ShopSite Knowledgebase

v6.2.1 patch to prevent possibility of duplicate orders because of email problems

PRODUCT: All
OS: All
VERSION: 6.2.1
Some shoppers are placing duplicate orders that can be caused by the shopper using an email address with an incorrect/non-existent email domain name (or possibly an error reaching your email SMTP server/host). In these cases the order is submitted to ShopSite successfully, but the shopper is unaware of this and receives an error message telling them there was a problem with their email address and sends them back to the checkout screen to fix it and submit the order again. Solution ID: S5465
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, thankyou.cgi, which can be found on the partners FTP site in the patch directory for your particular operating system and ShopSite version (example: partners/patch/v6.2.1/linux or partners/patch/v6.2.1/windows2000). Be sure to download and upload ShopSite .cgi files in Binary mode.
The new thankyou.cgi should replace the old file of the same name in your Shopping Cart CGI Directory (usually named 'sc' or 'sb') with the same ownership and permissions.
Once the patch is in place, email errors will no longer prevent the completion of the order, and the shopper will see the receipt screen rather than being directed back to submit the order again. Note, however, that since the email address may be incorrect (or there may be some other issue with your email SMTP server) the shopper and/or the merchant still may not receive the email receipt.

https://support.shopsite.com/KBase/questions/1971/