Installing ShopSite on a Windows Server

It's easy to install ShopSite shopping cart software on a Windows server; all you need is administrative access and an FTP program.

Note:

> Most hosting partners will install ShopSite on your server for you. You should contact your ShopSite partner if you have questions about your ShopSite installation.
>
> These instructions are for installing ShopSite on a Windows server. There are separate instructions for Installing ShopSite on a Linux/UNIX Server.

Overview

The process of installing a new ShopSite store on a Windows server includes the following phases:

1. Preparing to Install
2. Obtaining Installation Files
3. Uploading Installation Files
4. Running the ShopSite Installer
5. Troubleshooting

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Preparing to Install

If you are running a typically configured web server, ShopSite only requires minor configuration changes in order to run. Before you get started, you should be aware of the following requirements:

- ShopSite runs on a variety of Operating Systems and web servers. See the ShopSite System Requirements to make sure you have a compatible web server.

- Your Web server must be using NCSA compatible user authentication. Most Web servers, including Apache and Microsoft IIS, should already be configured to do this.

- In order to view store reports in ShopSite, you must have your server configured to store the web logs in NCSA Common Log file format. See Enabling NCSA Common Log Format for IIS to learn how you can do this.

- In order to comply with PCI Security Requirements, you Must have SSL (secure connections) configured and working on your Web server, and you must configure

[ShopSite to use SSL](#).

Before you begin the installation process, you should plan out where you want to place the various files and folders ShopSite uses. You do not need to create any of these folders at this time, but you should decide where they will be and make sure they will have the required access. ShopSite will let you put the folders wherever you want, and you can name them however you wish, as long as the folders have the appropriate access rights for the web server. There are three types of folders that you will need to plan for:

- **CGI Folders**
  ShopSite uses numerous CGI programs, which must be allowed to run from a web browser. The ShopSite install utility will automatically place these folders underneath your store document root directory:
  - Shopping Cart Folder - this is the folder where the shopping cart CGIs will be stored.

    Example File System Path: `C:\Program Files\ShopSite\`*`mystore`*`\sc`
    Example URL: `http://`*`www.mystore.com`*`/sc/`

- ShopSite Back Office Folder - this is the folder where the back office CGIs will be stored.

    Example File System Path: `C:\Program Files\ShopSite\`*`mystore`*`\ss`
    Example URL: `http://`*`www.mystore.com`*`/sc/`

- **HTML Folders**
ShopSite stores static content in HTML folders, which must be viewable from a web browser. The ShopSite install utility will automatically place these folders underneath your store document root directory:

  - Store Pages Folder - this is the location where your store pages will be placed. This is usually the same as your site document root directory, and *must* match the store URL in your [Auth file](#).

    Example File System Path: `C:\Program Files\ShopSite\`*`mystore`*
    Example URL: `http://`*`www.mystore.com`*`/`

- Store Media Folder - this is where your store images will be placed.

    Example File System Path: `C:\Program Files\ShopSite\`*`mystore`*`\media`
    Example URL: `http://`*`www.mystore.com`*`/media/`

- ShopSite Images Folder - this is where the ShopSite back office images will be placed.

    Example File System Path: `C:\Program Files\ShopSite`

>   *mystore*\images
>   Example URL: `http://`*`www.mystore.com`*`/images/`

- **Data Folder**

The store data folder is where the databases and store configuration files are located. This folder must be accessible to the web server, but **it should not be accessible from a Web browser**. This is an *essential* requirement for [PCI Security Requirements](#).

>   Example File System Path: `C:\Program Files\ShopSite\data`
>   *mystore*
>   *Not accessible using a URL.*

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Obtaining Installation Files

Once you are ready to install ShopSite, you need to obtain the installation files. Each ShopSite store requires a unique Auth file in order to run. See the [Auth File Help](#) for information about what an Auth file is and how to obtain one. When you get the Auth file, you should save it on your local computer in a place where you will be able to find it later. **Be sure to use ASCII (text file) format** any time you use FTP to transfer your Auth file.

