

# **Akeeba Backup Quick Start Guide**

**Nicholas K. Dionysopoulos**

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Nicholas K. Dionysopoulos

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## Abstract

The easiest way to get started with backing up and restoring your website with Akeeba Backup Core and Akeeba Backup Professional.

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# Chapter 1. About and Credits

## 1. About Akeeba Backup

Akeeba Backup is a complete site backup and site transfer solution for your Joomla!™ powered website.

It's intended to provide a single click solution for backing up your entire site - including all files and database contents - inside a compressed archive. You can then restore your entire site from the contents of this archive, without the need of installing Joomla! prior to the restoration. You can do so without the tedious work required to set up and test external utilities, changing your server configuration or having to dive into obscure configuration options.

If you want power and flexibility Akeeba Backup is right for you, too! It puts you in charge of fine-tuning your backup, choosing which directories, files or database tables to exclude. It can even allow you to backup non-Joomla!™ content, as long as you specify which off-site directories and databases you want to add.

Akeeba Backup has been in active development since 2006. It has won numerous J.O.S.C.A.R. awards in the J and Beyond conferences from 2010 onwards. It's been downloaded millions of times and it's one of the top rated extensions in the Joomla! Extensions Directory.

### Important

Please consult the compatibility page of our site [<https://www.akeebabackup.com/compatibility.html>] to find out which version of Akeeba Backup will work on your Joomla! and PHP version.

## 2. About this document

The User's Guide is mostly the complete reference to all functions. On the contrary, this Quick Start document focuses on step-by-step instructions to most common usage scenarios and a brief yet concise introduction to the basic concepts and operations of Akeeba Backup. If you want to learn more, please feel free to read the full 100+ pages User's Guide which you can always find on-line on our website [<http://www.akeebabackup.com/akeeba-backup-documentation/index.html>], or download it in PDF format for off-line viewing.

### Tip

Even better, we have professional quality video tutorials [<https://www.akeebabackup.com/videos.html>] available on our site free of charge! In these videos Joomla! co-founder and professional instructor Brian Teeman will guide you through every step required to perform the most common functions of our software.

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# Chapter 2. Backing up your site

The most basic operation in Akeeba Backup is installing the component in order to take a backup of your website. This chapter will guide you through all the necessary steps to achieving this goal, as well as tackle the basics of scheduling your backups for this extra peace of mind.

## 1. Installing Akeeba Backup

### Tip

Are you more of a visual type? Professional quality video tutorial is available on our site free of charge. We have tutorials for the free of charge Core [<https://www.akeebabackup.com/videos/1212-akeeba-backup-core/1615-abtc01-installation-first-backup.html>] and the paid subscription-based Professional [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1622-abtp01-installation-first-backup.html>] version.

Installing Akeeba Backup is no different than installing any other Joomla!™ extension on your site. You can read the complete instructions for installing Joomla!™ extensions on the official help page [<http://help.joomla.org/content/view/1476/235/>].

You can download the latest installation packages our site's download page for Akeeba Backup [<https://www.akeebabackup.com/downloads/akeeba-backup.html>]. Please note that the latest version is always on top. If you have an older version of Joomla! or PHP please consult our Compatibility page [<https://www.akeebabackup.com/compatibility.html>] to find the version of Akeeba Backup compatible with your Joomla! and PHP versions. In either case click on the version you want to download and install.

If you are not a subscriber, click on the Akeeba Backup Core to download the ZIP installation package of the free of charge version.

If you are a subscriber to the Professional release, please make sure that you have logged in first. You should then see an item on this page reading Akeeba Backup Professional. If you do not see it, please log out and log back in. Click on the Professional item to download the ZIP installation package.

All Akeeba Backup installation packages contain the component and all of its associated extensions. Installing it will install all of these items automatically. It can also be used to upgrade Akeeba Backup; just install it *without* uninstalling the previous release.

In any case, do not extract the ZIP files yet!

### Warning

**Attention Mac OS X users!** Safari, the default web server provided to you by Apple, is automatically extracting the ZIP file into a directory and removes the ZIP file. In order to install the extension through Joomla!'s extensions installer you must select that directory, right-click on it and select Compress to get a ZIP file of its contents. This behaviour was changed in Mac OS X Mountain Lion, but people upgrading from older versions of Mac OS X (Mac OS X Lion and earlier) will witness the old, automatic ZIP extraction, behaviour.

Log in to your site's administrator section. Click on Extensions, Manage link on the top menu. If you are on Joomla! 3.x please click on the Upload Package File tab. Locate the Browse button next to the Package File (Joomla! 2.5, 3.0 and 3.1) or Extension package file (Joomla! 3.2 and later) field. Locate the installation ZIP file you had previously downloaded and select it. Back to the page, click on the Upload & Install button. After a short while, Joomla!™ will tell you that the component has been installed.

## Warning

Akeeba Backup is a big extension (over 2Mb for the Professional release). Some servers do not allow you to upload files that big. If this is the case you can try the Manual installation or ask your host to follow our installation troubleshooting instructions [<https://www.akeebabackup.com/documentation/troubleshooter/abinstallation.html>] under "You get an error about the package not being uploaded to the server".

If you have WAMPServer (or any other prepackaged local server), please note that its default configuration does not allow files over 2Mb to be uploaded. To work around that you will need to modify your `php.ini` and restart the server. On WAMPserver left-click on the WAMP icon (the green W), click on PHP, `php.ini`. Find the line beginning with `upload_max_filesize`. Change it so that it reads:

```
upload_max_filesize = 6M
```

Save this file. Now, left-click on the WAMP icon, click on Apache, Service, Restart Service and you can now install the component. Editing the `php.ini` file should also work on all other servers, local and live alike.

If the installation did not work, please take a look at our installation troubleshooting instructions [<https://www.akeebabackup.com/documentation/troubleshooter/abinstallation.html>] or try the manual installation described below.

## 1.1. What if it doesn't install?

Since Akeeba Backup uses the standard Joomla! extensions installer to install itself, a failure to install it can mean three things: problems with permissions, a wrong temp-path or the need to run a manual installation. We have compiled a comprehensive installation troubleshooting document [<https://www.akeebabackup.com/documentation/troubleshooter/abinstallation.html>] to help you with that.

# 2. Taking your first backup

## Tip

Are you more of a visual type? Professional quality video tutorial is available on our site free of charge. We have tutorials for the free of charge Core [<https://www.akeebabackup.com/videos/1212-akeeba-backup-core/1615-abtc01-installation-first-backup.html>] and the paid subscription-based Professional [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1622-abtp01-installation-first-backup.html>] version.

After installing the component, click on the Components, Akeeba Backup menu item in the main Joomla administrator menu.

This will take you to the component's Control Panel page.

Akeeba Backup will ask you to let it configure itself to work optimally on your server. Allow it to run its Configuration Wizard. This will run a series of automated tests and adjust the configuration settings without your intervention.

Stepping through all automated tests will last about 2 minutes. If you see the process getting stuck for more than 60 seconds just reload the page.

When the wizard completes, click on the Backup Now button to take your first backup. Please note that a button with the same title is also available in the Control Panel page. You can use the latter to take backups of your site in the future.

Clicking on either of the backup buttons, gets you to the Backup Now page of the component.

