Actinic received a server error from the web server. The CGI scripts are not executing properly on the server. The error could be caused by several things. Check:

- the 'Path to the Perl shell'

- the 'CGI script extension'

- the 'Path to CGI-BIN'

- the 'CGI-BIN URL.

- the amount of web space left on your server

- if your server is configured to accept POSTs to CGI scripts

- the permissions on the server:

On Linux/Unix based servers the permissions should be:

cgi-bin (755) – drwxr-xr-x

Online Store Folder (777) – drwxrwxrwx

On Windows based servers (need to be checked with the hosting company):

IIS

cgi-bin = read/execute

Online Store Folder = read/write/execute

NTFS

cgi-bin = Catalog's FTP account needs 'Change' permissions on the directory

Online Store Folder = Catalog's FTP account needs 'Change' permissions on the directory AND the IUSR\_<servername> account needs to have 'Change' permissions on the directory

Run Web | Configure Web Site Details... to review your web site configuration.