

## **ShopSite Knowledgebase**

### **Going to Payment Configuration Produces Server Error**

Product: Shopsite SC

Version: Any

Platform: Any (UNIX or NT)

As the ShopSite merchant, going to the Payment Configuration page in the back office (ss/payconfig.cgi) causes a Server Error to appear on the screen.

Server Error

This server has encountered an internal error which prevents it from fulfilling your request. The most likely cause is a

misconfiguration. Please ask the administrator to look for messages in the server's error log. Solution ID: S04238

For this error, the ShopSite administrator/UNIX administrator has to check if the global.aa file exists in the ShopSite directory.

<https://support.shopsite.com/KBase/questions/2387/>