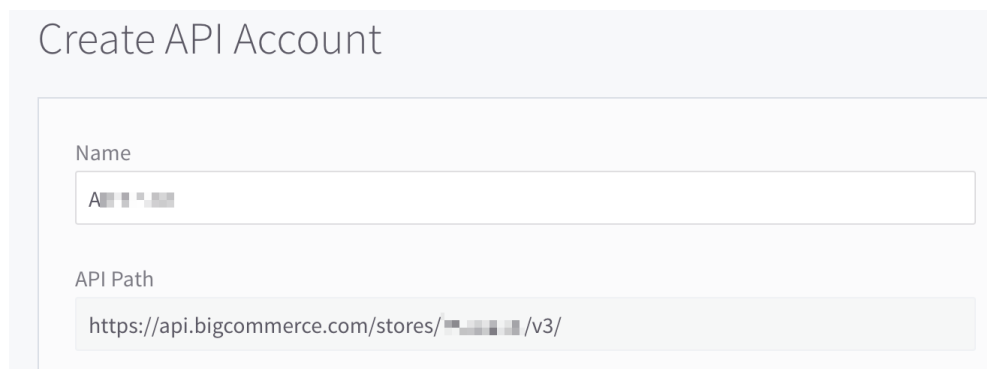


BigCommerce: "The route is not found, check the URL"

Last Modified on 02/12/2019 6:20 pm EST

If you receive an error reading *"The route is not found, check the URL"* when utilizing the BigCommerce connector, it is possible the issue is due to the API Path (store URL) provided during the instance provisioning. To get an API Path and other details required for the OAuth2 authentication, the customer must either have a **Store API account** on BigCommerce or create a new one and, in both cases, the allocated API path defaults to v3.



Create API Account

Name
A...

API Path
https://api.bigcommerce.com/stores/.../v3/

However, BigCommerce frequently enhances its core product and is still actively developing the v3 API endpoints (the list of the APIs available in V3 can be found [here](#)), which do not currently provide all the functionalities that are available in V2 (the differences between the V2 and V3 APIs can be found [here](#)). Due to this ongoing development of the V3 BigCommerce APIs, the endpoints associated with our catalog connector can encounter issues when using V3 in the store URL (API path) during instance provisioning.

Therefore, if you encounter this error message it is recommend to switch from **V3** to **V2**, by editing the instance and changing the "V3" from the API path to "V2".

BigCommerce

Name*
testNewBig

Configuration

Authentication Type*
custom

Client ID*
[REDACTED]

Authentication Token*
[REDACTED]

API Path*
https://api.bigcommerce.com/stores/[REDACTED]/v2/

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However, when the resource is available in **V3**, it is best practice to use the V3 endpoint (for i.e for the *customers* resource). Both the V2 and V3 APIs authenticate with OAuth and are designed to be used concurrently within a single application.