ShopSite Knowledgebase

"The old passwords didn't match!" when trying to change your password through Utilities -> Change Password (chpass.cgi).

Product: ALL
Version: ALL
Platform: ALL
Merchant receives an " Error :The old passwords didn't match!" when trying to change the ShopSite password through Utilities > Change Password (chpass.cgi), even though entering the correct value for the old password. Solution ID: S03049
Contact your ShopSite CSP partner if you see this error. They will contact ShopSite support to resolve. The most likely cause is that the password was changed at some point, but not through the ShopSite interface. The ShopSite software cannot normally change the password once it has been changed by some other means.Solution ID: S03049

https://support.shopsite.com/KBase/questions/2006/