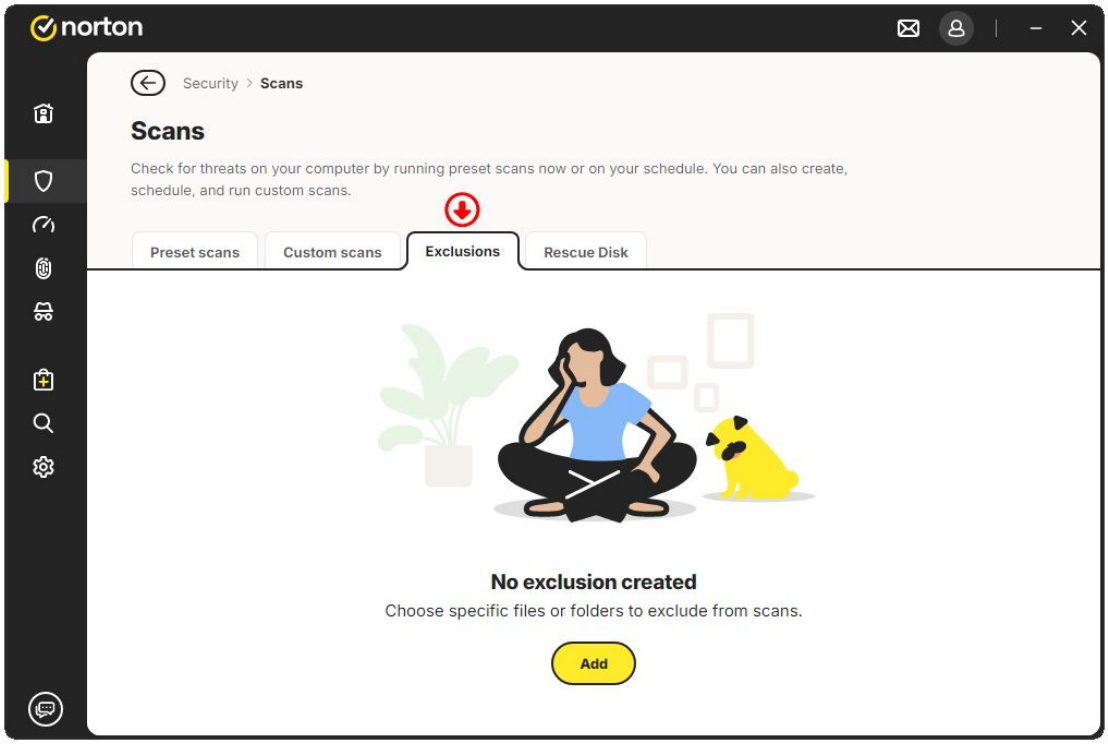
Open your Control Panel for Norton Security and on the left hand side **go to: SETTINGS**



