ShopSite Knowledgebase

Internal Server Error when trying to Reset Image Attributes

Product: ALL
Version: 5.x and prior
OS: ALL
Why do I get an 'Internal Server Error' or a 'Server 500 Error' when I select images from the List of Images and hit the Reset Image Attributes button?
Solution ID: S05452
This has been known to happen on some servers when image names (not including the filename extension like .jpg or .gif) are 30 characters or longer.
To resolve there are 3 solutions:
1) When selecting the images names prior to hitting the Reset Image Attributes button, do not select the images with these long names.
2) Rename the images to use shorter names.
3) *Preferred* Upgrade to ShopSite v6 (or request that your ShopSite reseller/hosting provider upgrade you) where this issue has been resolved.

https://support.shopsite.com/KBase/questions/2216/