

# WebWright UK Limited

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## *Shop@Home.Lite*

Version 2.0

## Connecting to a Secure Server



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## Secure Server Connection

The standard version of Shop@Home.Lite will connect to your own secure server or pass information to a provider of credit card validation and processing services. There is also a test option which can be used whilst you are creating and testing your web site. You configure the connection to a secure server in the HTML page that displays when the shopper requests credit card payment (“CreditOrderForm.html” in the sample site). This page accepts one of four options in the function call to the secure server. These are ‘shortSSL’, ‘longSSL’, ‘customSSL’, or ‘Test’. The options are case sensitive so must be typed exactly as shown.

Example:

```
<SCRIPT TYPE="text/javascript" LANGUAGE="JavaScript">buildForm('Test');</SCRIPT>
```

Use ‘longSSL’ when you want to send detailed order and customer information to the secure server, or ‘shortSSL’ to send an order summary. When you choose ‘customSSL’ an order summary is sent but you specify the field names for each data pair. This setting is for use when a third party provides credit card processing and validation. The ‘Test’ setting simulates a connection. Each option is explained in the following sections.

In the explanations that follow field names and HTML file names are based on the sample site and the default settings in the server configuration file “configSEC.js”. (See the section titled “Secure Server Configuration File” for more details).

### Secure Server

The setup of your secure server, either your own or one belonging to a provider of credit card validation and processing facilities, is outside the scope of this document and not part of the Shop@Home.Lite package. However, [WebWright](#) will be pleased to assist in this setup or customise Shop@Home.Lite to suit your specific requirements. Please contact us for further details.

### Server URL

The URL of the secure server you are using is specified in line 13 of the configuration file “configSHL.js”. This URL should begin with https: and not http: otherwise Shop@Home.Lite will display a warning message informing the shopper that this connection is not secure. However, Shop@Home.Lite will still connect to the URL and pass information to the server as if the connection was secure.

## Information Sent to the Secure Server

In order for the secure server to work correctly Shop@Home.Lite must send data about the transaction in a form the server can manipulate. This information is sent as a data pair, i.e. a field name and the corresponding field data. The number of fields sent to the server depends on the option you used in “CreditOrderForm.html”.

### Using Option ‘shortSSL’

This option sends only that information which is required to process the credit card. A detailed list of the items purchased, their price, price summary, total price, customer billing and delivery address etc. is sent directly to your company by email, i.e. to the address you specify in line 11 of configuration file (“configSHL.js”). This email also contains the order reference number OrderRef so that you can cross-reference it with the information sent to the secure server. The Perl script (“SHL.cgi”) provided with Shop@Home.Lite is used to send this email. Note that the customer’s card number or any information relating to the credit card transaction is **not** part of this email message, you must retrieve this information from the secure server.

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A description of the data sent to the server is given in the following table:

<b>Information sent to the secure server using option 'shortSSL'</b>			
<b>Field Name</b>	<b>Type</b>	<b>Field Data</b>	<b>Notes</b>
CompRef01	T	Your company name	A name or reference assigned to you by your secure server administrator or the provider of secure server facilities.
CompRef02	T	Your company reference	A name or reference assigned to you by your secure server administrator or the provider of secure server facilities.
Curr	T	Currency for amount charged	The currency in which the amount charged to the card is denominated.
OrderRef	T	Order reference number	A unique number prefixed with the value defined in line 23 of configSHL.js, example: " <a href="#">S@HL1954267</a> ".
ProdDesc	T	The goods or services	A one line description of goods or services in the shoppers basket, e.g. "Purchase from XYZ Company Ltd."
Name	T	Card holders name	This is first name plus last name as entered in the billing address section of "Checkout.html".
PZAcodes	T	Post, zip of area code	The post code, zip code or area code etc. as entered in the billing address section of "Checkout.html".
Email	T	Card holders email	The email address as entered in the billing address section of "Checkout.html".
Amount	N	Amount to be charged to card	The amount to be charged to the card as shown in "Total" box of the summary table in "CreditCardOrder.html".