By default, a short description including the date and time of the backup is included. You can change it if you want and you might even type in a longer comment in the Backup comment box. Then, simply click on the Backup Now button. The backup progress page shows up.

Please note that the progress bar and its percentage reading are approximative. You may observe some sudden jumping. This is normal and expected.

Depending on the speed of your server and the size of your site, this will take anywhere between half a minute to several minutes. Once Akeeba Backup is done backing up your site, it presents you the final backup page with the option to Manage Backups.

That's it! Your backup is now complete.

## 3. In case of a problem

Please consult the Akeeba Backup troubleshooting guide [<https://www.akeebabackup.com/documentation/troubleshooter/akeeba-backup-and-co.html>] on our site. We update it regularly with new information that's relevant to newer Joomla! and PHP versions and current common environments.

## 4. Downloading your backup archives

### Tip

Are you more of a visual type? Professional quality video tutorial is available on our site free of charge. We have tutorials for the free of charge Core [<https://www.akeebabackup.com/videos/1212-akeeba-backup-core/1615-abtc01-installation-first-backup.html>] and the paid subscription-based Professional [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1622-abtp01-installation-first-backup.html>] version.

There are two methods of downloading your backup archives, the easy one and the recommended one.

### The easy method

#### Warning

Depending on your PC, browser and server settings this method may lead to corrupt backups. Please try extracting the downloaded files using Akeeba Kickstart or Akeeba eXtract Wizard. If the extraction doesn't work, please follow the recommended download method below.

The easy method can be performed directly from the component. From the component's Control Panel page, please click on the Manage Backups. In the following page, you will see a list of all your backup attempts. Those marked with an OK (check in green background) status have archives available for download.

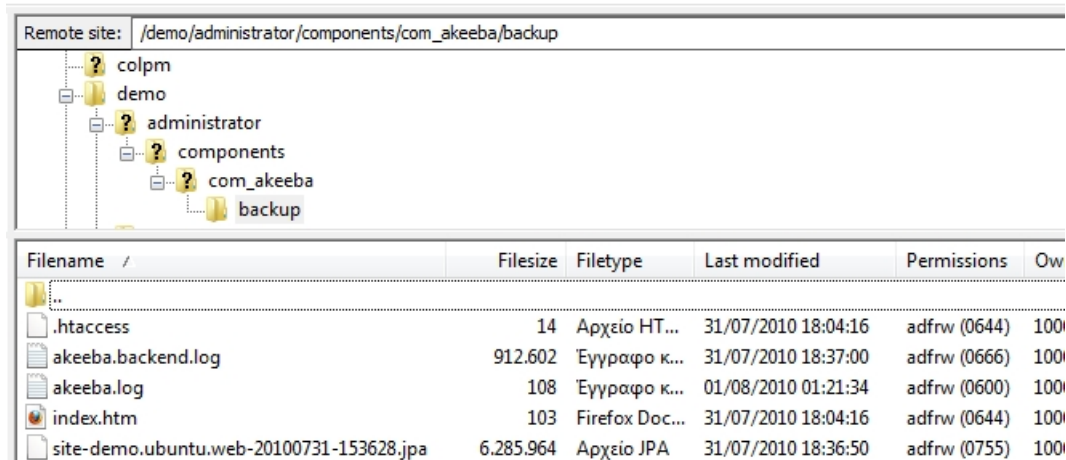
By default, the most recent backup attempt appears on the top of the list. Click Download to download the backup archive parts. In the popup that appears simply click on the download button to download the file. If you have a multi-part archive, i.e. a backup that's split into multiple files, you will need to click on all the buttons and download all of the part files. If you skip even one part, your archive cannot be extracted!

Once you download the backup archive and all of its parts, you can delete the backup archive from the server to conserve disk space and enhance your site's security. In order to do that, please tick the checkbox on the leftmost column and then click on the Delete Files button on the toolbar. The files will be removed and the status of the backup record appears as obsolete (trashcan in gray background).

## The recommended method

The problem with the easy method is that sometimes it might not work, or your browser (especially older versions of Internet Explorer) might corrupt the download. Therefore, the recommended – and guaranteed – method of downloading backup archives is using FTP in Binary transfer mode. In this example we are going to use the FileZilla FTP client. First, connect to your server and navigate to the backup output directory (by default this is `administrator/components/com_akeeba/backup` under your site's root). You will see a list of the backup archives and log files:

### Viewing the backup archives in FTP

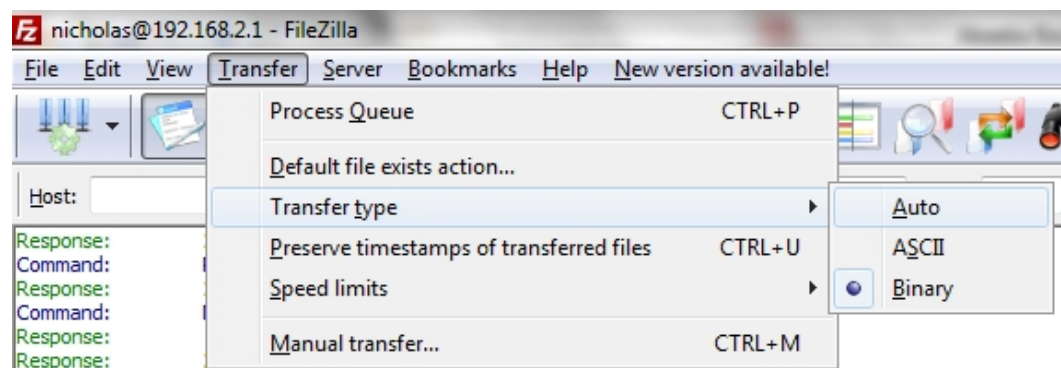


Before transferring a file, click on the Transfer menu, expand the Transfer type submenu and select Binary from the list.

### Important

This step is extremely important! If you leave it to the default setting (Auto) or choose ASCII the transferred archive will be corrupt and you cannot restore it!

### Setting the transfer type to Binary



After you do that, just download the backup archive and, if it is a multi-part archive, all of its parts as well. The multi-part archives have the same base filename and extensions of .jpa, .j01, .j02 etc or .zip, .z01, .z02 etc. Do not forget to download all of the parts. Even if one of them is missing the restoration will fail. Afterwards you can delete the backup archive and its parts from the server to conserve disk space and enhance the security of your site.



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# Chapter 3. Automating your backup

## Tip

Are you more of a visual type? Professional quality video tutorial is available on our site free of charge. We have tutorials for the free of charge Core [<https://www.akeebabackup.com/videos/1212-akeeba-backup-core/1616-abtc02-automating-backup.html>] and the paid subscription-based Professional [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1623-abtp02-automating-backup.html>] version.

Backing up your site regularly is of great importance to the security of your site. However, doing that regularly against many sites is a tedious routine, even when using an automated backup component such as Akeeba Backup. For this reason we provide a lot of ways to automate your site's backup. The concept behind that is that your site should backup itself instead of you having to remember backing it up.

## Important

For more ways to automate your backups –especially if you have Akeeba Backup Professional– please take a look in our Akeeba Backup User's Guide.

