ShopSite Knowledgebase

error message 'Unable to open file ./ssm_tmp/receipt.b for writing!' on checkout

Product: ALL
Version: 4.x, 5.x, 6.x
Platform: ALL
When ordering you get an error similar to 'Unable to open file ./ssm_tmp/receipt.b for writing!' or 'Unable to open file for writing [./ssm_tmp/receipt.bh.{ordernumber}]'.Solution ID: S03267
This problem is generally caused by incorrect permissions on the ssm_tmp directory, or a missing ssm_tmp directory. Make sure the ssm_tmp directory exists in the Shopping Cart CGI Directory (usually named 'sc' or 'sb' or 'shopping_cart'). If not, create it. Make sure it has correct ownership/permissions for the webserver user to write to it. This ssm_tmp directory is normally empty, it is only used for temporary files to create the email receipts, and those temporary files are deleted once the email is sent.

https://support.shopsite.com/KBase/questions/2046/