ShopSite Knowledgebase

QuickBooks download and tab-delimited version selection missing from Manager

Product: Pro
Version: v7.1.1
Platform: ALL
I have ShopSite Manager v7.1, v7.1.0, or v7.1.1 and when I go to download orders in QuickBooks .iif format the option is not there, or if I want to download in the tab-delimited format of a previous version of ShopSite, the pull-down to select the tab-delimited version is not there, is there a solution for this?Solution ID: S5500
Yes, a patch has been released for ShopSite v7.1.1 which resolves this problem. If you have v7.1 or v7.1.0 you will need to upgrade to the v7.1.1 maintenance release before applying this patch.
The patch files are located on the ShopSite partners FTP site in the [your_os]/v7.1.1/patch/ directory, so please contact your ShopSite reseller so that they can download and apply this patch for you.
The patch files to get to resolve this issue are:
database.cgi
database_ssl.cgi
These files need to replace the files of the same name in the ShopSite CGI Directory (this directory is usually named 'ss' or 'bo').
Solution ID: S5500
This issue has also been resolved in the newer v7.1.2 maintenance release, see kbase solution S5501

https://support.shopsite.com/KBase/questions/2491/