**ShopSite Knowledgebase**

**Why does my cart screen display the wrong information and not what I've selected through ShopSite?**

Product: SC
Version: 5.0
Platform: ALL
I've set up my store through my ShopSite screens to process orders. However, when I place an order in the cart screens (order.cgi > billing.cgi > thankyou.cgi), I don't see the results I expect. Solution ID: S04898
ShopSite accesses multiple files to process transactions. If ShopSite is unable to access the information it needs to display the correct results, you may see unpredictable behavior in the cart screens. The majority of this information is located in specific files which have symbolically linked files (soft links) in other ShopSite directories. These links are created during the original install of ShopSite.
Sometimes, in the course of working with a store's file system, the files are copied into directories rather than linked to a single file. If changes are made to one of the files, the other files are no longer accurate.
To see if this solution applies, check these two files:
1. .auth - The actual file should exist in the data directory. The files in the ss and sc directory should be symbolic links to the data directory file.
2. .aa - The actual file should exist in the ss directory for Unix systems and the sc directory for NT/Win2000 systems. The .aa file in the other directory (sc for Unix, ss for NT/Win2000) should be a symbolic link to this file.
If you are uncertain what your storeid is, see solution S03713. For information to help you locate ShopSite directories, see solution S04593.
Related solutions: S04171, S04899


https://support.shopsite.com/KBase/questions/2445/