Type N is numeric data, i.e. numbers, decimal point and minus sign. Type T is text data.

## Using Option 'longSSL'

This option sends full order details and customer details. Because all information is sent to the secure server it is not necessary to send order details to you by email since you can retrieve this information, together with the customer's card details, from the secure server.

A description of the data sent to the server is given in the following table:

<b>Information sent to the secure server using option 'longSSL'</b>			
<b>Field Name</b>	<b>Type</b>	<b>Field Data</b>	<b>Notes</b>
CompRef01	T	Your company name	A name or reference assigned to you by your secure server administrator or the provider of secure server facilities.
CompRef02	T	Your company reference	A name or reference assigned to you by your secure server administrator or the provider of secure server facilities.
Curr	T	Currency code	A code representing the currency in which your product or service is priced.
OrderRef	T	Reference number	A unique number prefixed with the value defined in line 23 of configSHL.js, example: " <a href="#">S@HL1954267</a> ".
NumProds	N	Number of products	The number of products or services the user has purchased. This is the number of items and not number of each item.
Code*	T	Product code	Code number of item. *
Desc*	T	Product description	Full item description including any options. *
Cost*	N	Product unit cost	Cost per item. *
Qty*	N	Product quantity	Number of items. *
Subtot	N	Subtotal of items	The subtotal amount for all items in the shoppers basket.

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Percr	N	Percentage charge/discount	Flat rate charge specified in line 7 of file "configSHL.js".
Flatr	N	Flat rate charge/discount	Flat rate charge specified in line 6 of file "configSHL.js".
ShipCost	N	Postage and packing	Cost of shipping to the customers delivery address entered in "Checkout.html"
PercName	T	Name of percentage charge	The name of the percentage rate charge specified in line 9 of the configuration file "configSHL.js".
FlatName	T	Name of flat rate charge	The name of the flat rate charge specified in line 8 of the configuration file "configSHL.js".
Amount	N	Amount to be charged to card	The amount to be charged to the card as shown in "Total" box of the summary table in "CreditCardOrder.html".
Name	T	Card holders name	This is first name plus last name as entered in the billing address section of "Checkout.html".
Addr1	T	Card holders address	The address as entered in the billing address section of "Checkout.html".
Addr2	T	Card holders city	The city as entered in the billing address section of "Checkout.html".
Addr3	T	Card holders county/state	The county or state as entered in the billing address section of "Checkout.html".
Addr4	T	Card holders country	The country as entered in the billing address section of "Checkout.html".
PZAcodes	T	Card holders post code	The post code, zip code or area etc. as entered in the billing address section of "Checkout.html".
Email	T	Card holders email	The email address as entered in the billing address section of "Checkout.html."
SName	T	Delivery name	This is first name plus last name as entered in the delivery address section of "Checkout.html".
SAddr1	T	Delivery address	The address as entered by the user in the delivery address section of "Checkout.html".
SAddr2	T	Delivery city	The city as entered in the delivery address section of "Checkout.html".
SAddr3	T	Delivery county/state	The county or state as entered in the delivery address section of "Checkout.html".
SAddr4	T	Delivery country	The country as entered in the delivery address section of "Checkout.html".
SPZAcodes	T	Delivery post code	The post code, zip code or area etc. as entered in the delivery address section of "Checkout.html".

Type N is numeric data, i.e. numbers, decimal point and minus sign. Type T is text data.

\* This information is sent for each product item. As details of each item are sent Shop@Home.Lite replaces the asterisk (\*) with a number corresponding to the item number. So the code field name of the first item would be code1 and the second code2 etc.

You will need additional HTML pages to suit the system you are using. These pages will typically be a confirmation of payment acceptance, thank you page etc. Refer to the information provided with the secure server system you are using for further details.

## Using Option 'customSSL'

This option sends only that information which is required to process the credit card. However, you specify the name of each field and which of the optional fields to send. This setting is generally used where a third party is providing credit card validation and processing facilities. It allows you to send data in a format that their server can understand, which saves you the cost of additional setup over and above the cost of providing the service.

