

ShopSite Knowledgebase

Can't login to ShopSite backoffice after installing WordPress, Drupal, or other CMS software

Product: ALL

Version: ALL

Platform: ALL

After I installed WordPress, Drupal, or some other CMS (content management system) software on my site (or installed ShopSite on a site that already has WordPress, Drupal, or some other CMS software), I am not able to log in to my ShopSite backoffice admin and instead I see my custom 'page not found' error message.

What causes this, and how can I fix it?

Many CMS systems such as WordPress and Drupal install a .htaccess file in the root of your site that contains various special apache webserver ReWrite rules. These ReWrite rules conflict with the .htaccess file used by ShopSite to password-protect the backoffice, and prevents the password protection from working properly. Adding the following line to the .htaccess file in the ShopSite CGI backoffice directory (usually called 'ss' or 'bo') should resolve this in most cases:

```
ErrorDocument 401 "Unauthorized"
```

After adding this line to the beginning of the .htaccess file and saving the edits, you should get the regular login prompt again when you go to your ShopSite backoffice URL.

<https://support.shopsite.com/KBase/questions/2520/>