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Resolving errors such as: "This page cannot be displayed" HTTP 403 in Normal mode or "error fetching data" or series of js errors

Elenor A. - 2021-08-20 - Pages and Products

ShopFactory application works well with the ShopFactory project file stored on your PC's hard drive.

However, your project file can also be stored on an external drive or Cloud drive BUT it is important to map the drives correctly e.g. X: or G:

Sometimes the use of an external drive can cause a conflict with other Software Apps installed on the PC.

Other times, conflicts can arise when other software installed uses the same network ports that ShopFactory wants to use.

# If you are getting any of these errors in ShopFactory editor:

1 - "This page cannot be displayed" when clicking on a page in normal mode

2 - You don't have permission to access /contents/nl/d18/etc....on this server (HTTP 403 error) - when shop is stored in a network drive

3 - At the shipping page, a popup error shows "Error fetching data!"

4 - If you are getting a series of javascript (js) errors when opening the shop

# Follow below suggestions to fix the problem

1. Check that the **Documents\ShopFactory V14 Websites** folder is NOT under **OneDrive** directory

The SF webserver (for rendering pages in normal mode and preview) does NOT like the set up because it's reporting an error about a linked folder. The problem is more that Internet Explorer doesn't like executing Javascripts located on a network share.

To ensure ShopFactory projects do not get security errors, your network drive must be mapped to a drive letter, for example, **G:**\

Everything in that network drive stays the same – it's just a drive letter that substitutes to that network drive.

Please follow the steps outlined in the Microsoft Knowledgebase,

### Map a network drive

https://support.microsoft.com/en-au/help/4026635/windows-map-a-network-drive

(Alternatively, you can refer to this article,

## https://www.laptopmag.com/articles/map-network-drive-windows-10)

 Ensure the project folders in the **Documents\ShopFactory V14 Websites** folder are NOT set as "Ready Only". Untick "Read only" via Windows File Explorer dialog -> *Properties*

Also check your shop project folder is NOT compressed with the latest Windows update. Windows is doing some pre-compression to the files and folders in their latest update so you need to make sure the folder compression for your shop is turned off. You will see a file or folder icon with blue arrows on top right - this means it has compression enabled. You can refer to the online article below,

https://www.howtogeek.com/133264/how-to-use-ntfs-compression-and-when-you-might-want-to/

- Right-click the file, folder, or drive you want to compress and select Properties.
- Click the **Advanced** button under Attributes.
- Untick/disable the Compress contents to save disk space check box and click Apply.
- Click OK



#### 3. Reset Internet Explorer browser security settings

Reset all your IE settings via Tools menu -> Internet Options

-"Reset all zones to default level" in the Security tab

Internet (	Options					?	$\times$						
General	Security	Privacy	Content	Connections	Programs	Advan	ced						
Select a zone to view or change security settings.													
		Ś		/ (	S								
Internet Local intranet Trusted sites Restricted sites													
Internet													
9	This zone is for Internet websites, except those listed in trusted and restricted zones.												
Security level for this zone													
Allowed levels for this zone: Medium to High													
Medium-high     Appropriate for most websites     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded													
Enable Protected Mode (requires restarting Internet Explorer)													
Custom level Default level													
1. Reset all zones to default level													
2. OK Cancel Apply													

"Restore advanced settings" and "Reset" in the  $\ensuremath{\textbf{Advanced}}$  tab.

Internet (	?	×										
General	Security	Privacy	Content	Connections	Programs	Advar	nced					
Settings												
<ul> <li>Accelerated graphics</li> <li>Use software rendering instead of GPU rendering*</li> <li>Accessibility</li> <li>Always expand ALT text for images</li> <li>Enable Caret Browsing for new windows and tabs</li> <li>Move system caret with focus/selection changes</li> <li>Play system sounds</li> <li>Reset text size to medium for new windows and tabs</li> <li>Reset text size to medium for new windows and tabs</li> <li>Browsing</li> <li>Always record developer console messages</li> <li>Close unused folders in History and Favorites*</li> <li>Disable script debugging (Internet Explorer)</li> <li>Disable script debugging (Other)</li> </ul>												
*Takes effect after you restart your computer <b>1.</b> Restore advanced settings Reset Internet Explorer settings												
Resets Internet Explorer's settings to their default <b>2</b> Reset condition. You should only use this if your browser is in an unusable state.												
			<b>3.</b> ok	( Ca	ancel	Арр	ly					

If the above suggestions don't help resolve the error, try editing your system Registry and enter new port limits

You may need to change the port number that the internal webserver uses, set in the registry

- change the PortLowerLimit - set Decimal value to 56330

- then set the **PortUpperLimit** - set Decimal value to **58330** 

When changing the PortLowerLimit to a decimal value – make sure the <u>PortUpperLimit</u> is also updated by adding 2000 to the LowerPortLimit value

1. Close ShopFactory and then click on the Start button and select the "Run" command.

2. In the run command line type **regedit** and click YES to open the Registry Editor

3. Navigate to the **ExternalPreview** directory indicated below:

Computer\HKEY\_CURRENT\_USER\Software\3d3.com\ShopFactory\12.00\SFEditor\Settings \ExternalPreview



- 7. Click OK
- 8. Double click on the **PortUpperLimit**
- 9. And then select **DECIMAL** base
- 10. Change the VALUE DATA to **58330**
- 11. Click OK
- 12. Close the Registry window.
- 13. Open your shop in ShopFactory again.