

14-0024-EN-"Internal error message when checking out

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If you get the error message displayed below when checking out in your shop and this affects only a few products but not all, check that the image name of one of the products that is causing this issue.

If the name contains a `‘’` character, i.e. `black&white.jpg`, then this would cause a problem.

A workaround is to rename the image and to remove the `‘’` character from its name, i.e. `black_white.jpg` or `blackandwhite.jpg`. This will fix the problem.

The exact error message says:

OK

The server encountered an internal error or misconfiguration and was unable to complete your request.

Please contact the server administrator, webmaster@3d3.com and inform them of the time the error occurred, and anything you might have done that may have caused the error.

More information about this error may be available in the server error log.

Apache/1.3.29 Server at www.globecharge.com Port 443