ShopSite Knowledgebase

Error "Could not parse the XML from UPS" when attempting to register the UPS shipping service

Product: ShopSite Manager and Pro
Version: ALL
Platform: ALL

Recently UPS changed the text in their license agreement returned during the registration process to include new characters that ShopSite did not process correctly. After this, all merchants using any version of ShopSite 11 sp2 r5x (the current version as of this writing) and older would encounter the following error message when attempting to register in ShopSite for the UPS shipping rates service for the first time:

UPS License Agreement
Error Could not parse the XML from UPS.

A ups.cgi patch file has been issued for ShopSite 11 sp2 r5 and 11 sp2 r4 (and the same fix will be included in all future ShopSite versions) that will resolve this problem. If you have ShopSite 11 sp2 r4 or 11 sp2 r5 and are encountering this error, you can ask your ShopSite reseller/hosting provider to apply this patch for you. If you have an earlier version of ShopSite, ask your host to first upgrade your store 11 sp2 r5 then apply the ups.cgi patch.

https://support.shopsite.com/KBase/questions/2555/