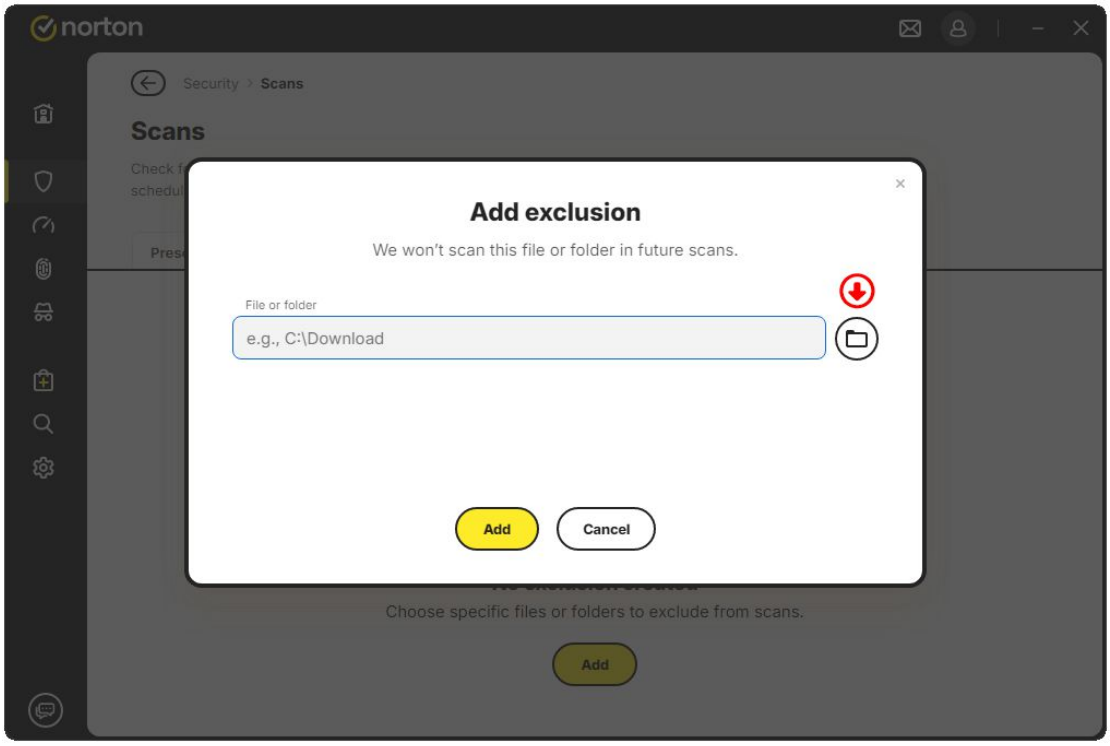
Go to the **FEATURES TAB** at the top of that window and look for the **SCANS** selector (lower down on the same window):



In the **SCANS** window - select the **EXCLUSIONS TAB:**

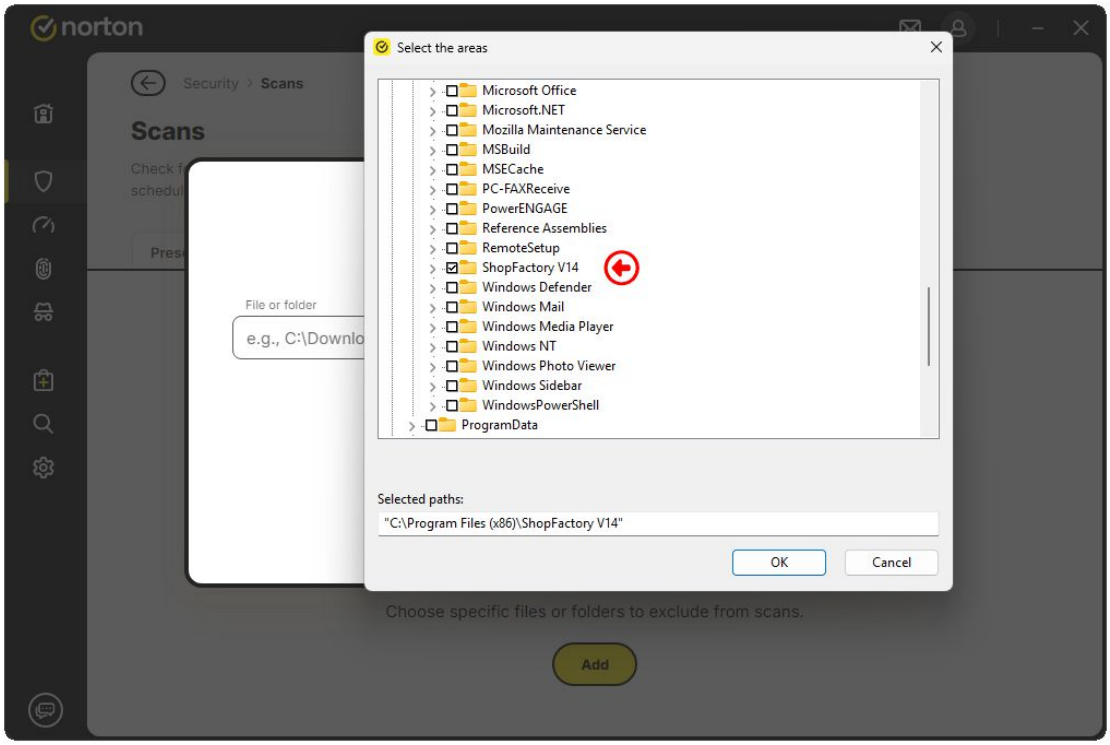


Click the **ADD** button and then select the **FOLDER ICON** on the pop-up window:

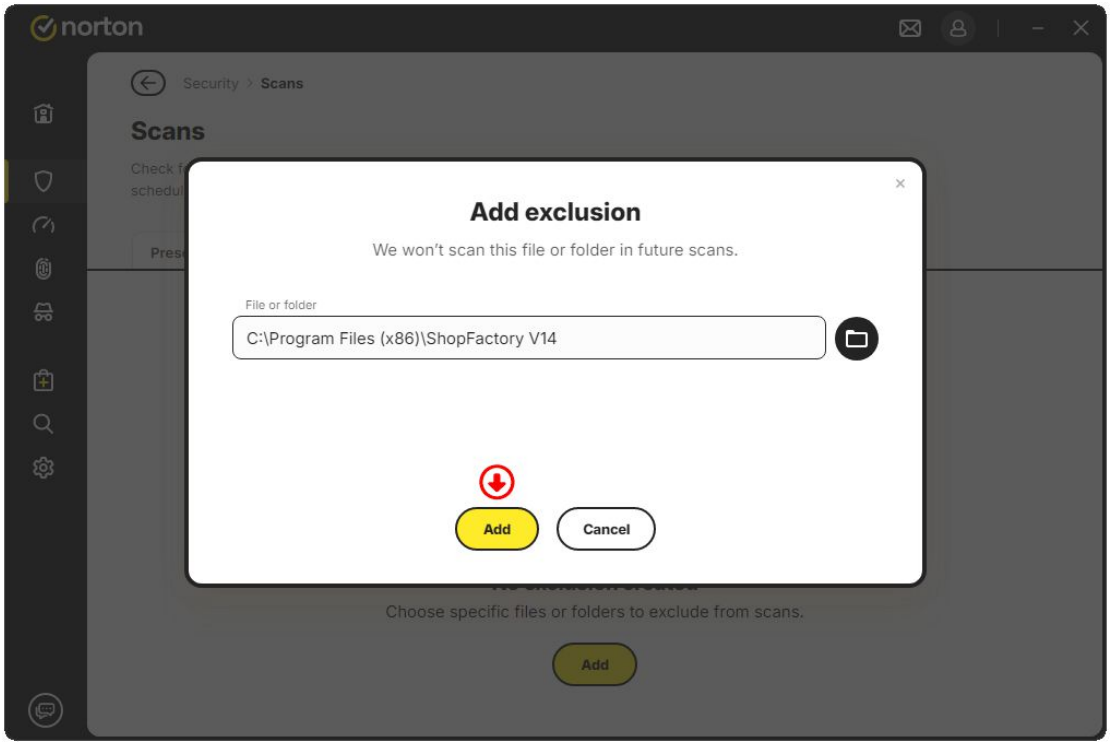


In the folder selection window, go to the (**C:DRIVE / WINDOWS**) / **PROGRAM FILES (x86)** folder andput a **CHECKMARK on the main sub-folder** as shown below.
Then click **OK**.

