

## **ShopSite Knowledgebase**

### **CGI scripts aren't executing, they're just printing to the screen.**

When you execute any of the ShopSite CGI scripts, either in the back office or shopping basket directories, the scripts don't execute, they just print to the screen. This sometimes occurs only when trying to run the scripts through the secure server. Solution ID: S02515

The directories that you're running the scripts from aren't set up through the web server to be a script directory. Do the following for these web servers:

Apache:

Make sure that a ScriptAlias is set up for the directory that you're running the script from. For example, if you're trying to run `http://www.mydomain.com/back_office/start.cgi`, you must have `/back_office/` set up as a ScriptAlias in your Apache configuration files. Also, many times with Apache you will have two sets of configuration files - one set for the regular http server, and another set for the ssl server. If this is the case, you will need to make sure that you have a ScriptAlias set up in both configuration files. If your scripts work all the time except when you're access them securely, that's a good indication that the ScriptAlias is only set up for the one server.

Netscape:

Through the server administrator, set up a cgi directory for the directory that you're running the scripts through. The steps are different depending on which server you're using (Enterprise, FastTrack, etc).

IIS:

What Apache refers to as a ScriptAlias and Netscape calls a CGI directory, is called a virtual directory in IIS. However, the virtual directory must be set up with Script access. Also, if you're running the scripts and they're not executing, just outputting to the screen, you may want to check your extension mappings in the registry.

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