ShopSite Knowledgebase

problems with thank you screen / Error: 404 Object Not Found (Order API, custom CGI, thankyou.cgi)

Product: SC Pro
Version: 4.x, 5.0
Platform: ALL
Problems are experienced when trying to finalize a purchase. For example, during the ordering process the items are displaying in the cart but are missing in the receipt and/or in the thank you screen. The buyer may also receive an error message "404 Object Not Found" during the last ordering step (billing.cgi > thankyou.cgi).Solution ID: S03965
Issues with thankyou.cgi often result from problems with custom CGI. Check under Merchandising > Order API and see if a custom CGI is inserted. Is there still a problem when the Order API screen is switched to the default setting? If the answer is "no," the problem is with the customization. It should be removed until it is functioning as intended.
To troubleshoot your custom CGI, search for "Order API" under your version of ShopSite SC Pro at http://www.shopsite.com/help/ . Review the pages titled "Order API" and "Order API Specification." Post to the ShopSite Forums at http://support.shopsite.com/forums for customization tips and tricks from other ShopSite merchants.

https://support.shopsite.com/KBase/questions/2261/