ShopSite Knowledgebase

Error message - "Can't find template! at dbapi.pl line xx" - unable to publish page or product changes

Product: ALL
Version: 5.x and earlier
Platform: ALL
When attempting to make changes to products or pages, an error message similar to the following is received and changes are not published:
Generating Page [##:product]... (#800047) Function call compilation error: Can't find template! at dbapi.pl line xx. Solution ID: S03930
This may indicate a problem with custom templates. Templates should not be used until you are able to successfully incorporate them into your store.
Search for "Custom Template" to generate the following help sections for your version at http://www.shopsite.com/help/ for troubleshooting:
Custom Templates and Themes
 Creating a Custom Product Template (see step #5)
 Creating a Custom Page Template (see step #5)
Many ShopSite users also post templates to the ShopSite Forums for customization suggestions: http://support.shopsite.com/forums (Don't forget to respond to other postings with your own tips and tricks!)
See related solution S03712.

https://support.shopsite.com/KBase/questions/2250/