ShopSite Knowledgebase

When I Click on "Reports", I Get an Internal Server Error

Product: ShopSite SC
Version: 4.X, 5.X
Platform: UNIX
In ShopSite, when a merchant clicks on "Reports", they see a Server Error. On the Netscape browser, they'll see:
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.
In IE, you'll see the "HTTP 500 - Internal server error".
The link is stathandler.cgi, and URL is typically:
http:///cgi-bin/bo/stathandler.cgi
Looking at the Web Server error logs shows this:
[Thu Feb 8 13:21:19 2001] [error] [client x.x.x.x] Premature end of script headers: /cgi-bin/bo/stathandler.cgi
The Server Error happens right away.
Solution ID: S04366
One thing to check is the contents of the data/ip subdirectory directory. Locate your data directory (Preferences->Hosting Service->Data Directory). In UNIX, go to this directory, and observe that there is an ip subdirectory.
Check if there is a core file in this directory. If so, type "file core". You may see something like this:
% file core
core: ELF 32-bit MSB core file SPARC Version 1, from 'stathandler-de
OR
% file core
core: ELF 32-bit LSB core file of 'stathandler-deb' (signal 11), Intel 80386, version 1
If this is the case, find the OLDEST ip*.new file. Do this by "ls -lt istats*.new". The oldest file will be the last file listed.
Look at the contents of this file, using cat:
% cat istats.1246.new
1 First Product
2 3.50
3 1
4 3.50
5
utwo-1
6 http://suppfront.openmarket.com:8888/4.3/umalitwo/page1.html
7 dhcp1-102.openmarket.com
8 16/Feb/2001
Each line in the istats*.new file MUST begin with a number. In fact, each line has ascending numbers, and there should be data after each number, separated by a space. In the example above, line 5 only contains "5", and line 6 contains "utwo-1". Lines 5 and 6 likely have to be joined. In a UNIX editor, join these two lines, so that it now looks like this:
% cat istats.1246.new
1 First Product
2 3.50
3 1
4 3.50
5 utwo-1
6 http://suppfront.openmarket.com:8888/4.3/umalitwo/page1.html

7 dhcp1-102.openmarket.com
8 16/Feb/2001
Click on Reports again.
You should get past the Internal Server Error. If the error persists, examine the istats*.new files in the manner above. They may be corrupted in a similar way.
telnet access will be required for technical support to examine this problem remotely.

https://support.shopsite.com/KBase/questions/2398/