A detailed list of the items purchased, their price, price summary, total price, customer billing and delivery address etc. is sent directly to your company by email, i.e. to the address you specify in line 11 of configuration file ("configSHL.js"). This email also contains the order reference number `OrderRef` so that you can cross-reference it with the information sent to the secure server. The Perl script ("SHL.cgi") provided with Shop@Home.Lite is used to send this email. Note that the customer's card number or any information relating to the credit card transaction is **not** part of this email message, you must retrieve this information from the secure server.

Information sent to the secure server using option 'customSSL'			
Var Name	Type	Var Data, i.e. Field Name	Notes
ref01	T	Company name field 	Field containing a name or reference assigned to you by the provider of secure server facilities.
ref02 	T	Company reference field 	Field containing a name or reference assigned to you by the provider of secure server facilities.
curcy 	T	Currency code field 	Field containing a code denoting the currency in which your products are priced.
numite 	N	Number of items field	Field containing number of items purchased. Always (one) since only one item description is passed to the server.
ordref	T	Order reference field	Field containing a unique number prefixed with the value defined in configSHL.js, example: "S@HL1954267".
desc	T	Description field 	Field containing a one line description of goods or services purchased, e.g. "Purchase from XYZ Company Ltd."
cost	N	Amount charged field	Field containing the amount to be charged to the card as shown in "Total" box in "CreditCardOrder.html".
qty	N	Quantity field	Field containing quantity of items purchased. Always (one) since only total amount charged is passed to server.
cardname	T	Card holders name field	Field containing the first name plus last name as entered in the billing address section of "Checkout.html".
cardpost	T	Post, zip of area code field	Field containing the post, zip, or area code etc. as entered in the billing address section of "Checkout.html".
cardemail	T	Card holders email field	Field containing the email address as entered in the billing address section of "Checkout.html".

Type N is numeric data, i.e. numbers, decimal point and minus sign. Type T is text data.

You will notice that the first column of the table above is headed "Var Name" and not "Field Name" which is used for the other options. These "Var Names" are listed in the configuration file "configSEC.js" and are used to store the names of the fields you send to the secure server. So when a data pair is sent to the server, this data pair comprises the field name you specify in the configuration file plus the corresponding data.

 These are optional fields.  The data for these fields is defined in configSEC.js

## Testing

This is used for testing your site after it is being created. Shop@Home.Lite simulates a connection to a secure server as if the 'shortSSL' option had been used. However, instead of connecting to the secure server the Perl script Test.cgi is run. This enables you to fully test the output from Shop@Home.Lite before you set up the secure connection. When you use this setting change line 13 of configSHL.js to point to Test.cgi, (the path will be specific to your server) example:

```
var secureurl = "/cgi-bin/Test.cgi";
```

## Secure Settings Configuration File

Because we don't know which provider of secure server facilities you will use, we do not know which fields the server expects to see and what the field names should be. This file "configSEC.js" is used to configure the field names and tell Shop@Home.Lite which fields to send to the secure server. You create this file with the configuration file utility "configSEC.html" that is located in the subdirectory Configure. Open this file in your browser then enter each value in the table and click the "Write Configuration File" button. The form will be cleared from the screen and replaced with a list of the configuration settings that you need to save.

### Saving the Settings

If you are using Netscape click "File" in the menu bar then "Save As" in the drop down menu. Change file type to "Plain Text (\*.txt)" and the file name to "configSEC.js" and save it to subdirectory Program. Open the file in a text editor and remove the first line which should look something like: <BASE HREF="file:/C|/TEMP/">. Now save the file.

If you are using Internet Explorer click "View" in the menu bar then "Source" in the drop down menu. Save the file as type "Plain Text (\*.txt)" file name "configSEC.js" to subdirectory Program.

Compare the file you have created to the sample at the end of this section. If you see any odd characters or lines that are not in the sample remove them.