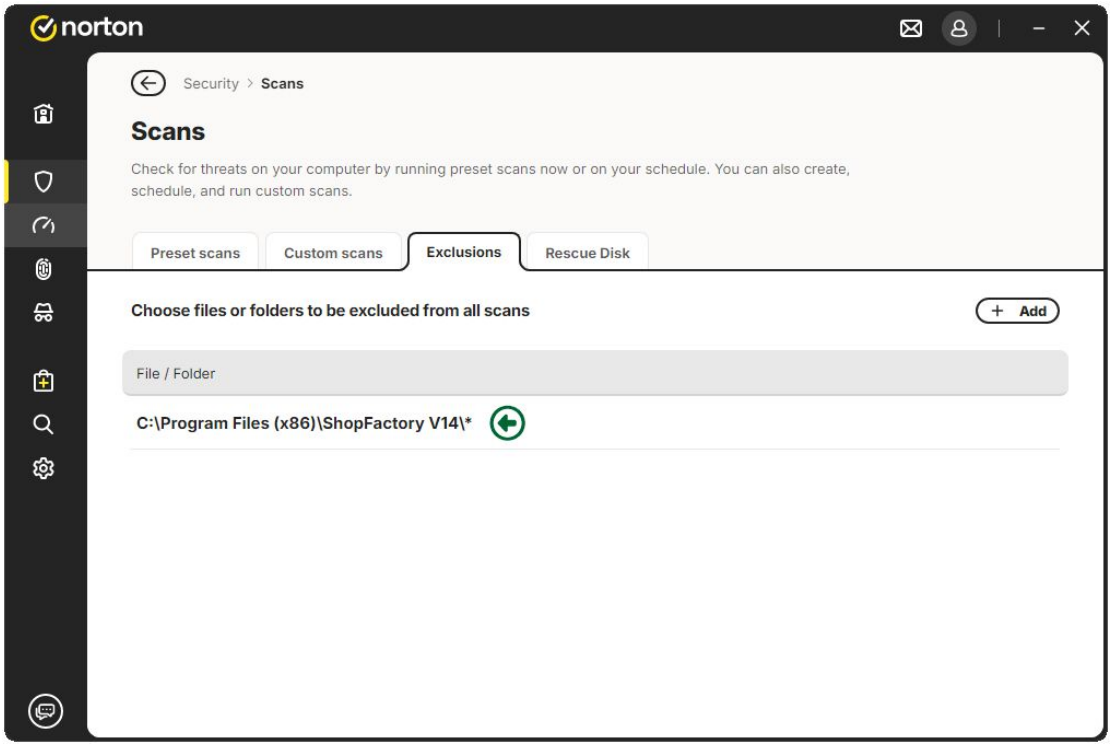
IMPORTANT NOTE: You may also want add your "ShopFactory vXX Websites Folder", where your shop file is stored, just in case, during this next step.