## 1. Using a regular CRON job

The front-end backup feature is intended to provide the capability to perform an unattended, scheduled backup of your site. The front-end backup URL performs a single backup step and sends a redirection (HTTP 302) header to force the client to advance to the next page, which performs the next step and so forth. This is specially designed to be used in CRON jobs.

## Tip

Akeeba Backup Professional offers even more CRON options, like the native CRON helper script. Consult the full User's Guide for more information.

In order to enable the front-end backup feature, please log in as a Super User and go to the Control Panel page of the component. Click on the Options button in the toolbar at the top of the page. A new page opens in your browser. You will need to modify two settings.

First, set Enable front-end and remote backup to Yes. Then, type in a Secret Word. This is a password, used for launching front-end backups from a CRON job. In order to avoid any problems, please only use alphanumeric characters (a-z, A-Z and 0-9) in the secret word. Do note that it is case sensitive, i.e. ABC, abc and Abc are three different secret words.

## Important

Due to security concerns Akeeba Backup will NOT enable the front-end and remote backup functionality if your Secret Word isn't strong enough. We recommend using 64 random alphanumeric characters (a-z, A-Z and 0-9). For a truly random, secure Secret Word use random.org's password generator [<https://www.random.org/passwords/?num=4&len=16&format=html&rnd=new>] and concatenate the four generated 16-character passwords into one 64-character one.

The next step is to set up the actual scheduling of the backup which allows you to automate the backups of your site. There are two alternatives. You can use the low-cost third-party webcron.org service or your host's CRON feature. Webcron is the most flexible and reliable, but it's a for-a-fee third party service (albeit daily backups usually cost around 1\$ *per year*). Your host's CRON feature is free but it's usually harder to set up and some hosts don't even offer it, or severely cripple it (e.g. halting the CRON job after 2 minutes, which means that your backup will never complete).

No matter which method you want to choose, just go to Components, Akeeba Backup and click on Scheduling Information button to get setup instructions tailored for your site. Alternatively, consult the video tutorial [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1623-abtp02-automating-backup.html>].

If you are a subscriber to the Professional version there are more backup automation methods available for you. Consult the Scheduling Information page and our video tutorial for the Professional version [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1623-abtp02-automating-backup.html>].

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# Chapter 4. Moving the backup off-site

Backups are most useful when something goes awry with your hosting. A server failure, the host going bankrupt or a hacker wrecking havoc on your site come distinctly to mind. It goes without saying that if your only copy of your backups is where disaster strikes it's as good as having no backup at all. For this reason we recommend storing your backups off site. Akeeba Backup Professional, the version available to paying subscribers only, goes one step further and automates this process for you.

## 1. Use a cloud storage service

### Note

This feature is only available in the Akeeba Backup Professional release, distributed for a fee.

Over the last few years there has been an abundance of cloud storage services, i.e. commercial offerings from companies which will host your files privately and securely on their servers. Akeeba Backup Professional currently integrates with several of them such as RackSpace CloudFiles, DropBox, OneDrive, Amazon S3, Microsoft Windows Azure BLOB Storage and also offers the ability to upload the archives on remote WebDAV, FTP, FTPS and SFTP servers. The list is being expanded all the time. Please consult our documentation for more information. In this example, we'll be using Amazon S3.

### Tip

We have video tutorials for setting up Amazon S3 [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1628-abtp07-remote-backup-amazon-s3.html>] and setting up Dropbox [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1629-abtp08-remote-backup-dropbox.html>] for use with Akeeba Backup. The process is similar for other cloud storage providers.

All you have to do is configure the cloud storage integration. In order to do that, first click the Configuration button in the component's Control Panel. Then, find the Post-processing engine setting and select the Upload to Amazon S3 option. Then, click the Configure... button next to it. A new pane with settings opens right below.

The Process each part immediately will try to send you each backup part as soon as it's ready, making backing up a site with only a little free space left possible. If left unchecked, all backup parts will be sent to you at the finalization stage of the backup (recommended).

The Delete archive after processing will instruct Akeeba Backup to erase the backup archive from the server as soon as it's sent to you. This is a good security practice and we feel you should turn it on. The rest of the options per data processing engine are detailed in the full documentation, our User's Guide, which is both available in the Documentation section of our site for on-line reading, as well as a PDF download for off-line reading.

### Important

Akeeba Backup relies on your host being able to transfer data to the external cloud storage server. You first have to make sure that your server has the curl PHP module installed and enabled. Moreover, if the process fails, you may need to talk with your host so that they can open ports 80 and 443 to the cloud storage service's endpoint. In the case of Amazon S3 that's `s3.amazonaws.com`.

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# Chapter 5. Restoring your backups

## Tip

We have video tutorials on restoring your backups on any server [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>]. If you want to transfer your site to a new server in most cases you can use our Site Transfer Wizard; check out its video tutorial [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1626-abtp05-site-transfer-wizard.html>].

Remember that a backup not tested is as good as no backup. We strongly advise you to routinely test restore some of your backups on a local server, at least every time you upgrade Joomla! or one of its extensions. This will not only make sure that your backup is valid, but will also give you confidence that you can restore your site should it be necessary.

The restoration procedure is nearly identical no matter if you are restoring on a local or a live server. All Akeeba Backup archives are produced in a way which makes it possible to restore them on any host, not just the one you backed up from. Therefore practicing a backup restoration on your local server will prepare you for restoring your site on any server.

## 1. Preparing a local server

We recommend always using the latest version of a modern pre-packaged server such as MAMP, XAMPP or WampServer. These pre-packaged servers usually come with relatively up-to-date versions of PHP and MySQL which support the latest versions of Joomla! and Akeeba Backup. If you are unsure about the minimum requirements of extensions (including templates) please ask their developers. Our software compatibility with Joomla! and PHP versions can be found in our Compatibility page [<https://www.akeebabackup.com/compatibility.html>].

## 2. What you need before beginning

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

### A. A method to extract the backup archive

All you need to restore your site is your backup archive. The backup archive contains everything you need: the files, a copy of the database and the restoration script which automatically reconfigures the base Joomla! site to use the new server environment. However, in order to restore the backup archive you need to extract it. There are two supported ways to do that.

**OPTION 1 (recommended):** You can use Akeeba Kickstart. It is a single PHP file which allows extracting a backup archive directly on the server. Kickstart will also guide you to run the restoration script that's part of the archive. You just need to upload Kickstart with the backup archive to your server.

**OPTION 2:** You can use our free Akeeba eXtract Wizard for Windows, Linux (32 and 64 bits) and Mac OS X. It will extract the backup archives locally, just like any other archive extraction utility. You need to move the extracted files to your server manually.

## Important

Do not restore on top of an existing site of a different Joomla! version family, e.g. a Joomla! 3.5 site on top of a Joomla! 3.3 or 2.5 site. This will cause the restored site to malfunction or completely impossible to access. This is a consequence of how Joomla! is supposed to work. When unsure, remove all site files before restoring a backup archive.

