

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

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<b>Category:</b>	Support Questions::02 Installation and first steps	<b>Votes:</b>	0
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<b>Language:</b>	de	<b>Last update:</b>	14:29:34 - 03/09/2026

### Keywords

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

### Frage (public)

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 (public)

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.](http://www.) vs without [www.](http://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](http://) to [https](https://)
- The domain was changed
- The subdomain does not match (e.g. [shop.example.de](http://shop.example.de) instead of [www.example.de](http://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](mailto:support@magnalister.com)

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

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