ShopSite Knowledgebase

Downloading products, pages, orders in Microsoft's Internet Explorer - saving files on local machine

Product: ALL
Version: ALL
Platform: ALL
When attempting to download products, pages, or orders in Internet Explorer (IE), a prompt to download locally isn't received and the information is displayed in the browser instead.Solution ID: S03984
This can be caused by an Internet Explorer bug or setting on your desktop computer. Try upgrading to the latest version of Internet Explorer, or use the workaround listed below.
A work-around:
1. Select the "Download" option in ShopSite for the database you wish to download, which results in the download information being displayed in the browser.
2. From your Internet Explorer toolbar, choose File -> Save As...
3. If you receive a prompt that says "This Web page may not save correctly. Would you like to save it anyway?" select "OK"
4. Under "Save as type:" select "Text File (*txt)"
5. Rename as desired and save in your local file system or desktop.Solution ID: S03984

https://support.shopsite.com/KBase/questions/2266/