

ShopSite Knowledgebase

HMTL pages are placed in the wrong directory.

All of the html files are written to:

`http://www.mydomain.com`

But all of the links that ShopSite creates are referenced by:

`http://www.mydomain.com/storeSolution ID: S03179`

This is an auth file problem.

With version 3.x:

Go to your back office and go to Main -> Config -> Technical Settings. At the top of this screen it should say: "Settings for [storeid] at [url]".

With version 4.x:

There is a setting for the store URL about halfway down this page.

Then, for both versions:

Then further down the page, you should see a setting for the Output directory.

The key is this: the URL **must** map to the path of the output directory. For example, if your URL is:

`http://www.mydomain.com/store`

your output directory should be something like:

`/usr/local/etc/httpd/htdocs/store`

If these don't match, you'll need to request a new auth file from your account manager (or sales@shopsite.com), and tell them what the URL currently is and what you need them to change it to.

Once you get the new auth file, you do **not** need to reinstall. Simply place the auth file in your data directory and rename it 'storeid'.auth (replacing 'storeid' with your actual store id).

<https://support.shopsite.com/KBase/questions/2027/>