### Configuration Utility Screen

1	Field name for your company name or reference 1	<input type="text"/>
2	Field name for your company name or reference 2	<input type="text"/>
3	Field name for currency code	<input type="text"/>
4	Field name for number of items	<input type="text"/>
5	Field name for item code	<input type="text"/>
6	Field name for item description	<input type="text"/>
7	Field name for item cost	<input type="text"/>
8	Field name for item quantity	<input type="text"/>
9	Field name for card holders name	<input type="text"/>
10	Field name for card holder post, zip or area code	<input type="text"/>
11	Field name for card holders email address	<input type="text"/>
12	Data that is sent with line 1 and CompRef01 field	<input type="text"/>
13	Data that is sent with line 2 and CompRef02 field	<input type="text"/>
14	Data that is sent with line 3 and Curr field	<input type="text"/>
15	Data that is sent with line 6 and ProdDesc field	<input type="text"/>

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## Each Configuration Entry Explained

Line 1: This is the field name that is used by your secure server provider to store a name or reference assigned to your company.

Line 2: This is an optional second field name that is used by your secure server provider to store a name or reference assigned to your company. If you do not need this field leave it blank.

Line3: This is an optional field name that is used by your secure server provider to store a currency code. If you do not need this field leave it blank.

Line4: This is an optional field name that is used by your secure server provider to store the number of items on your customer's order. If you do not need this field leave it blank.

Line5: This is the field name that is used by your secure server provider to store your product code.

Line6: This is the field name that is used by your secure server provider to store your product description.

Line7: This is the field name that is used by your secure server provider to store the price of the item purchased.

Line8: This is the field name that is used by your secure server provider to store the number of products on your customer's order.

Line9: This is the field name that is used by your secure server provider to store the card holders name.

Line10: This is the field name that is used by your secure server provider to store the card holders post, zip or area code.

Line11: This is the field name that is used by your secure server provider to store the card holders email address.

Line12: This is name or reference number that has been assigned to your business by your system administrator or secure server provider. It is sent with the field specified in line 1 or the `CompRef01` field. (See "Information sent to the secure server using `shortSSL`" and "Information sent to the secure server using `longSSL`").

Line13: This is a second name or reference that has been assigned to your business by your system administrator or secure server provider. It is sent with the field specified in line 2 or the `CompRef02` field. (See "Information sent to the secure server using `shortSSL`" and "Information sent to the secure server using `longSSL`").

Line 14: This is the code used by your secure server provider to denote the currency in which your products are denominated. If you do not need this leave it blank. It is sent with the field specified in line 3 or the `Curr` field. (See "Information sent to the secure server using `shortSSL`" and "Information sent to the secure server using `longSSL`").

Line 15: This is a one-line description of your products or services that will appear on your customer's credit card statement. It is sent with the field specified in line 6 or the `ProdDesc` field. (See "Information sent to the secure server using `shortSSL`").

Remember that the values entered in lines 12, 13, 14, and 15 affect all options, therefore, you should enter the values that suit your own site. If you are not using the '`customSSL`' option then lines 1 to 11 do not require any entries.

## Sample Configuration File

You can edit this file using a text editor but take care to ensure that only those parts of the file shown in blue are changed. Do not add or remove any inverted commas.

The lines appear in the same order as those in the configuration utility.

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**Warning:** When you edit files configSHL.js, configSEC.js, SHL.cgi, or Test.cgi use a text editor such as Notepad or Vi. Do not use a word processor since they often insert hidden characters into the file.

```
var ref01 = "store";
var ref02 = "ref";
var curcy = "cname";
var numite = "max";
var ordref = "codel";
var desc = "descl";
var cost = "cost1";
var qty = "qty1";
var cardname = "name";
var cardpost = "pcde";
var cardemail = "mail";
var compnamedata = "webwright";
var comprefdata = "WW12345";
var curldata = "GBP";
var descdata = "Computers and/or accessories";
```