## B. A database for your site

Before you begin the extraction process you will also need to create a database for your site's data, or note down the connection information to an existing database if you are installing on top of an existing site. You can skip this step if and only if you are restoring to the same site as the one you backed up, i.e. you are replacing the site with a backup. In all other cases you will need the following information:

- Database host name. This is usually `localhost`, but you may need to check with your host.
- Database name. The name of the database you are restoring to. If you are on a host powered by cPanel or Plesk do note that the name of the database includes an account-specific prefix. If your account name is `foo` and the name of your database you asked to create is `bar`, the full database name is `foo_bar`.
- Database user name. The user name you use to connect to your database. The same thing about the naming prefix on cPanel and Plesk hosts is true for the username as well.
- Database user password.
- Your preferred table name prefix. This is not something your host will tell you, it's just a matter of your personal preference. It's best to pick a name consisting of three to five letters and digits, followed by a single trailing underscore, i.e. `tst_` or `test_`. Do not use `bak_` as it is a reserved prefix for keeping copies of replaced tables when you select the Backup old tables option in the installer later in the process.

If your host gives you such an option—or if you are using a local server—it's a good idea to set the default collation of the database to `utf8_general_ci`. If you are not given such an option, don't worry. The installer can work around this limitation with its Force UTF8 collation on tables option on MySQL databases. For other database types you have to specify the correct collation on the database when creating it.

Joomla! 3.5 and later uses the `utf8mb4_general_ci` collation instead. This collation supports multi-byte Unicode characters such as Emoji, certain Tradition Chinese characters and so on and—most importantly—improve the security of your site. If you need to restore such a site please remember to turn on the Allow UTF8MB4 auto-detection option.

## 3. Using Kickstart to extract your backup archive

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

In order to use Kickstart, begin by downloading Kickstart itself from our site. You will download a ZIP archive which you have to extract first. Inside it you will find `kickstart.php` and several INI files. You need to copy the PHP file into the root of the to be restored site. For example, if you are restoring on a subdirectory named `joomla` in the root of

your XAMPP for Windows installation, you need to copy the file inside the `c:\xampp\htdocs\joomla` folder. Conversely, if you are restoring to a live host, upload the PHP file using FTP in your site's root.

The INI files in the Kickstart ZIP package are translations. Kickstart will query your browser's default language and look for the respective translation file. For example, if the default browser language is Greek (el-GR) Kickstart will try to load the `el-GR.kickstart.ini` file in order to present you with a localized interface. If you want to take advantage of Kickstart's localization copy the respective INI file in the same directory as the `kickstart.php` file.

The final step before being able to extract the archive is, well, copying the archive itself in the same directory as `kickstart.php`. If you have a multi-part archive remember to upload all of the archive parts, otherwise the extraction will, of course, fail. Moreover, if you are restoring to a live server please upload the backup archive and all of its parts using the Binary transfer mode. We suggest using FileZilla to do that. As soon as you connect to your site and right before uploading any files click on the Transfer, Transfer Type, Binary menu item. This will ensure that the backup parts will not be corrupted during transfer.

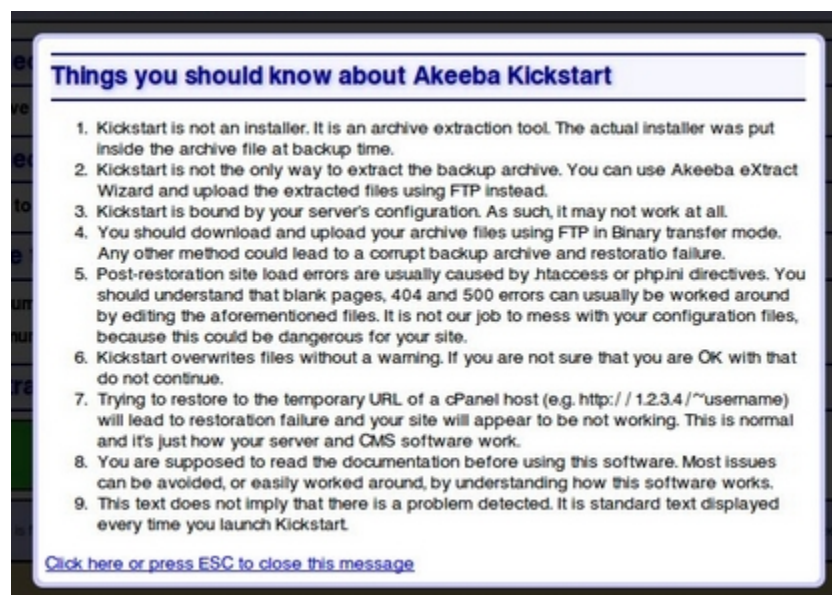
## Note

If you are restoring on a shared live server which doesn't use FastCGI or suPHP you may need to use Kickstart's FTP mode if the Direct Write mode (default) doesn't work. In this case, creating a temporary directory is necessary. First make sure that your site's root directory has 0755 permissions. If unsure, ask your host. Then, create a directory named `kicktemp` inside the directory `kickstart.php` is in and give it 0777 permissions. Remember to remove this directory as soon as you are done restoring your site, for security reasons!

Once you're ready with the preparation, launch Kickstart by visiting its URL which looks like `http://localhost/mysite/kickstart.php` on local hosts, or `http://www.yoursite.com/kickstart.php` on live hosts.

The first page is a reminder of key facts about Kickstart:

## Kickstart's first page



After reading it, press ESC to close the information window and display the main interface:

## Kickstart's main interface

**Akeeba Kickstart svn211**

**1 Select a backup archive**

Archive file:

Archive Password (for JPG files)

**2 Select an extraction method**

Write to files:

**3 Fine tune**

Minimum execution time:  seconds per step

Maximum execution time:  seconds per step

Stealth mode ☐

HTML file to show to web visitors

**4 Extract files**

**Start**

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This program is free software; you can redistribute it and/or modify it under the terms of the GNU General Public License as published by the Free Software Foundation, either version 3 of the License, or (at your option) any later version.

In the first step, select your backup archive file. Usually, there is only one file and it is pre-selected for you. In the second step, you have to choose an extraction method. The Directly method is the fastest and should work on all local and most live hosts. If you get error messages about unwritable files in later steps, you'll have to use the Use FTP mode here.

If you are using the FTP mode, a new pane with the FTP-specific options opens below with the following options:

## Kickstart's FTP Options

**Write to files:**

**FTP host name:**

**FTP port:**

**Use FTP over SSL (FTPS)** ☐

**Use FTP Passive Mode** ☒

**FTP user name:**

**FTP password:**

**FTP directory:**

**Temporary directory:**

**Check** **Reset**

**Test FTP connection**

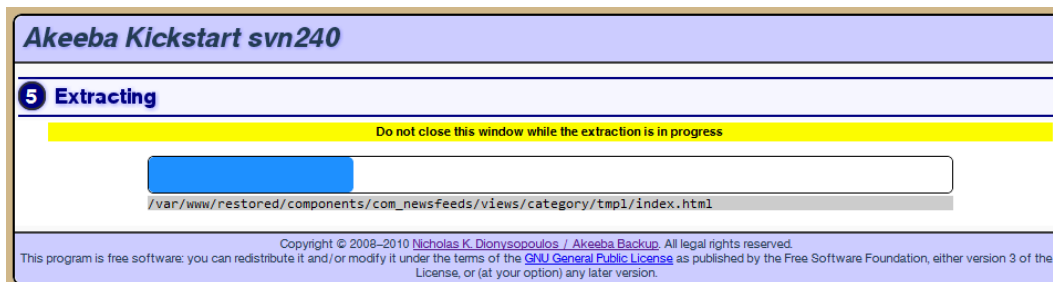
FTP host name	Use the domain name to access your site's FTP server. Do not prefix the domain name with protocol! For example, <code>ftp.example.com</code> is correct whereas <code>ftp://ftp.example.com</code> is WRONG.
FTP Port	Leave the default value (21) unless your host tells you otherwise. Do note that Kickstart only supports plain FTP and FTP over SSL connections, but not SFTP. If your host tells you to use port 22 – which is used only by SFTP – it won't work.
Use FTP over SSL (FTPS)	Use only if your host tells you it is supported. FTPS is not the same as SFTP, do not confuse those two!
Use FTP Passive Mode	It's a good idea to turn it on, as most servers require it. If your host told you they require active mode, uncheck this option.
FTP user name and password	What they claim to be, the user name and password to connect to your site's FTP server

