ShopSite Knowledgebase

Store is configured to go secure, but no closed lock appears, using frames

It is bringing up the correct page, it's just not doing so securely. It doesn't appear to be initiating the SSL key as it should be when going to finalize the order. The settings are correct in the back office. The secure server is working correctly.Solution ID: S02783

If you're using frames on the site, the browsers won't show a secure connection (closed lock, unbroken key, etc) unless the frameset page is secure, and all frame contents are secure. The frame content on this site is secure, but the frameset is not. So the lock isn't closed. There are settings in the back office (Main | Config | Order System) that compensate for this by targetting the shopping basket to the top of the frames, or opening a new window for the shopping basket. You'll want to use one of these options to get the closed lock.

https://support.shopsite.com/KBase/questions/1989/