ShopSite Knowledgebase

"User Name could not be determined" Error when adding products or pages, Manager, Pro, and Express 3.x, forbidden post limit htaccess add page product User Name could not be determined

Initial back office pages come up but when you click a button to perform an action such as add a page or product a "User Name could not be determined Error" is displayed. Solution ID: S02415
If the CGI is prevented from "POSTing" (passing data) to another CGI, ShopSite (and many other CGIs) will not work.
Look for a directive such as the following in the .htaccess file (for Apache type web servers). The .htaccess file will either be in the directory the ShopSite CGIs execute in or a directory above.
require valid-user
Add the word "POST" to the directive and everything should then function normally. It should look as follows:
require valid-user
There are two simple perl CGIs on the ShopSite partner FTP site which you can run to verify the problem. If you are a ShopSite merchant, please contact your ShopSite reseller/hosting provider to have them download and apply these diagnostic scripts for you. If you are not currently hosted with an active ShopSite reseller, please contact the ShopSite Sales department for more information.
To get, apply, and use the diagnostic scripts:
1. FTP to the ShopSite partner FTP site
2. Cd to the perl directory and retrieve in ascii mode get.cgi and post.cgi.
3. FTP the scripts to your store's ShopSite backoffice cgi directory (ins ascii mode) and give them execute permissions.
4. Run the get.cgi from your browser.
5. press the submit button, you should see a field called REMOTE_USER. Now do the same with post.cgi. If you do not see the field REMOTE_USER (after you press the submit button) then this is the problem.

https://support.shopsite.com/KBase/questions/1937/