

## ShopSite Knowledgebase

### 'unrecognized character' or 'Bad Gateway' errors when trying to run ShopSite .cgi's on Windows 2000 or 2003 Servers

Product: ALL

Version: ALL

Platform: Windows 2000/2003

When trying to run the ShopSite .cgi's in the back office and/or shopping basket directories, you're getting errors like:

'Unrecognized character 220 ignored at d:\inetpub\scripts\sc\order.cgi line 1' or 'Bad Gateway'

Solution ID: S02516

This usually means that you have the .cgi extension incorrectly mapped to the Perl interpreter for the directories (or Virtual Directories) that the ShopSite executables are being executed through. None of the ShopSite scripts with a .cgi extension are Perl scripts, and they shouldn't require any extension mappings through IIS to execute them.

To fix the problem:

- 1) Open up the IIS Management Console.
- 2) Select the directory (or Virtual Directory) that you're trying to run the ShopSite .cgi's from (usually 'ss' for the ShopSite backoffice, and 'sc' for the ShopSite Shopping Cart), right-click on it, and select Properties. Click on the Directory or Virtual Directory tab.
- 3) Down in the Application Settings section, click on the 'Configuration' button. If there are any mappings for the .cgi extension, select them then remove them.
- 4) Close/Save all of the open IIS Management Console dialog windows.

<https://support.shopsite.com/KBase/questions/1948/>