ShopSite Knowledgebase

File Not Found, URL Contains Extra '/'

Product: ShopSite SC

Version: 3.x and 4.x

Links to your pages don't work and the URL contains an extra slash between the directory and the file (e.g. http://www.domain.com/shopsite//index.html). Also, graphics are not displayed - the URL says something like http://www.domain.com/shopsite//media/shopsite.gif .

The authorization file contains an extra '/'. For example, 'http://www.domain.com/shopsite/' should be 'http://www.domain.com/shopsite'. Solution ID: S02411

If you are an end-users, contact your ShopSite reseller to correct. See S03718.Solution ID: S02411

If you are a reseller, a new auth file will need to be generated to correct. See S03718.

https://support.shopsite.com/KBase/questions/1933/