ShopSite Knowledgebase

Error 'Your user name could not be determined'

Product: Shopsite SC + TX
Version: ALL
Platform: Unix
When attempting to access the back office (ss or bo) directory of a ShopSite store, the following message is displayed:
Error
Your User Name could not be determined. You should have been prompted by your browser to authenticate by entering a username and password.Solution ID: S03794
Apache web servers default to restrictive permissions. Check conf/httpd.config for the entry controlling access to cgi-bin, or whatever directory the ShopSite back office has been installed to. NOTE: In older versions of apache, the access configuration was configured in a seperate file called "access.conf".
AllowOverride None should be changed to AllowOverride All. For example:
AllowOverride All
Options None
Order allow,deny
Allow from all
The Apache server must be restarted for this change to take effect.
Solution ID: S03794
Solution:
If you are not running an Apache or similar web server such as Stronghold which uses .htaccess files, you will need to consult your web server documentation for password protecting a directory. (Note: Netscape and Microsoft web servers do not use .htaccess files.) You should password protect the Shopsite directory and create a user with the same name as the store id you were assigned during installation. Hint: the username should be the same as the first part of the .auth file stored in the data directory.
For Apache type web servers an .htaccess and .htpasswd file were placed in the Shopsite directory during installation. First check that the Web server has the proper ownership and permissions to access the files:
.htaccess
.htpasswd
Next check the web server's configuration files access.conf and ensure that the .htaccess file is allowed to override the default settings. For example, search for the AllowOverride option and set it to All
AllowOverride All
You will then need to reset or restart your web server for the new settings to take effect.
Note: do not password protect the shopping cart CGI directory. Solution ID: S03794
If you are using a Netscape web server, the problem may be solved by installing a plugin on the Netscape server with will cause the web server to recognize Apache style .htaccess files for access control. See this web site for instructions:
http://developer.netscape.com/docs/manuals/enterprise/admnunix/svrconf.htm#1017917
Note that there seems to be a mistake on this page. The section that says:
Init fn="load-modules" funcs="htaccess-init,htaccess-find" \
shlib="server_root/plugins/htaccess/htaccess.so"
should read:
Init fn="load-modules" funcs="htaccess-init,htaccess-find" \
shlib="server_root/plugins/htaccess/bin/htaccess.so"

https://support.shopsite.com/KBase/questions/2123/