ShopSite partners can obtain the program installation files directly from ShopSite by following the instructions below. You will need the partner ftp username and password you were given when you signed the partner agreement. Make sure you have them ready before you start.

FTP to the ShopSite Support FTP server and download the installation files using one of the following methods:

- **Using an FTP client on your local computer:**
    1. Open your FTP client program and open the *Connect* dialog.
    2. Enter `support.shopsite.com` as the **Hostname**.
    3. When you are prompted, enter the username and password you were provided.
    4. On the *Server*, change to the folder that correlates to your Web server operating system, then the folder for the version of ShopSite you want to download (this will usually be the *current* folder).
    5. On your *local computer*, change to the folder where you want to put the installation files. You may want to use the same location where you put your Auth file.
    6. *Use **Binary (BIN)** mode* to copy the installation file to your local computer. The file to download will be named `setup.exe`.
    7. If there is a `patch` folder in the version folder, you will also need to copy any files in that folder to your local computer *using **Binary (BIN)** transfer mode.*
- **Using a Web browser on your local computer:**
    1. Open your Web browser and enter the following URL into the location bar. You

will need to replace *MyUserName* and *MyPassword* with the username and password you were provided:
`ftp://`*MyUserName*`:`*MyPassword*`@support.shopsite.com/`

2. Click on the name of the folder that correlates to your Web server operating system, then click the name of the version of ShopSite you wish to download (this will usually be the *current* folder).

3. Click on the file named `setup.exe`.

4. When prompted, select a location to save the file on your local computer. You may want to use the same location where you put your Auth file.

5. If there is a `patch` folder in the version folder, you will also need to save any files in that folder to your local computer.

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Uploading Installation Files

Once you have all the files required to install ShopSite, you need to upload the files to your web server.

1. Open your FTP client and connect to your web server.

2. Navigate to the folder on your *server* where you want to place the installation files. This should be a location you will be able to easily locate through the administrative interface.

3. Navigate to the folder on your *local computer* where the installation files are located.

4. Use *ASCII Format* to upload your `store.auth` file.

5. Use *Binary Format* to upload the `setup.exe` file and any patch files.

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Running the ShopSite Installer

After you have uploaded all the required files to your web server, you can run the installation program.

1. Log in to your windows server administration interface.

2. Locate the folder where you put the installation files and double-click `setup.exe` to launch the installation utility.

3. Click **Next** on the Welcome screen.

4. Click **Add** to create a new installation.

5. Select the option to **Create a new ShopSite installation with an initial store**, then click **Next**.

6. Click **Browse...** to locate the auth file in the folder you uploaded it to. After you have selected your auth file, click **Next** to continue.

7. Select the **Web Site** to install ShopSite on. This will usually be the `Default Web Site`. The installer should automatically display the path to the site in the **Home Directory** field. Click **Next** to continue.

8. Select the options to **Set access permissions for ShopSite directories** and **Create virtual directories for ShopSite URLs**. This will enable ShopSite to automatically create the folders and web server aliases required by ShopSite. Click **Next**.

9. Click **Add User/Group...** to create the Windows User and Group required for the ShopSite store.
   ○ Create a User account with the same name as the StoreID in the Auth file.
   ○ Create a Group account named `ShopSite`.
   ○ Assign the User account you just created to the `ShopSite` group.

   After you have finished, close the Computer Management window and return to the ShopSite installation utility. Click **Next** to continue the ShopSite installation.

10. Click **Browse...** to select the location where ShopSite will be installed. This should be the Store Pages Folder you decided on earlier.

11. Enter a **ShopSite Name** for your store. This must be a unique name, and should be a name you will associate with this store. You may want to use the StoreID. Click **Next** to continue.

12. Review the folder settings for your installation. These should match the folder and URL paths you decided on during your preparation. Click the name of a location (e.g. *[Images]*) to change the file system path or URL for that location. Click **Next** to continue.

