

# magnalister: Error message “Shop https://beispielshop.de not found” – Shop URL not recognized

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FAQ-Artikel-Ausdruck

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## Schlüsselwörter

Activation, Installation, URL incorrect, Shop URL is not recognized, URL not found

## Frage (öffentlich)

I receive the following error message when opening magnalister. What needs to be done?

“Shop [1]https://beispielshop.de not found”

[1] https://beispielshop.de

## Lösung (öffentlich)

This error message appears if the shop URL stored in the magnalister customer account does not match the actual shop URL. Solution:

- Log in to your magnalister customer account at [1]https://www.magnalister.com
- Click on “My Shops”
- Click “Edit” for the affected shop
- Enter the correct shop URL

Important – please check the following details carefully:

- The URL must be entered exactly as it is accessed in the browser
- Check: https:// vs http://
- Check: www. vs without www.
- Check: trailing slash / at the end of the URL
- Check: any subdomains or paths (e.g. /shop/)
- For Shopify stores, the internal Shopify URL (e.g. https://XYZ.shopify.com) must be specified instead of any existing public domain.

Common causes for this error message:

- The shop URL was changed from http to https
- The domain was changed
- The subdomain does not match (e.g. shop.example.de instead of www.example.de)
- A shop migration was performed

After correcting the URL in the customer account, magnalister should recognize the shop again.

If this does not resolve your issue, please contact our support:

[2]support@magnalister.com

[1] https://www.magnalister.com

[2] http://support@magnalister.com