ShopSite Knowledgebase

'The XML document is not well formed' error when trying to register/configure ShopSite for UPS

Product: Pro and Manager
Version: 6.2.x
OS: ALL
I am trying to configure the UPS shipping option in my ShopSite v6.2x Pro or Manager store and when I click on the 'Next' button on the 'UPS Registration Overview' screen I get an error on the 'UPS License' screen saying "The XML document is not well formed". What can I do about this?Solution ID: S5464
A patch to resolve this has been released for ShopSite v6.2.1 (if you are using the initial v6.2 on Windows 2000 you will need to upgrade to v6.2.1 before applying the patch).
The patch is available on the partner FTP site, contact your ShopSite reseller and request this patch if you are having this problem.
The patch consists of one CGI, ups.cgi, which can be found on the partners FTP site in the patch directory for your particular operating system and ShopSite version (example: linux/v6.2.1/patch/ or windows2000/v6.2.1/patch/). Be sure to download and upload ShopSite .cgi files in Binary mode.
The new ups.cgi should replace the old file of the same name in your ShopSite CGI Directory (usually named 'ss' or 'bo') with the same ownership and permissions. Once the patch is in place, you should be able to continue with the UPS registration and setup.

https://support.shopsite.com/KBase/questions/1970/