13. Enter the domain name (or IP address) of the **Mail Server** for your store and the **Merchant E-mail Address**, then click **Next**.

14. Review the installation settings and click **Next** to begin installing ShopSite with the selected options. It may take several minutes to create and copy the ShopSite files to the destination folders.

15. Select the option to **View Setup log and other important information** to view the log file and general information about your ShopSite installation.

16. Select the option to **Launch IIS Manager** if you want to view or make additional changes to your web server settings after the installation is complete.

17. Click **Finish** to exit the ShopSite installation utility.

ShopSite is now installed on your Windows web server. To log in to the store:

1. Open a web browser and enter the URL of the ShopSite Back Office Folder followed by `start.cgi` in the location box (e.g. `www.mystore.com/ss/start.cgi`).

2. Enter the Username and Password for the Windows User Account you configured during the installation process.

3. Click **OK**.

The first time you log in to the store, ShopSite will automatically launch the <u>Store Setup Wizard</u>.
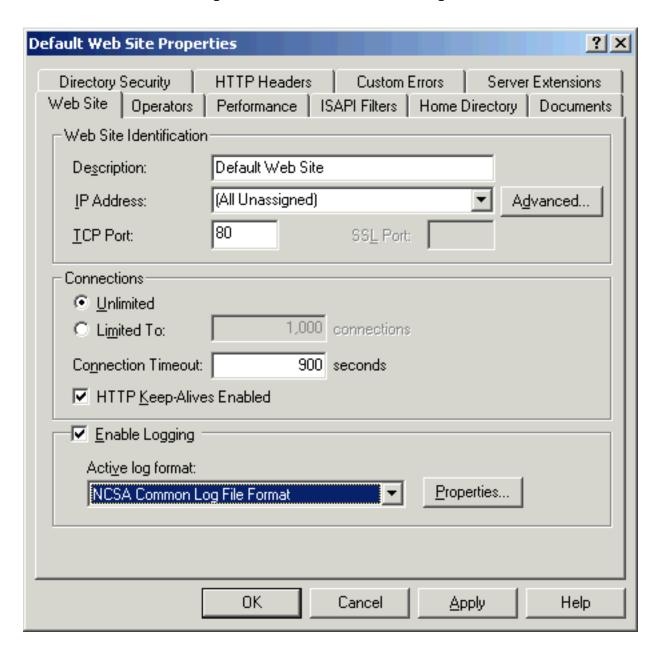
Troubleshooting

If your installation did not work, pay attention to the error messages you receive; they should point you in the right direction. If that fails, try checking the following:

- Are file permissions set correctly for all the folders that you specified? Not having file permissions set correctly is the number one installation problem that users run into. Specifically, the user account under which the install program is executed needs to be able to write in the ShopSite folders.

- Do you have administrator permissions, which are required to run the install program?

- Is your Web server configured correctly?

- Did you enter the same store ID and URL that you told the salesperson when the **store.auth** file was originally created? If you've changed your mind, you'll need a new **store.auth** file.

- Try downloading a fresh copy of **setup.exe** from shopsite.com; sometimes the file can get corrupted in FTP transit. Be sure to use a binary-mode transfer.

Configure Logging for Microsoft's IIS version 5 Server

To view the Web Server statistics (hits, pages viewed, etc.) from ShopSite, the server log format needs to conform to the NCSA format. Follow these steps to set the logging format.

1. Open the Internet Information Services window by clicking **Start→ Programs→ Administrative Tools→ Internet Service Manager**.
2. Click the plus sign (+) next to your server's name.
3. Right click on **Default Web Site**, then click Properties.
4. Ensure that the Enable Logging box is checked.
5. Select NCSA Common Log File Format for the Active log format.

6. Click **OK**.

Note: You must configure each ShopSite store to read the log file from the appropriate directory. If the NCSA Logging Properties are set to rotate the log file, you must reconfigure ShopSite each time the log file name changes. An alternative solution is to have a program automatically append the contents of the current log to a known file before a new log file is created, and configure ShopSite to read from the known file.