FTP directory	The absolute FTP path to your site's root. The easiest way to find it is using FileZilla to connect to your site and navigate to your site's root, which is usually a directory named <code>htdocs</code> , <code>httpdocs</code> , <code>http_docs</code> , <code>public_html</code> or <code>www</code> . Look at the right hand pane, above the folder tree (Remote site text box). This is what you want. Copy it and paste it in Kickstart's FTP directory box.
Temporary directory	If you followed the steps above, you have already created a <code>kicktemp</code> directory with 0777 permissions. If not, do it now. After that, just append <code>/kicktemp</code> to the Temporary Directory box.

Click on Test FTP connection before proceeding to make sure that Kickstart can connect to your site through FTP before proceeding.

You can leave the other settings as they are and click on the big green Start button. Kickstart will start extracting your site's files:

## Extraction progress



If you get an “Unwritable file” error message, go back and enable the Use FTP option before re-trying extraction. If all else fails, extract the archive locally and upload the extracted files to your site by FTP.

If you get an error message that the archive is corrupt, you have to check two things. First, make sure that you have uploaded all archive parts. In a multi-part archive situation, there is the main .jpa, .jps or .zip file and several “part files” with the same name as the main file but with extensions like .zip, .z01, .z02, etc (ZIP) or .jpa/.jps, .j01, .j02, etc (JPA/JPS). You have to upload all of those files for the extraction to work.

The other thing you must check is how you downloaded and uploaded the backup archives. As mentioned in "The recommended method" section, you should use FTP in Binary transfer mode. This holds true for uploads as well. Try uploading the backup archive again, using FTP in Binary Transfer mode and retry. This usually does the trick.

The blue bar fills up while your site files are being extracted. When the extraction is over, Kickstart offers you a link to open the restoration script which was included in your archive file and is just extracted to your site:

## Extraction finished



Click on this button and start reading the next chapter, detailing the use of the restoration script. Do not close Kickstart's window/tab yet! You will need it to clean up after the restoration is over.



## Note

Kickstart extracts the `.htaccess` and `php.ini` files in your site's root (if they exist in the backup archive) as `htaccess.bak` and `php.ini.bak` respectively to avoid any incompatibilities during site restoration. Do note that these files are restored to their original names during the last step of the restoration procedure. Should you use Kickstart just for extracting your site's files, please keep this information in mind as you will have to rename those files manually.

# 4. Using the new Akeeba Next Generation Installer Engine (ANGIE) restoration script

## Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

Akeeba Next Generation Installer Engine (ANGIE) is the installation script included by default with all backups.

## 4.1. Accessing ANGIE

## Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

Accessing the restoration script (ANGIE) can be accomplished with two different ways. If you are using Kickstart, simply click the Run the Installer button as soon as Kickstart finished extracting your site's files. If you are not using Kickstart, you can access the restoration script by typing `http://www.example.com/installation/index.php` in your browser's address bar, substituting `www.example.com` with your site's domain name. If you don't see anything on the page (blank page), or get a page full of strange errors, take a look at this troubleshooting page [<https://www.akeebabackup.com/documentation/troubleshooter/abiphperors.html>].

Each page of ANGIE has a link back to the relevant section of this Quick Start Guide. If you ever feel that you got lost, you can click on the link at the top of the page to come back here for reference.

## 4.2. The session fix page

## Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

## Important

This is an optional page and you may not ever see it during your site's restoration. Read below for more information on when it is shown.

In order for ANGIE to work it needs to be able to store some temporary data between page loads. This data is stored in files inside the `installation/tmp` directory of your site during the restoration. Depending on your server and the way you extracted the backup archive this directory may end up being unwritable for PHP and, of course, ANGIE itself. The easiest way to work around it is giving this directory 0777 permissions using your favourite FTP programme. We have, however, found out that many of our users feel lost when they are told they have to change permissions. As a result we have made ANGIE very smart and capable of fixing this problem by itself, as long as you give it your FTP connection information first. Therefore, in case that this problem is detected, you will see the following page:

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Neither your session save path in your server's `php.ini` nor the `installation/tmp` directory is writeable. One of them must be writeable for the installation to continue. ✕

Please try giving the `installation/tmp` directory 0777 permissions with your FTP programme and reload this page. Alternatively, you can provide your FTP connection information below and ANGIE will try to do that for you, if your server allows it.

### FTP Connection Information

Hostname	<input type="text" value="restored.local.web"/>	The hostname of your FTP server <i>without</i> the <code>ftp://</code> prefix, e.g. <code>ftp.example.com</code>
Port	<input type="text" value="21"/>	The TCP port of your FTP server. Unless your host tells you otherwise, use 21
Username	<input type="text"/>	
Password	<input type="password"/>	
Directory	<input type="text"/> <a href="#">Browse...</a>	The FTP directory where your site's files are. If unsure, please remove its contents and press the Browse button next to it.

[↗ Apply changes](#)

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You have to provide the following settings:

Host name	Use the domain name to access your site's FTP server
Port	Leave the default value (21) unless your host tells you otherwise. Do note that Joomla! only supports plain FTP. If your host tells you to use port 22 – which is used only by SFTP – it won't work.
Username and password	What they claim to be, the user name and password to connect to your site's FTP server
Directory	The absolute FTP path to your site's root. The easiest way to find it is using FileZilla to connect to your site and navigate to your site's root, which is usually a directory named <code>htdocs</code> , <code>http-docs</code> , <code>http_docs</code> , <code>public_html</code> or <code>www</code> . Look at the right hand pane, above the folder tree (Remote site text box). Copy it and paste it in the Directory box.

### Tip

You can instead fill in all of the other information, leave this field blank and click on the Browse button next to it. If your FTP information is correct a popup directory browser appears. You can now browse to the site root directory. It's the one where you can see your site's `installation`, `includes` and `libraries` directories. Once you're in there click on the Use this button.

Then click on the Apply changes button. If all of the FTP connection information is correct, PHP can connect to your site by FTP and your FTP server allows changing permissions you will see the main page of ANGIE. Otherwise you

will see the session fix page again. In this relatively rare (less than 5% of servers out there, according to our experience) case you will have to change the permissions of the `installation/tmp` directory manually.

## 4.3. The password page

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

### Important

This is an optional page and you may not ever see it during your site's restoration. Read below for more information on when it is shown.

