

## ShopSite Knowledgebase

### **'Bill Orders' button is missing - ccprocessor: in the storeid.aa file**

Product: SC

Version: 4.x

Platform: ALL

Why is the Bill Orders button no longer visible in the Orders section of my back office? Solution ID: S03859

The Bill Orders button is only present if you have a credit card processor turned on. If the processing is set to manual, the button won't show.

If changes were recently made in the shopping cart configuration, the token may need to be reset. In the storeid.aa, there is a setting called "ccprocessor:" which contains the processor (CyberCash, Authorize.net, etc) that is being used. To set this token up again, go to Main -> Commerce Setup -> Payment and select the right processor. The actual settings for the processor (like merchant ID, keys, etc) should not be affected because they're kept in a separate settings file.

\*NOTE\* -> Some other setting may need to be reconfigured if you've encountered the problem. See S03932 for details

Other related solutions = S02780, S03192

<https://support.shopsite.com/KBase/questions/2228/>