ShopSite Auth File Information

A ShopSite auth file is the digital equivalent to the keys of your store; it is used to open your store, and to help protect your store and the information your customers entrust you with. You can not install or run ShopSite without a valid auth file, which can only be used with your store.

When you obtain a ShopSite store license from a ShopSite reseller, such as your hosting provider, a unique auth file is generated. The auth file contains information specific to your store, such as your **storeid** (the username you use to log in to your ShopSite back office), a unique serial number, the store URL, and the service level for your store. This information is stored in an encrypted format in your auth file for your security.

Be sure to use ASCII (text file) format any time you use FTP to transfer your Auth file.

In order to install or upgrade ShopSite, you must put the auth file in a location where the install programs can find it. On Linux and UNIX servers, the auth file must be in the install directory, with the name `store.auth`. Windows-based installations will prompt you for the auth file during the installation process.

Once ShopSite has been installed, your auth file is stored in your store's data directory.[1] with the name `storeid`.auth (where *storeid* is the username you use to log in to the ShopSite back office).

Replacing an Auth File

There are several possible situations where you would be required to replace your store's auth file with a new one. Your auth file contains various information used to uniquely identify your store, so you will require a new auth file any time that information changes. This includes changes to your store URL or the service level of your store. You should *not* change the storeid of an existing store.[2] You may also need to obtain a new auth file if you are moving your store to a server running a different operating system.

Your ShopSite reseller can provide you with a new auth file if you need to replace it. When you request a new auth file, your ShopSite reseller will need the following information (see the **Store Settings** and **Product Information** sections of your **Preferences** > **Hosting Service** screen for this information):

- **storeid** - the username you use to log in to your ShopSite back office (This is the `ID` under **Store Settings**).
- **store URL** - the URL of your ShopSite store directory (Be sure to use the `Store URL` in the **Store Settings** section, *not* the `"My Store"` `URL` in the **Merchant Settings** section).
- **serial number** - the unique serial number for your store (listed in the **Product Information** section).
- **service level** - the feature level of your store (the `Product` in the **Product Information** section).

After you have obtained a new auth file, you can install it by doing the following:

1. **Backup your current auth file.** If something is wrong with your new auth file, you may need to restore the old one until you can get your new auth file replaced. Your auth file is located in your store's data directory[1], and is named *storeid*.auth (where *storeid* is the username you use to sign in to your ShopSite back office). You can make a copy of the file with a different name (*storeid*.auth.old, for example) in the same directory, or on your local PC. **Be sure to use ASCII (text file) format** any time you use FTP to transfer your Auth file.

2. Save the new auth file as *storeid*.auth (where *storeid* is the username you use to sign in to your ShopSite back office) in your store's data directory[1]. Make sure the file name matches the storeid of your store, or ShopSite will not run.

3. Log in to your ShopSite back office and check that the new auth file is installed correctly. The store version and service level are indicated at the bottom of the main back office screen, followed by your storeid. If you have any problems, see the troubleshooting section below.

Troubleshooting Auth File Problems

If you are having trouble installing or upgrading ShopSite, or if you are unable to access ShopSite after installing or upgrading ShopSite, your auth file could be part of what is causing your problems. The following are a few things to be aware of with regard to your auth file:

1. **Did you use ASCII format to transfer your Auth file?** - Any time you use FTP to transfer your Auth file, you should use the ASCII (text file) format. If you transferred the file using BIN format, the end-of-line characters in the file may not match the ones used by your operating system, causing the file to appear corrupted to the Web server. **Always use ASCII format to transfer your auth file via FTP**.

2. **Is your Auth file in the correct location?** - If you are installing or upgrading ShopSite on a Linux or UNIX server, you must place a copy of your auth file in the install directory, and name the file store.auth. Once the store is running, the auth file must be located in the data directory with the name *storeid*.auth (where *storeid* is the username you use to log in to the ShopSite back office).