Your backup contains all of the database connection information and, sometimes, the FTP connection information as well. This means that anyone who has access to the backup restoration script over the web can learn this information. This is a security risk. While Kickstart allows you to use Stealth Mode (which locks the site for everyone except your own IP address) this only works on servers using the Apache web server. With alternative web server software such as IIS, NginX, Litespeed and Lighttpd becoming more popular this doesn't cut it any more.

This is why we added support for password protection to ANGIE. You can enable it in Akeeba Backup, in the Configuration page of the component. You also get the chance to override that password when taking a backup from the back-end of your site, by providing it your desired password to the "ANGIE password" field in the Backup Now page. The password is stored in the backup archive encrypted, making it more difficult to be accidentally exposed to a hacker.

If you have specified a password for ANGIE you will see the ANGIE password page when you launch it. Just provide your password and ANGIE will show its main page. If the password is incorrect you will be shown the password page again.

### Important

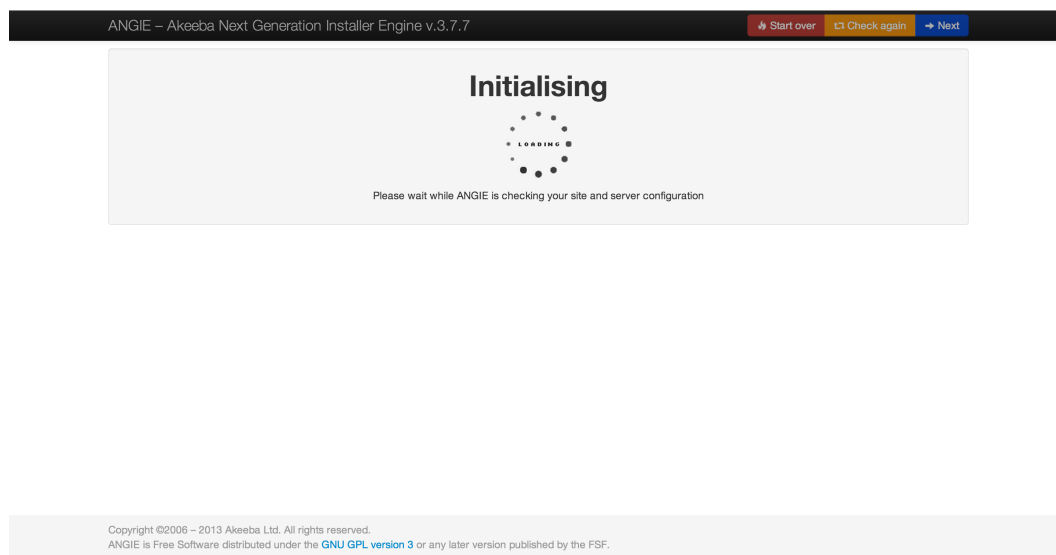
Just like with passwords on most web sites and devices you may have used, ANGIE passwords are case sensitive. This means that ABC, abc and Abc are three different passwords.

## 4.4. The main page

### Tip

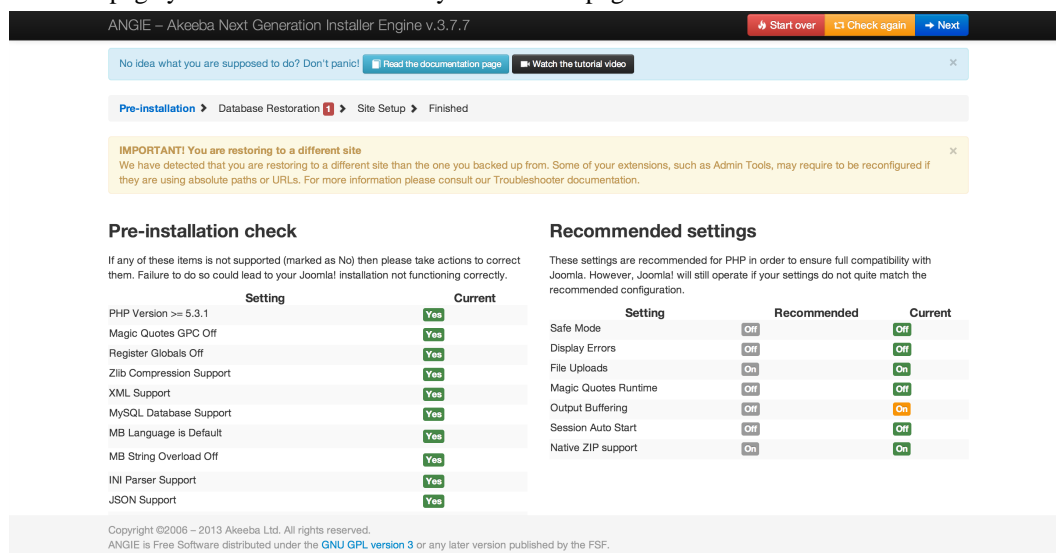
We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

First you see ANGIE's initialisation page:



At this point ANGIE is performing system checks. If your browser gets stuck at this page please try disabling any browser plugins, firewalls and antivirus applications which might be interfering with the Javascript on the page. The most likely culprits we've seen are NoScript (a Firefox plugin which disables Javascript) and AVG Antivirus' "Link Checker" feature which ultimately breaks Javascript on most pages. If that doesn't help please try using a different computer, with a different browser and connected via a different ISP to the Internet. Sometimes computer policies, proxies and other network settings can interfere with web applications such as ANGIE or Joomla! itself.

The next page you will see is the main system checks page:



If you are restoring to a different site or a server with a different PHP version than the one you backed up from you will see warnings in yellow background at the top of the page. Please note that the existence of these warnings doesn't mean that the restoration won't work. They are there to warn you to the fact that your restored site may or may not work in the new server because the server configuration may be different and some extension may not be compatible with it. It's the kind of information that is impossible to know before finishing the restoration.

If any of the settings under the Pre-installation check header is red, most probably the restoration will fail, or Joomla! will not run properly. Several users have reported that even when the MB language is default is set to No your site does get restored and does work properly. Take this reported success with a grain of salt, as the Joomla! project recommends

otherwise and continue the restoration at your own risk. Please note that if any of these settings is shown in red you have to ask your host for support. Please do not ask us for support; we are not your host and we cannot change your server's configuration.

Recommended settings contains a series of optional settings and their recommended values. If any of those values is in orange, your site will be restored and will most likely work without a problem. It is common to have 2-4 orange items on most commercial hosts and we can attest that Joomla! works just fine on them. If you want more information about that, please take a look at our relevant troubleshooting page [<https://www.akeebabackup.com/documentation/troubleshooter/abiredsettings.html>].

### Backup Information

This information was collected at the time of the backup. They represent the configuration of the server and site which was backed up. It is presented here for your reference and for easier debugging.

Setting	At Backup Time
Host name	demo.local.web
Backup date	2013-06-19 18:29:43 UTC
Akeeba Backup version	3.7.7
PHP version	5.4.11

[View README.html](#)

Click the button above to view the README.html file, generated at backup time, containing useful information about your backup.

