ShopSite Knowledgebase

Extra carriage returns are creating problems when I download orders and manage externally.

Product: SC Pro
Version: 5.0
Platform: Unix
I recently upgraded my store to 5.0. However, when I use the Orders Database Download feature, additional carriage returns are showing up in the product fields, splitting one line (one order per line) over multiple lines. This makes it difficult to use my external order management systems. How can I correct?Solution ID: S04393
This has been found to be a problem in Pro stores that use multiple order options with the Order Option Pricing feature. Three patches are available at shopsite.com. When applied together, they will resolve this issue. The patches include:
PATCH / DIRECTORY WITH ORIGINAL FILE
orderhandler.cgi / ss
billing.cgi / sc
thankyou.cgi /sc
A link to the latest information for obtaining and applying ShopSite patches may be found in S03704.Solution ID: S04393

https://support.shopsite.com/KBase/questions/2402/