

## **ShopSite Knowledgebase**

### **Browser prompts to download the .cgi when attempting to access the back office after an NT install.**

Product: ShopSite SC

Version: All

Platform: NT

When attempting to access a back office .cgi (ie: start.cgi), the browser prompts for a download rather than executing. Solution ID: S02547

This frequently indicates that IIS is not configured properly to execute the cgi. Recheck that all all permission paths are set correctly. See IIS configuration information at <http://www.shopsite.com/help/install.html> for additional details.

<https://support.shopsite.com/KBase/questions/1924/>