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### Site information

This information represents the configuration of the server you are restoring to (the server on which this installer is running)

Joomla! version	3.1.1
PHP version	5.4.11

Below these areas you can find two information sections. The Backup Information column shows you information about the site you backed up from. Please note that this is the information Akeeba Backup recorded while taking the backup and they are presented here for your information only. Next to it you will find the Site Information column. This shows information about the current site you are restoring to. This is shown for your information.

When you're ready, please click on the blue Next button in the upper right hand corner of the page to proceed to the database setup page.

## 4.5. The database restoration page

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

### Important

If you are restoring to a new site -even if it is a subdomain or directory of the main site- you **MUST** create a new database before the restoration. ANGIE can not do that for you. It's not that we didn't think of it (the code is there, if you take a look), it's that on most server environments you don't have adequate database server permissions to create a new database. For detailed instructions on creating new databases, take a look at the relevant page of our Troubleshooting Wizard [<https://www.akeebabackup.com/documentation/troubleshooter/abidatabase.html>].

Pre-installation > **Database Restoration** > Site Setup > Finished

## Restoration of site's main database

### Connection information

Database type

Database server host name

User name

Password

Database name

### Advanced options

With existing tables

Database table name prefix

☒ Suppress foreign key checks

☐ Use REPLACE instead of INSERT

☐ Force UTF-8 collation on database

☐ Force UTF-8 collation on tables

### Fine tuning

Do not change these settings unless you are requested to do so by our support or you **REALLY** know what you are doing.

Maximum execution time

Throttle time (msec)

At the top of the page you see which database you are about to restore. The first database you will be restoring is the "site's main database" which means that it's the database Joomla! uses to store its data. If you had defined multiple databases you will be restoring one database after the other, but the "site's main database" is always the first one to restore. If you do not wish to restore a particular database you can click the orange Skip Restoration button in the top right hand corner of the page.

The first thing you see is the Connection information column in the left hand side of the page. It is pre-populated with the connection settings of the site you backed up. If you are restoring to a different site than the one you backed up from it will be blank, indicating that you must specify the correct connection information for the new server.

Start with the database type. It's usually MySQLi (with the "i" at the end), unless you have a server with an outdated PHP version or suboptimal server settings. The other option, MySQL (without the "i" at the end) is the old MySQL driver which is slower and was ultimately removed in PHP 5.5.0 released on June 2013. If you are restoring a site which was using a Microsoft SQL Server or Windows Azure SQL database you will instead see the options SQL Server and Windows Azure SQL. For PostgreSQL databases you need to select the PostgreSQL option. If you see no option then your new server is not compatible with the database technology which was being used by your site at backup time. That is to say that you cannot restore a site which was using MySQL on Microsoft SQL Server or PostgreSQL or vice versa; they are completely incompatible and a conversion between them is a lengthy and very difficult process which cannot be automated. Please remember this: RESTORING SITES TO A DIFFERENT DATABASE SERVER TYPE IS NOT GOING TO WORK, IS NOT SUPPOSED TO WORK AND CANNOT BE MADE TO WORK.

The other available options you need to set are:

- Database server host name. The database server host name. Usually it's localhost, but you must ask your host for this setting, or consult your hosting account control panel, as this setting is usually displayed there.

## Important

Despite what you think, localhost and 127.0.0.1 are two completely different things for PHP's MySQL drivers. It is possible -especially on a Mac OS X local or live server- that your database server does not connect when using localhost. Just use 127.0.0.1 and it will! I think that this will save you a lot of hair pulling if you're dealing with MAMP or ever try to test restore your site to a Mac.

## Note

If you are restoring on Microsoft SQL Server / Windows Azure SQL you must specify the server instance name (e.g. `.\SQLExpress`) or the server's domain or IP address. Please consult your host.

- Username. The username of the database server user. Please consult your host.
- Password. The password of the database server user. Please consult your host.
- Database name. The actual name of the database you want to restore to. If you choose a database which already has tables in them, existing tables with the same name as the ones being restored will be overwritten (replaced) by default. You may want to ask your host for the correct value of this setting.

After entering this information, take a look at the the Advanced options column on the right hand side of the page.

The With existing tables option lets you decide what to do with tables which have the same name as those currently being restored. The default Drop option will delete same-named tables without asking. The Backup option will keep a copy of those tables, changing their name prefix to `bak_`, i.e. an existing `abc_users` table will be renamed to `bak_users`. Existing `bak_` tables will be deleted before the rename.

The Database table name prefix is up to your liking. For security purposes it's best to not use the legacy Joomla! default prefix (`jos_`). Ideally, you should use three to four letters followed by an underscore, e.g. `tst_` or `test_`.

## Warning

Only use two to five lowercase letters a-z (without accents or diacritics) and numbers 0-9 followed by exactly one underscore. Anything else may cause restoration problems due to the way databases work on most operating systems.

The following options only apply to MySQL databases. They have no effect on SQL Server and Windows Azure SQL.

Suppress Foreign Key checks allows you to restore cross-linked tables without MySQL errors. Leave it on. Use REPLACE instead of INSERT may be required if you keep getting MySQL errors about rows already existing in your tables. Force UTF-8 collation on database and Force UTF-8 collation on tables should be enabled on all sites which use non-ASCII characters in their contents, e.g. accented Latin characters, German umlauts, Cyrillic, Greek, Chinese or any other characters which are not normally used in the English language. If unsure, make sure it's checked.

Some PHP software, such as WordPress, is using the `utf8mb4_general_ci` collation instead. This collation supports multi-byte Unicode characters such as Emoji, certain Tradition Chinese characters and so on. If you need to restore such a site please remember to turn on the Allow UTF8MB4 auto-detection option. This is done automatically for WordPress restoration.

## Important

Not all of these options are supported on all databases:

- Suppress Foreign Key checks while restoring does not work on PostgreSQL.
- Use REPLACE instead of INSERT only works on MySQL and MySQLi.
- Force UTF8 collation on tables and UTF8MB4 auto-detection only works on MySQL and MySQLi.
- UTF8MB4 auto-detection and restoration of UTF8MB4 content is only possible on MySQL 5.5.10 and later versions.

Where not supported these options will do nothing when selected.

You will find the Fine Tuning area towards the bottom. The setting Maximum execution time should be left at its default values unless you get AJAX or timeout errors while ABI is restoring your database. In this case, try setting it to 3, 2 or even 1. This will slow down the restoration a bit, but it will make it more resilient to timeout issues. The Throttle time (msec) should be left at 250 unless you are told by our support staff to change it.

When you're ready with all those settings, click on the Next button on the top right corner of the installer page to start restoring your database. The restoration dialog appears:

## Database restoration

Restored	0
Total size	509.21 Kb
Estimated time left	—

While your database is restoring, you will see the progress bar filling up and the information line below informing you of the processed and total size of the database dump file. The estimated time left is a very rough approximate. Should an error occur, you can close the dialog, modify the settings and retry by clicking the Next button again. If you feel a little lost, you can check out our troubleshooting instructions [<https://www.akeebabackup.com/documentation/troubleshooter/abidatabase.html>]. Once the restoration is over, the Next step button appears:

## Database restoration

The database restoration was successful

Click the button below to close this dialog and proceed to the next step of this installer

✔ Next step

Just click on it. If you have more databases to restore (only backups made with the Professional version, using the Multiple Database Definitions feature of Akeeba Backup Professional) you will see the database setup page again, but the header will read the name of the extra database instead of Site's main database. If you don't have extra databases to restore, upon clicking Next step you will be taken to the Site Setup page. If you don't see that page, maybe you want to take a look at this troubleshooting page [<https://www.akeebabackup.com/documentation/troubleshooter/abiafterdb.html>].



