ShopSite Knowledgebase

Why am I getting an Internal Server Error on my receipt screen (thankyou.cgi) after attempting a move and/or upgrade?

Product: SC + TX
Version: 5.0 and earlier
Platform: ALL
I've just moved and/or upgraded an existing ShopSite store. When I try to place an order, I get a server error message. The order doesn't appear in ShopSite and the e-mail confirmations to the merchant and buyer aren't sent.Solution ID: S04318
This may occur in stores that have been either moved or upgraded without following the process as outlined in solution S02780 and at:http://www.shopsite.com/help/install.html
To test, examine the store in each state to see if the order proceeds without error:
1. Live store at original location/version.
2. New install running same version as live store at new location without live store data.
3. New install running same version once data from live store has been moved.
4. New install running new version after upgrade with live store data.
This will help to pinpoint at which step the order process fails and determine if this solution applies. If S02780 and upgrade instructions were followed exactly, then this solution probably isn't the source of the problem.Solution ID: S04318
If your store was upgraded (or moved AND upgraded) and old data files from the old version of ShopSite were copied over the upgraded data, errors like this could occur. See the above solution for related solutions on how to properly move and upgrade stores.

https://support.shopsite.com/KBase/questions/2394/