

ShopSite Knowledgebase

Why does my Continue Shopping (or Return to Shopping) button not bring me (as the shopper) back to the page I ordered from?

Product: SC

Platform: ALL

Version: ALL

I am placing products in my cart, and when I click the Continue Shopping button I am taken to a page other than the one I just ordered from. What are some reasons this might be happening?

Solution ID: S05432

The first place to check is in the Commerce Setup -> Order System screen, in the 'Shopping Cart Screen' section. Make sure the 'Return To Shopping Button:' setting has the radio button set to 'Return the user to last page ordered from.' If not, select it, go down to the bottom of the page and click the OK button to save the setting.

If your setting is already set to 'Return the user to last page ordered from.' or changing it to that didn't fix the problem, then it is possible that third-party software installed on your desktop computer is preventing the usual 'HTTP_REFERER' browser environment variable from being provided, therefore ShopSite is unable to determine where the shopper was before entering the cart.

One example of this might be Norton/Symantec products such as Norton Personal Firewall (NPF) and other Norton anti-virus, firewall, and internet security products. If you have a Norton/Symantec product installed on your computer you may find instructions in their knowledgebase to change the configuration so that the prevlocation variable can be properly sent to ShopSite. Search for terms such as 'block referer' in their knowledgebase at:

<http://www.symantec.com/techsupp/>

Another example of this may be ZoneAlarm advanced products such as ZoneAlarm Pro and other ZoneAlarm security suites. If you have a ZoneAlarm product installed on your computer you may find instructions in their user forums to change the configuration so that the prevlocation variable can be properly sent to ShopSite. Search for terms such as 'block referer' in their user forums at:

<http://forums.zonealarm.com/zonelabs/>

It is highly probably that there are other companies and other products that can be blocking this environment variable from your web browser as well, so check the knowledgebases or other support resources from the companies of the other security software products you may have installed on your computer, searching for terms such as 'block referer', 'block referrer', or 'HTTP_REFERER'.

Note that in cases where ShopSite is unable to determine the referring page because of the lack of an 'HTTP_REFERER' environment variable as described above, the default URL to return the shopper to if they use the Continue Shopping function (or click on the product name in the cart, if that feature to make the product name a link to the page it was ordered from is enabled) is the URL specified in the 'MyStore URL' setting in the Preferences -> Hosting Service menu, so it is a good idea to make sure that this URL is one that exists on your site and that it would be a suitable place to send a shopper back to so that they can shop more. Some ShopSite hosts may block access to the Preferences -> Hosting Service menu, if you find this to be the case in your ShopSite then you will need to contact your host and ask them to change the 'MyStore URL' setting for you.

<https://support.shopsite.com/KBase/questions/2065/>