ShopSite Knowledgebase

Error opening new basket [datadir/ip/basketfile] from "./basket.new"

Product: ShopSite SC
Version: ALL
Platform: ALL
After clicking on a product to order, order.cgi returns the error:
"Error opening new basket [datadir/ip/basketfile] from "./basket.new" This can be caused if the file "./basket.new" does not exist, or if either directory path has incorrect permissions or ownership. Please alert the store owner that this problem exists."Solution ID: S03679
In addition to checking for incorrect permissions or ownership on the data/ip/ directory and the basket.new file, verify that sufficient disk space exists (or if you have user or site disk quotas, check to see if the webuser or site has run out of disk space under the quota).
Note that if the problem is a disk space or disk quota issue, even after that issue is resolved shoppers who have encountered this error message may need to clear their cookies before they can continue shopping.
It is recommended that the hosting provider use monitoring scripts to warn of impending disk space problems within adequate time to take corrective action.

https://support.shopsite.com/KBase/questions/2127/