

**Q.** I have just installed Joomla but it does not work, why not ?

**A.** There are several reasons that prevent a new installation from working including:

1. Your Host's CP has a Joomla install link and you did not use it.
2. You uploaded the Joomla Files/Folders in the folder containing them and not just the Files/Folders themselves. And you are pointing your browser at the wrong directory.
3. The installation folder has not been renamed or deleted.
4. The *configuration.php-dist* file has not been renamed to *configuration.php*.
5. The *configuration.php* has not been edited correctly or not edited with a plain text editor.
6. The Sample data was not installed.
7. The FTP layer was not enabled during installation.

(If this is your first time at installing Joomla on a remote server and you have tried correcting the errors in 1-4. Or even tried reinstalling with the Sample data to No Avail, then try the following).

Solution:

**Delete** all the **Files/Folders** on the **remote server**, if any files or folders will not delete then contact your Host. They will be able to reset the permissions. **Drop** all the **Tables** in your **database**.

- If your **Host's CP** has a Joomla **install link**, use that to install Joomla.

or

- If your **Host's CP FTP** allows **unzipping files on the server** then upload the Joomla instalation zip file and unzip on your server.

Open your browser and enter your sites URL.

## New install failed

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At the **FTP Configuration screen** just click next. At the next screen fill in the required information and install the sample data.

At the **Finish screen** (before you go any further) **re-open** your **FTP client** and **delete** your **installation folder**.

Return to your browser and finish the installation.

- **If your Hosts CP does not have a Joomla install or does not allow unzipping on the server**

Unzip the Joomla zip file on your PC.

**Upload** the Joomla **Files/Folders** (not the folder that contains them) to your **remote server**.

**Create** a **blank *configuration.php*** with a plain text editor, upload it to your Joomla root directory (the one that contains the *configuration.php-dist* file). Then **CHMOD** it **777**

Open your browser to your site (and directory if you put the Joomla Files/Folders in a sub directory), and follow the instructions.

At the **FTP Configuration screen** set **Enable FTP file system layer Yes**. And in the **Advanced settings**, set **Save FTP Password Yes**. Replace **127.0.0.1** with **www.yoursitename.com** in the **FTP Host** box. And enter your FTP user/password.

Click **Autofind Path**, if the FTP does not connect then enter the path in manually and click **check settings**. the path could star with a forward slash/ or **/www** or **/public\_html**

At the Main **Configuration screen** install the **Sample Data**.

At the **Finish screen** (before you go any further) **re-open** your **FTP client** and **delete** your **installation folder**. Then **CHMOD** your ***configuration.php*** file **444**

Return to your browser and finish the installation.

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For further information on [installing Joomla](#)

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