

ShopSite Knowledgebase

Why am I getting an "Unable to open destination file:" error when trying to publish my Custom Pages with FrontPage? (regen.cgi patch)

Product: SC + TX Pro

Version: 4.x, 5.0.x

Platform: ALL

I'm using Microsoft's FrontPage to create files in my smarhtml directory. When attempting to publish my store, I get an error similar to:

" ERROR!

Unable to open destination file:[>
/html/storeid/smarhtml/_vti_cnf] "

Solution ID: S04187

Custom Pages are stored in the smarhtml directory, which is a subdirectory of your store's output directory. If FrontPage is used to create Custom Pages, it creates additional subdirectories in the smarhtml directory. When the Shopsite regeneration (publish) encounters these smarhtml subdirectories, it tries to create a FILE in the output directory of the same name. If the merchant is using the smarhtml area as a staging area for the store, then a directory will already exist in the output directory by that name. This causes the Publish to fail.

An enhanced version of the regen.cgi has been posted for ShopSite v5.0. This version ignores subdirectories in the smarhtml directory when generating. Applying this patch will resolve.

A link to the latest information for obtaining and applying ShopSite patches may be found in S03704.

For more details on ShopSite directories (as of Q1 2001):

Unix: http://www.shopsite.com/help/5.0/en-US/install/ShopSite_SC_install.html#dir_structure

NT: http://www.shopsite.com/help/4.3/en-US/install/ShopSite_SC_install-nt.html#dir_structure

Details for upgrading your version of ShopSite:

<http://www.shopsite.com/help/5.0/en-US/install/upgrading.html>

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<https://support.shopsite.com/KBase/questions/2355/>