ShopSite Knowledgebase

Why am I receiving a "page cannot be found" error on my new install?

Product: SC
Version: 5.x and earlier
Platform: ALL
I completed an installation. When I try to access my ShopSite store, I get a "page cannot be found" browser error. How can I fix this?Solution ID: S04875
There are multiple situations that could produce this error. To troubleshoot:
1. Confirm that you've followed all the install directions exactly as specified for the correct version of ShopSite and operating system for your store. Links to the install instructions are available at:
http://www.shopsite.com/help/install.html
2. Problems with Web server configuration often results in this error. Included in the install instructions is information for setting up your Web server. Make sure that you understand this information and have configured the Web server accordingly. For example, if you're installing ShopSite Pro 5.0 on Unix, review these instruction carefully:
http://www.shopsite.com/help/5.0/en-US/install/install.permissions.html
3. Check the install output closely for specific error messages and make any corrections so these errors don't recur in additional attempts. Rename the store.auth file and rerun the install as needed. Note that this will overwrite files installed during other attempts. Make sure you have backups of any files you can't afford to lose before rerunning the install!
4. If this isn't the first store installed on the server, compare the .aa file in the ss directory with the .aa files for other stores that are working. To find out how, see solution S04593. This step may help pinpoint differences with the install filepaths that may be contributing.
If these suggestions don't resolve, contact technical support per your support agreement (see solution S02074).

https://support.shopsite.com/KBase/questions/2443/