

## ShopSite Knowledgebase

### **linefeed characters after 'Date' field in Order Download file**

Product: ALL

Version: 6.2.1

OS: Linux, Solaris (SPARC), FreeBSD

I just upgraded to ShopSite v6.2.1 and now there is a linefeed character (shows up as a black block when viewed in NotePad) is in the tab-delimited order download file after the 'Date' field of each of the orders placed prior to the upgrade. What can I do about this?Solution ID: S5462

A patch has been released to resolve this problem on the affected platforms.

The patch is located on the same FTP site as the ShopSite install/upgrade files, so contact your host or whomever installed your ShopSite to get access to these patch files.

Download the orderhandler.cgi from the patch directory and replace the orderhandler.cgi in the ShopSite cgi directory (typically ss or bo) with the patched one. (Note you should back up the original version in case it is necessary to restore it for some reason). Order files downloaded after the patch has been applied should not have the extra linefeed characters following the 'Date' fields of pre-6.2 orders.

Note: Operating systems other than Linux, Solaris, and FreeBSD do not require this patch. Solution ID: S5462

Since this issue only affects orders placed prior to the upgrade, you can resolve this issue without applying the patch by manually deleting the character from the old orders in the order download file in a text editor such as NotePad (on Windows) or BBEdit (on Mac). New orders will not have the issue, so subsequent order download files that do not contain old orders will not need editing.

<https://support.shopsite.com/KBase/questions/2157/>