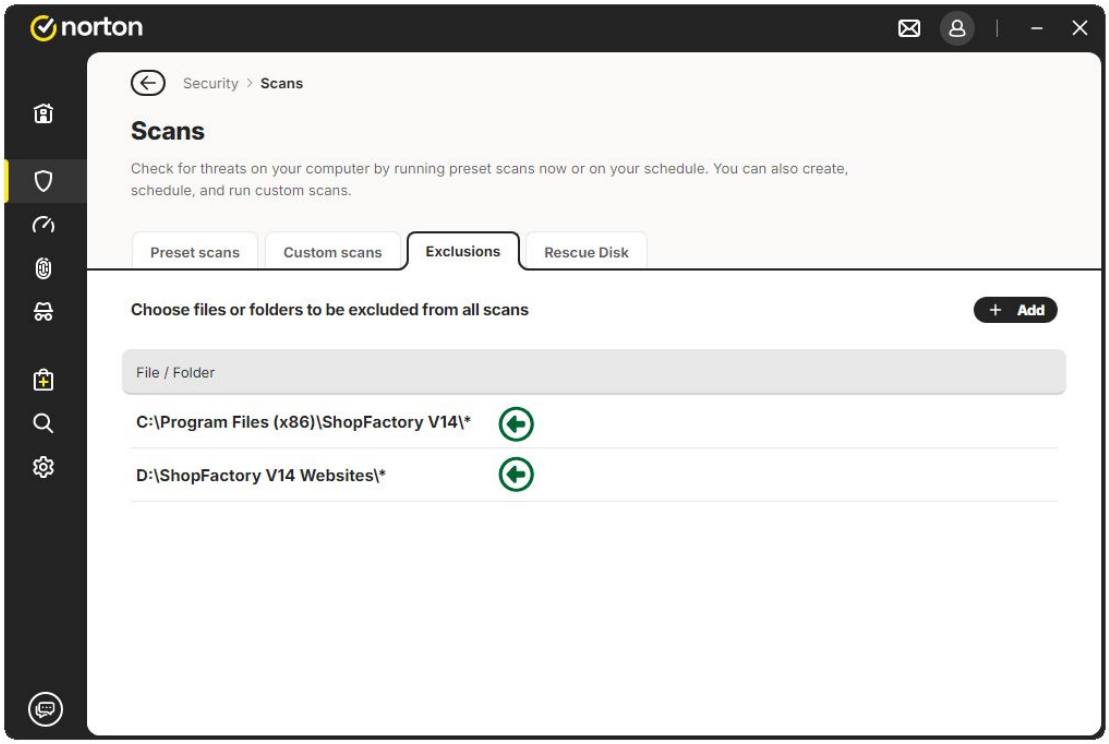


The folder will be added to the EXCLUSION from SCANS while using ShopFactory. Click the **ADD** button:



You should then see the 'ShopFactory program folder' listed. And, if also you added your "ShopFactory vXX Websites" folder as shown in the next two sample images:

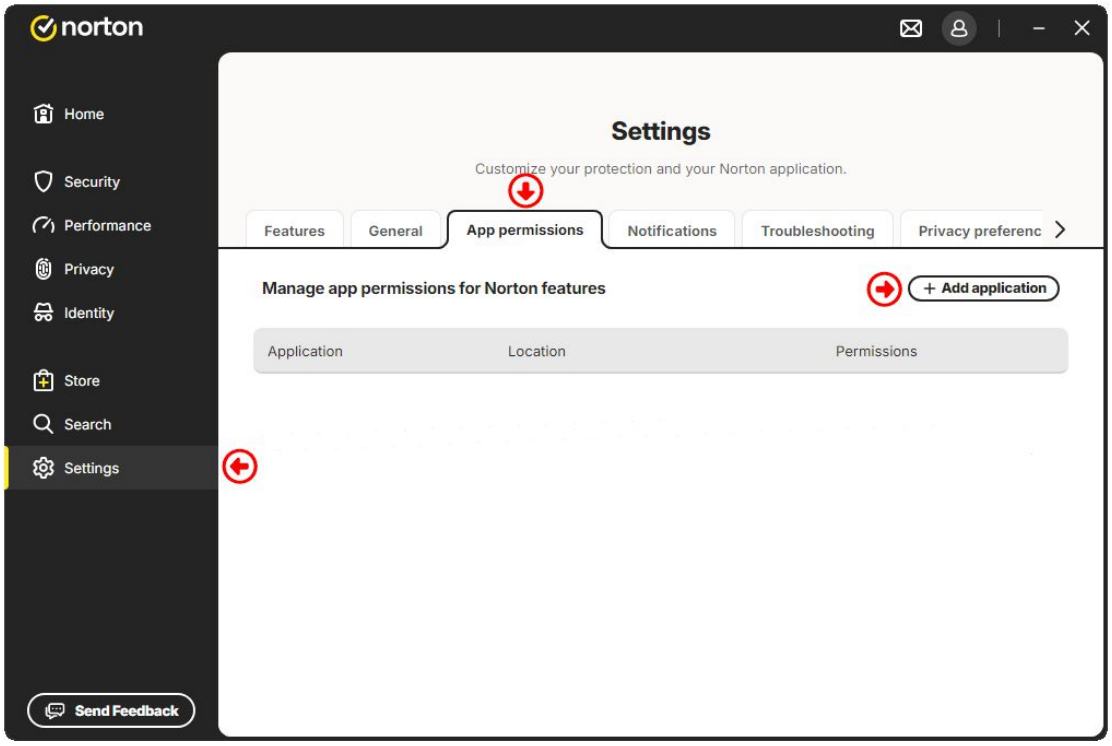




APP PERMISSIONS - NOTE: This example is strictly a related example for some Firewall Blocking issues.

On the **APP PERMISSIONS TAB** - you may also need to add ShopFactory manually as an allowed application. MANY different Firewall solutions will have a similar feature which can block app access. Please consult your firewall solution documentation for this and other possible “PERMISSIONS”. Some may require explicit permission for publishing, activation or registration to take place.

Some firewall applications may monitor and need to be manually trained for each external access event, as noted above.



NOTE: See related article: [Configure your Firewall to allow ShopFactory access to the Internet - Knowledgebase / Getting Started - ShopFactory Help Center]