

## **ShopSite Knowledgebase**

### **Cannot download orders after upgrade to ShopSite v6.3 (incomplete Order Download screen)**

Product: ShopSite Pro and Manager

Version: 6.3

Platform: ALL

After the upgrade to ShopSite v6.3 I can no longer download my orders via the Download Orders functionality, the screen when I click the Download Orders button is incomplete or blank, so there are no buttons to click to initiate the download. What can I do?

Solution ID: S5480

This problem may occur in ShopSite stores upgraded to v6.3 from previous v6.x versions where merchants had added their own order download file extensions (by entering a file extension not already in the 'File type (extension)' pull-down in the 'Other' field).

To resolve this issue, edit the file 'download.aa' in the store's ShopSite Data Directory and remove the entire line beginning with 'filetypes:'. This will allow the Order Download screen to display correctly again. Note that the 'filetypes:' line will be recreated in the download.aa file, which is not a problem.

Two patches have been issued to prevent this 6.3 problem. The patch files are located on the ShopSite partners FTP site, so please contact your ShopSite reseller so that they can download and apply these patches for you.

The patch files to get to prevent this issue are:

database.cgi

database\_ssl.cgi

These patches need to replace the files of the same name in the ShopSite CGI Directory (this directory is usually named 'ss' or 'bo').

<https://support.shopsite.com/KBase/questions/2473/>