

ShopSite Knowledgebase

All settings report 'not OK' when accessing Reports, blank screen when you go to Configure Reports

Product: ShopSite SC

Version: 4.x,5.x

Platform: All

When initially configuring Reports (statStoreOverview.cgi) the following page is returned:

Error

One or more of your statistics configuration settings is incorrect. Without these being set correctly, statistics will not operate.

Setting:

Server log path: not OK

Server log filename: not OK

Store ID sub-string: OK

Last Date/Time read: OK

Please go to the Configure Statistics area of the back office and correct the settings

Clicking on Configure Statistics (statlogconfig.cgi) returns a blank page in Netscape, or just the navigation bar in Internet Explorer.

Solution ID: S03720

Check data/stats/statconfig.aa

If this file is truncated, restore from a backup, or use statconfig.aa from a new installation:

last file location: 0

last date read: 01/Jan/1900

Update freq-Days: 1

substr: included for backward compatibility

Server log path: /usr/local/etc/httpd/logs

last log file read: access_log

Stat Version: 3.2

Update freq-Minutes: 0

log date format: dd/mmm/yyyy

view summary: summary

Keep for-Days: 0

Keep for-Minutes: 0

Update freq-Hours: 0

Keep for-Hours: 0

lastupdate: Never^

Store ID string: UnInltlaLiZeD

last time read: 00:00:00

Update hour: 1

Update minute: 00

Server log name: access_log

Oldlog path: /usr/local/etc/httpd/logs

<https://support.shopsite.com/KBase/questions/2154/>