

## ShopSite Knowledgebase

### **Internal Server error when running wwwinstall.cgi**

Internal Server Error when trying to execute wwwinstall.cgi Solution ID: S02408

Usually caused by permissions problems. Also can be caused by downloading an incorrect version of the software(according to the OS platform e.g. BSDI, Linux, Solaris, NT) or a corrupt download.

Ensure that wwwinstall.cgi has read and execute permissions for the user or group that the web server runs under. Also

ensure that the web server has full permissions in the install directory. It may also be necessary to modify the permissions

on wwwinstall.tar so that the web server can read that file. Make sure that you downloaded the correct version of the

software for your OS platform. If all of this doesn't fix it, try downloading the zip file again and be sure that you are

transferring it in binary format.

<https://support.shopsite.com/KBase/questions/1931/>