ShopSite Knowledgebase

Trying to Make a Purchase (Add to Cart) or View the Cart Causes Server Error

Product: Shopsite SC
Version: Any
Platform: Any (UNIX or NT)
When the buyer tries to make a purchase (Add to Cart) or View the Cart, the buyer sees a Server Error on the screen.
This server has encountered an internal error which prevents it from fulfilling your request. The most likely cause is a
misconfiguration. Please ask the administrator to look for messages in the server's error log. Solution ID: S04237
The ShopSite administrator/UNIX administrator should check if the world.aa file in the store's data directory is empty. If the world.aa file is empty, this is the reason.
If the file is empty, obtain a copy of world.aa from the data.tar tar file in the ShopSite ZIP file.

https://support.shopsite.com/KBase/questions/2386/