

Q. Why am I getting a JFolder:: **error** when I try to install an extension ?

A. There are several causes for JFolder:: **errors**, these include:

1. Joomla has **Ownership** of the files and the Joomla FTP layer, in Global Configuration, is set to **On**. (*JFolder::create: Could not create directory* usually indicates this error).
2. You have the wrong FTP Username and password saved in your Joomla Global configuration menu.
3. You have no FTP Username and password saved in your Joomla Global configuration menu and have not entered it into the fields on the Joomla Upload and Install screen.
4. You have followed the the security advice and placed the config file (with a different name) and not saved the FTP Username and password in it.
5. Your Joomla crashed while doing something and the server automatically assigned it a different user group.
6. You did not input the FTP Username/Password (or mistyped it) when installing Joomla and the server automatically assigned it a different user group.
7. You have the wrong temp path defined in Global configuration (*JFolder::create: Infinite loop detected* usually indicates this fault).

Solution:

Important:

Do not change the folders from 755, or files from 644, to 777

(The configuration.php file should be 444)

The CHMOD permissions are set for User, Group and Other.

When Joomla has Ownership it can use the permissions set for User.

That means Joomla can Read, Write and Execute files.

Without Ownership, Joomla can not write to files.

1. --

- a. Look at Joomla admin >>>> Help >>> System info ... Directory permissions Tab if the directories are **writable** set the Joomla

- FTP layer, in Global Configuration, to **Off**. (**Check this before you try the other solutions**). Joomla 1.5
- b. Look at Joomla admin >>>> Site >>> System info ... Directory permissions Tab if the directories are **writable** set the Joomla FTP layer, in Global Configuration, to **Off**. (**Check this before you try the other solutions**). Joomla 2.5
2. --
- a. Look at Joomla admin >>>> Help >>> System info ... Directory permissions Tab if the directories are **not writable** set the Joomla FTP layer, in Global Configuration, to **On**, check the FTP username and retype the password. Joomla 1.5
 - b. Look at Joomla admin >>>> Site >>> System info ... Directory permissions Tab if the directories are **not writable** set the Joomla FTP layer, in Global Configuration, to **On**, check the FTP username and retype the password. Joomla 2.5
3. Put the FTP username and password in your Joomla Global configuration menu.
 4. Manually edit your configuration file with the correct FTP info and make sure the save FTP details variable is set **on**.
 5. Contact your Host and explain what is happening, they can reset the server-side permissions.
 6. Same as Solution 4, or (if it is a new installation) perform a Clean install.
 7. Edit the temp path defined in Global configuration. (can also be edited in the configuration.php file).
[May also apply to **JFTP::store: Bad response** and **JFTP::mkdir: Bad response**.
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Additional information :

- [Set ownerships and permissions](#)
- If you can not save the Global Configuration then manually edit your configuration.
- [Getting JFolder Create error when installing module](#)
- [jfolder joomla](#)
- [jfolder error](#)
- [JFolder: :files: Path is not a folder. Path: D:\wamp\www\SIT](#)
- If you still experience problems use the [Forum Post assistant](#) to post for help in the [Joomla forum](#).

The Forum Post Assistant (FPA) script has been developed to assist forum posters to be able to post relevant system, instance, PHP and troubleshooting information directly in to a pre-formatted forum post. This will save a few hours of posting back and forth, asking for, and explaining how to acquire useful information in order for other forum users to help troubleshoot a problem.

This process also means that consistent information is gathered and presented in every case, enabling helpers to quickly target information relevant to the specific problem observed by the user.