ShopSite Knowledgebase

'Could not load settings file!' error message

Product: ShopSite SC and TX
Version: ALL
OS: ALL
In the shopping cart and/or in the backoffice I get the following error when trying to access one (or all) of the ShopSite cgi's:
Could not load settings file!
How can I resolve this?Solution ID: S03822
This error message is usually due to permissions issues on the [storeid].aa file, located in the ShopSite CGI Directory (this directory is typically named 'bo' or 'ss'). Check this file to make sure that it, and the directory it is in, have write permissions for the user the webserver is running as.
If all cgi's are working except the ones that are accessed at a secure URL (the Checkout screen in the cart, the Orders screen in the admin are), then your secure server is probably running as a different user than the regular webserver and this conflict needs to be resolved.
Solution ID: S03822

https://support.shopsite.com/KBase/questions/2211/