3. **Can your Web server read your auth file?** - Your Web server must have permission to read the auth file in order to run or install ShopSite. See Linux/UNIX Permissions or Windows Permissions for more information.

4. **Does your auth file match your settings?** - Your auth file includes the storeid, store URL, and other information specific to your store. If you have changed any of these settings, you will need to get a new auth file with the new information in it. Contact your ShopSite reseller for more information.

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Footnotes:

1. The data directory is where the information unique to your store is kept. For more information see

[Data directory for Linux/UNIX Installs](#) or [Data Directory for Windows Installs](#) help for more information.

2. The storeid and serial number are used as part of a system that associates shopping cart and order information with *only* your store and encrypts the information so it can not be viewed by anyone else. If you were to change your storeid or serial number, you would no longer be able to view or process orders placed prior to the change.

ShopSite System Requirements

ShopSite shopping cart software is designed to work in a variety of common Web hosting environments. You can get ShopSite for Web servers running on Linux, FreeBSD, Solaris, and Windows Server operating systems.

In addition to the ShopSite program requirements indicated below, you will require disk space for your store content. The amount of disk space required by an individual store depends on several factors, such as the number of products and orders and the size and quantity of images you use. As a general guideline, we suggest having at least 2MB of disk space set aside for your store, but you may need more.

You will need to have administrative rights on your Web server to install ShopSite. In order for ShopSite to run without problems, your server should meet at least these minimum requirements, depending on your operating system:

- ***Linux***
    - Kernel 2.2 or newer with glibc 2.1.3
    - Apache or compatible Web server[1]
    - SSL support is required for [PCI compliance](#)
    - Sendmail or compatible SMTP server
    - 1Ghz or better Intel/x86 Compatible CPU
    - 256MB RAM
    - 40.4MB Hard Drive space for program files
    - 40.4MB Hard Drive space for installation files[2]

- ***FreeBSD***
    - Version 4.3 or newer. Native version 6.x support.
    - Version 5.x requires Version 4.x compatibility libraries
    - Apache or compatible Web server[1]
    - SSL support is required for [PCI compliance](#)
    - Sendmail or compatible SMTP server
    - 1Ghz or better Intel/x86 Compatible CPU
    - 256MB RAM
    - 40MB Hard Drive space for program files
    - 40MB Hard Drive space for installation files[2]

- ***Solaris***
    - Version 2.6 for SPARC or newer[3]
    - 64-bit systems require some 32-bit libraries

- Apache or compatible Web server[1]
- SSL support is required for [PCI compliance](#)
- Sendmail or compatible SMTP server
- Sun SPARC CPU
- 256MB RAM
- 46.2MB Hard Drive space for program files
- 46.2MB Hard Drive space for installation files[2]

- ***Windows Server***
  - Windows 2000 Server or 2003 Server
  - Internet Information Server (IIS) 5.0 or newer[1]
  - NTFS File System
  - Sendmail or compatible SMTP server
  - 1.6Ghz or better Intel/x86 compatible CPU
  - 512MB RAM
  - ~50MB Hard Drive space for program files
  - ~50MB Hard Drive space for installation files[2]

Whichever operating system you are hosted on, it is an extremely good idea to make sure your operating system and other software is up to date. Software updates frequently include security and reliability enhancements, which can significantly contribute to security and stability on your Web server. Contact your system administrator or hosting provider if you have questions about keeping your server up to date.

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Footnotes:

1. ShopSite will work with most NCSA compatible Web servers such as Apache and IIS. Your Web server must be configured to use standard NCSA-style authentication, and should have SSL capability.

2. Hard Drive space required for installation is in addition to the space required for the program files, but is *only* required for the installation. If you have limited available space, you may remove the installation files after ShopSite has been installed.

3. If you are running Solaris 2.6, you must have the complete 2.6 recommended patch cluster installed, including Sun Patch 107733-10.