



Problems with Publishing inside ShopFactory

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Refer to the information below when you are experiencing problems with publishing to your hosting server and ShopFactory cannot connect to your server or if you receive a message like "...ensure you have the correct privileges with your hosting"...

A) Try disabling your Firewall to ensure the (internal publish) connection is not being blocked by your security settings

Your Windows Realtime virus checker could be slowing down the queuing/hashing process during publishing of shop and search files.

Try turning off the virus checker based on the steps provided here,

https://www.windowcentral.com/how-permanently-disable-windows-defender-antivirus-windows-10#disable_defender_securitycenter

B) Try ticking/unticking "Passive" from the Publish SETUP dialog box

The screenshot shows the 'Setup' window of the ShopFactory software. It contains instructions for publishing a website to the Internet or a local computer. The 'Internet' option is selected. Fields for 'User Name' (tp-5610-gd), 'Password' (masked), 'Remote Host' (webhost.shopfactory.com), and 'Publish URL' (http://tp-5610-gd.shopfactory.com/) are filled. The 'Base Directory' is /public_html/. The 'Protocol' is set to 'FTP - File Transfer Protocol' and 'Encryption' to 'Require explicit FTP over TLS'. In the 'Advanced settings' section, 'Use PHP search', 'Automatic PHP detection', and 'Passive' are checked. A large red arrow points to the 'Passive' checkbox. The 'Timeout' is set to -1. The 'Rename Website home page to' dropdown is set to 'index.html'. There is a button for '.htaccess'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

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

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

Remote Host: webhost.shopfactory.com

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

Base Directory: /public_html/ Browse...

Protocol: FTP - File Transfer Protocol

Encryption: Require explicit FTP over TLS

☒ Use PHP search

☒ Automatic PHP detection

☒ Passive

Timeout: -1

Rename Website home page to: index.html

.htaccess

OK Cancel Help

See related KB article,

<https://shopfactory.deskpro.com/en/kb/articles/en-how-do-i-publish-the-shop-using-my-hosting-details>

C) Increase the Timeout value to 180 for example - see KB article,

<https://shopfactory.deskpro.com/en/kb/articles/en-publishing-my-shop-using-mobile-connection-shows-connection-timeout>

D) Publish with “Disable Turbo Publishing” enabled as your server may NOT support PHP - see related article,

<https://shopfactory.deskpro.com/en/kb/articles/en-turbo-publishing-in-shopfactory>

If none of that works then try the following:

E) Review your hosting details - check the FTP server address you have entered in the Remote Host field and Base Directory field as it may have the wrong document directory- instead of typing `www.domainname.com` to connect to the hosting server try typing `ftp.domainname.com`- If that does not work try entering the actual IP address. Even though

some hosting companies allow the www.domainname.com routing to be used for publishing, when used in the Publish window of ShopFactory it sometimes results in errors, depending on how your hosting provider has setup your hosting space.F)

Base Directory varies in different servers, common examples are: /www/ or /public_html/

F) It may also be a good idea to add ShopFactory exe in your Exceptions list - you can google "add Antivirus exceptions (exclusions) in <your antivirus program>"

If you are using BitDefender, you can follow the steps

here: <https://www.bitdefender.com/consumer/support/answer/13427/>

- Add **SFEditorU.exe** program in your antivirus Exceptions list

The SFEditorU.exe file is in

C:\Program Files (x86)\ShopFactory V14\ShopFactory

G) Try connecting to your Host using an external FTP client such as Filezilla or cuteFTP to verify the hosting details are correct.