ShopSite Knowledgebase

"File not available" error in Netscape

Product: SC + TX
Version: 4.x, 5.0
Platform: ANY
My site works fine from IE but there's a problem with Netscape. All pages I have created work as expected until I click to go to a ShopSite generated "order page." At that time, the message "File not available" appears. Solution ID: S04049
Check for case sensitivity in the filename. Also check for / and \
IE doesn't care http:\\www.mystore.com\cgi-bin\sc is the same as
http://www.mystore.com/cgi-bin/sc
In Netscape it has to be:
http://www.mystore.com/cgi-bin/sc

https://support.shopsite.com/KBase/questions/2290/