## Test.cgi

This is the Perl script that simulates a secure connection. It can be used to test your site without connecting to a secure server. You only need to alter two lines of this script file so only the first part of the script is shown below. Line numbers, in grey, have been added to help with the explanation, they do not appear in the original file.

```
1  #!/usr/bin/perl;
2  #If Perl is not in the location above change the line.
3  #####
4  # Test.cgi is copyright Ray Halliwell #
5  # It is provided as is without written or implied guarantee. #
6  # You must agree to the license conditions for Shop@Home.Lite #
7  # before you use this script. #
8  # This notice must not be removed from this file. #
9  # Sep. 1999 #
10 #####
11 #Change the line below to the base URL of your shopping cart pages
12 $DOCBASE = "http://www.webwright-uk.com/Shl/";
```

Line 1: This line tells the script where to find the Perl executable files. The location varies depending on the setup of the server so you need to check with your ISP or system administrator. This line is required for Unix and Linux but can be left out if your web server runs Windows NT.

Line 12: This is the URL of the directory in which your shopping cart pages are located. It is used to set the <BASE HREF=" " > tag in pages generated by the script.

## Output from SHL.cgi and Test.cgi

When you use option 'shortSSL' or 'customSSL' an order summary is sent to the secure server and full order information is sent to you, and your customer, by email. These emails are generated by the Perl script ("SHL.cgi") that is part of the Shop@Home.Lite package.

When you use option 'longSHL' no order information is generated by SHL.cgi since full order details are sent to the secure server.

Note that confirmation of a successful or declined credit card transaction, and any electronic receipt that you may wish to issue to your customer, must be generated by the secure server. The fact that you or your customer

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has received an email generated by SHL.cgi does not mean that the credit card transaction was successful. There is no way that Shop@Home.Lite can know that the transaction was accepted by the customers bank.

Using the 'Test' option causes SHL.cgi to send order and copy emails as if the 'shortSSL' option had been used. In addition Test.cgi will send a page back to your browser which simulates the type of response you can expect from a secure server.

Examples of the emails sent by SHL.cgi are on the following pages. These emails are generated when the 'Test', 'shortSSL', and 'customSSL' options are used. When using the 'longSSL' option all output must be generated by the secure server.

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## Order Data Sent to Your Company

This is a typical email that you might receive after a customer has placed an order on your site.

To: you@your\_email.com  
Reply-to: customer@his\_email.com  
From: Your Customer's Name  
Subject: Order No. SHL1234567  
The following order was posted from your web site using Shop@Home.Lite version 2.0, please check your secure server for payment details.

=====

### BILLING ADDRESS

=====

Name: Mr. A Customer  
Address: 87 A Street  
City: New City  
County/State: New State  
Post/Zip Code: NC4 4NC  
Country: United Kingdom  
Telephone: 1234 145 1245  
Email Address: customer@his\_email.com

=====

### DELIVERY ADDRESS

=====

Name: Mr. A Customer  
Address: 87 A Street  
City: New City  
County/State: New State  
Post/Zip Code: NC4 4NC  
Country: United Kingdom

=====

### ORDER DETAILS

=====

Item Code: AC12569  
Epson Stylus 740 Colour inkjet printer  
Price Each: £149.99 Quantity: 1

Item Code: XD54789  
HP Scanjet 5200CXI 600dpi colour scanner  
Price Each: £179.99 Quantity: 1

Subtotal: £329.98  
Discount: £16.50  
Shipping: £21.50  
Insurance: £1.75

-----  
ORDER TOTAL: £336.73  
-----

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## Order Data Sent to Your Customer

This is a typical email that your customer might receive after placing an order on your site.

To: customer@his\_email.com  
Reply-to: customer@his\_email.com  
From: Your Company Name  
Subject: Order No. SHL1234567

This is a copy of the order you placed at Company Name and has been sent for your records. It is not a receipt or an invoice. Electronic receipts for successful transactions are issued by our secure server.

