

## **ShopSite Knowledgebase**

### **When accessing the ShopSite backoffice through cgiwrap, "Username Could Not be determined" error**

Product: ALL

Version: ALL

Platform: ALL

When trying to access the back office through cgiwrap, you get the error: "Username could not be determined". You're never prompted for a password. Solution ID: S02402

When installing cgiwrap there is an installation option that forces cgiwrap to check for .htaccess files before accessing scripts. By default this option isn't enabled. The only known solution to fix this is to reinstall cgiwrap so that you can enable this options during the installation.

<https://support.shopsite.com/KBase/questions/1926/>