ShopSite Knowledgebase

Shopping Cart remains empty when attempting to add a product

Product: ShopSite SC
Version: 6.1.1 and prior
OS: ALL
Most of my shoppers have no problem ordering but there are a few that report when they click the Add to Cart button that the shopping cart comes up empty. The cart completely displays but shows no products have been ordered.Solution ID: S5459
If a shopper has cookies turned off in their browser AND the IP address the shopper is coming from changes during the shopping session they may experience this problem. AOL is one such ISP that changes the user's IP during shopping sessions.
ShopSite v6.1.1 merchants should ask their ShopSite reseller/hosting provider to obtain the patches from the shopsite partner ftp site for the shopping cart CGIs (program files). The patches should only be applied to v6.1.1. ShopSite's running earlier versions such at 6.0 should first be upgraded to 6.1.1 and then have the patches applied.
Linux, Solaris/SPARC, and FreeBSD servers will need the following files:
order.cgi
 thankyou.cgi
 libsscommon.so.1
Irix, and BSDI servers will need the following files:
order.cgi
 billing.cgi
 thankyou.cgi
 ref.cgi
Note that ShopSite versions v6.2 and greater already include the appropriate fixes and do not need to be patched.

https://support.shopsite.com/KBase/questions/2420/