=====

### BILLING ADDRESS

=====

Name: Mr. A Customer  
Address: 87 A Street  
City: New City  
County/State: New State  
Post/Zip Code: NC4 4NC  
Country: United Kingdom  
Telephone: 1234 145 1245  
Email Address: customer@his\_email.com

=====

### DELIVERY ADDRESS

=====

Name: Mr. A Customer  
Address: 87 A Street  
City: New City  
County/State: New State  
Post/Zip Code: NC4 4NC  
Country: United Kingdom

=====

### ORDER DETAILS

=====

Item Code: AC12569  
Epson Stylus 740 Colour inkjet printer  
Price Each: £149.99 Quantity: 1

Item Code: XD54789  
HP Scanjet 5200CXI 600dpi colour scanner  
Price Each: £179.99 Quantity: 1

Subtotal: £329.98  
Discount: £16.50  
Shipping: £21.50  
Insurance: £1.75

-----  
ORDER TOTAL: £336.73  
-----

If you have any queries regarding your order or payment please contact us quoting  
Order Reference: SHL1234567

## Trouble Shooting Guide

Errors can occur when you use Shop@Home.Lite for a number of reasons. Quite often the error message that your browser displays suggests that this error occurred within the Shop@Home.Lite program. However, errors almost always originate in HTML pages or configuration file settings, and not with the program itself. This section is intended to help you locate the source of the error.

### Error Messages and Their Causes

In the examples below file names etc. refer to the sample site.

**Error:** When the “Enter Card Details” button is pressed in “CreditCardOrder.html” nothing happens, the output from SHL.cgi and the secure server is garbled, or part of the output is missing.

You have probably used double quotes in an item description or the text of an item option. In the example below double quotes are used to abbreviate inches in the screen size.

```
<SELECT NAME="Screen: " onChange="updatePrice(this.form);">
  <OPTION VALUE="0.00" SELECTED>12.1" Active Matrix
```

This page is displays correctly because there is no ambiguity in the location of the quotes. But remember that Shop@Home.Lite creates HTML pages on the fly using data from your pages, and double quotes in the wrong place will cause the browser to parse HTML incorrectly. Suppose Shop@Home.Lite uses the option text in the example above when writing an HTML tag, then the inch sign will terminate the tag value incorrectly, example:

```
<INPUT TYPE="text" VALUE="12.1" Active Matrix">
```

When you write HTML use &quote; instead of double quotes, example:

```
<OPTION VALUE="0.00" SELECTED>12.1&quote; Active Matrix
```

**Error:** When the “Enter Card Details” button is pressed in “CreditCardOrder.html” a message is displayed in the browser saying that an access violation has occurred and use of this program is forbidden.

Check the domain names in line 13 of “SHL.cgi”. This script checks that the HTML page is located in a domain that is listed in this line. If the URL of your on-line shop is www.myshop.com, for example, try putting entries for myshop.com and www.myshop.com in line 13. You can also add the IP address of the server. If your site is hosted by someone else and does not have its own domain name ask your systems administrator for the advice.

**Error:** When the “Enter Card Details” button is pressed in “CreditCardOrder.html” a message is displayed in the browser saying that you do not have permission to use this program.

If your site is located on a Unix or Linux server check that you have set permissions on “SHL.cgi” and “Test.cgi” to executable (0755). If you do not know how to do this ask your systems administrator.

**Error:** When the “Enter Card Details” button is pressed in “CreditCardOrder.html” a warning message pops up saying that the connection is not secure.

When this button is pressed Shop@Home.Lite checks to make sure that the connection to the server handling credit card transaction is over a secure socket layer. If it is not this warning message dialogue box is displayed. However, the connection will still be made after the dialogue box is closed. This allows you to connect to an ordinary server during testing. As soon as you switch to a secure server this message is not display.

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**Error:** When the “Credit Card” button is pressed in “Checkout.html” a warning message pops up saying “Incorrect parameter entered in buildForm() function call”.

The parameter entered in “CreditOrderForm.html” is not correct. Valid entries are “shortSSL”, “longSSL”, “customSSL”, or “Test”. Remember that these parameters are case sensitive.

## Credits

Shop@Home.Lite program, Perl script, sample pages, graphics, and manual written by Ray Halliwell.

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