ShopSite Knowledgebase

New install start.cgi error message: "The product type for is incorrect."

Product: ALL
Version: ALL
Platform: ALL
Installation appears successful. However, when attempting to access the start.cgi, the following error is received:
" Error verifying ~/.auth
This store may not be authorized to run ShopSite software. Please contact the merchant or webmaster.
Details:
The product type for is incorrect."Solution ID: S03985
This indicates a problem with the .auth file.
1. Check that the information in the .auth file notification is correct, including store ID, authorized URL, and ShopSite Product.

2. Make sure the .auth file was transferred in binary mode and not ascii when it was ftp'd from the machine where it was generated to the one where the store is located.
3. Make sure the .auth file was copied correctly in the original install directory and/or try recopying it into the data directory. Make sure to back up the current .auth file before taking this step.

https://support.shopsite.com/KBase/questions/2267/