## 4.6. The site setup page

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

The Site Setup page consists of four areas which can be used to optionally modify details of your restored site. It's not mandatory to go through its options if you are restoring on top of the same site you backed up from. All of the information in this page is pre-populated with the values read from the configuration.php file which was present in your backup archive's root.

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← Previous → Next

No idea what you are supposed to do? Don't panic! [Read the documentation page](#) [Watch the tutorial video](#)

Pre-installation > Database Restoration > **Site Setup** > Finished

### Site Parameters

Site name: Joomla! Demo Site

Site e-mail address: nikosdion@gmail.com

Site e-mail sender name: Joomla! Demo Site

Live site URL:

Cookie domain:

Cookie path:

☐ Override tmp and log paths

### FTP Layer Options

☐ Enable the FTP layer

Host name:

Port: 21

Username:

Password:

Directory: [Browse...](#)

### Super User settings

Super User: demo

E-mail: nikosdion+test@gmail.com

Password:

### Directories fine-tuning

Site root: /Users/nicholas/Sites/restorc

Temporary directory: /Users/nicholas/Sites/demo/tmp

Log directory: /Users/nicholas/Sites/restorc

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The first area is called Site Parameters and contains the most basic options for your site.

The Site Name is the name of the restored Joomla! site which appears throughout the Joomla! application. The Site e-mail address is the e-mail address from which all e-mail sent out from your site will appear to originate from. Similarly, the Site e-mail sender name is the sender's name appearing in those e-mails' From field.

The Live site URL is optional and normally not required on the vast majority of hosts. If your site doesn't seem to work properly – e.g. missing pictures, all links resulting in 404 errors, etc – you may want to fill in your site's URL, for example `http://www.example.com` (include the `http://` part, but not a trailing slash or `index.php!`).

You will also see two more settings here regarding cookies. Under normal circumstances, both of them should be left empty. You only need to edit them if they are not blank and you are transferring your site to a different directory or domain name. The Cookie domain is the domain name of your site, without the protocol and, usually, without the `www` part. For example, if you are restoring to `http://www.example.com`, the Cookie domain is `example.com` (I will stress that again: there is NO `http://` in there!!). The Cookie path is the subdirectory of your site, relative to the domain's root. If you are restoring to the root of a domain, e.g. `http://www.example.com`, then it is `/` (a single forward slash). If you are restoring to a subdirectory it's a slash followed by the directory's name. For example, if you're restoring to `http://www.example.com/joomla` then the Cookie path is `/joomla` (WITH a leading slash, but WITHOUT a trailing slash).

### Warning

If the Cookie domain and/or Cookie path settings are non-empty and do not correspond to the location (domain name and directory) you are restoring your site to, **YOU WILL NOT BE ABLE TO LOG IN** in the front- or the back-end of your site. On most servers you can just leave them blank (strongly recommended). Be

advised that if you request support for this issue you will be ignored because there is nothing we can support you with; you are simply entering the wrong values in these fields. You have to either retry the restoration or edit your `configuration.php` file and modify the `cookie_domain` and `cookie_path` parameters.

The Override tmp and log paths is a handy feature if you are restoring to a subdomain or subdirectory of the site you backed up from. It will force the paths to the `tmp` and `log` directories to point inside the restored site's `tmp` and `log` directory respectively. If you don't check this box, it is possible that the restored site will reference the old site's `tmp` and `log` paths, potentially causing issues in the long run. As a rule of thumb: always check this option unless you know what you are doing!

The next area, called FTP Layer Options, contains the necessary settings for enabling Joomla!'s FTP layer.

The Enable the FTP layer will activate Joomla!'s FTP layer, which forces the Joomla! core and several conforming extensions to write to your site's files using FTP instead of direct file access through PHP. This is designed to work around permissions issues with the majority of shared hosts. If you had to use Kickstart's Use FTP option or if you uploaded the extracted files manually through FTP you must enable it and go through these settings, unless your host told you that they are using suPHP.

The rest of the FTP settings are exactly the same as those you had to fill in Kickstart:

Host name	Use the domain name to access your site's FTP server
Port	Leave the default value (21) unless your host tells you otherwise. Do note that Joomla! only supports plain FTP. If your host tells you to use port 22 – which is used only by SFTP – it won't work.
Username and password	What they claim to be, the user name and password to connect to your site's FTP server
Directory	The absolute FTP path to your site's root. The easiest way to find it is using FileZilla to connect to your site and navigate to your site's root, which is usually a directory named <code>htdocs</code> , <code>httpdocs</code> , <code>http_docs</code> , <code>public_html</code> or <code>www</code> . Look at the right hand pane, above the folder tree (Remote site text box). Copy it and paste it in the Directory box.

### Tip

You can instead fill in all of the other information, leave this field blank and click on the Browse button next to it. If your FTP information is correct a popup directory browser appears. You can now browse to the site root directory. It's the one where you can see your site's installation, includes and libraries directories. Once you're in there click on the Use this button.

The third area is the Super Administrator settings.

In this pane you can change the details of one of the Super Administrators on your site. First, select the username of the Super Administrator you want to modify from the User name drop-down list. Then, simply type and retype the new password in the two fields below. The final field, E-mail address, is the e-mail address linked to that Super Administrator. Make sure the address you type in here is not used already used by another user of the site or you will be unable to reset your Super Administrator password if you forget it.

### Important

This feature can change the password of exactly one Super Administrator account (the one selected in the drop-down box). Its reason of existence is to allow you to reset the Super Administrator password should you forget it or quite simply don't know it (e.g. restoring a client's site to a dev server).

Finally, we have the Directories fine-tuning pane with advanced settings meant for power users and site builders.

The two options you can modify are the Temporary Directory and Log Directory paths. For your convenience, the absolute path to the site's root is displayed above. You should only need to use these fine-tuning parameters if you want to place the `tmp` and `log` directories outside your site's root. Both of them must be absolute paths. For your convenience the absolute path to the site's root is printed above so that you can get them right every time.

Finally, click on the Next button to let ANGIE write your site's new `configuration.php` file and display the final page.

## 4.7. The “Finished” page

### Tip

We have video tutorials [<https://www.akeebabackup.com/videos/1213-akeeba-backup-for-joomla-pro/1625-abtp04-restore-new-server.html>] available on our site. We recommend watching it to better understand the process.

Normally, you should see a success message like this:

ANGIE – Akeeba Next Generation Installer Engine v.3.7.7 ← Previous

No idea what you are supposed to do? Don't panic! [Read the documentation page](#) [Watch the tutorial video](#) ×

Pre-installation > Database Restoration > Site Setup > **Finished**

Even though your site has been successfully restored, differences in server configuration over time or between different servers (of the same or a different host) can cause issues with your restored site. While we cannot provide support for such issues, we have collected the most common problem causes (and their solutions) in our troubleshooter documentation. For your convenience, we are providing you with the link to this document:  
<https://www.akeebabackup.com/documentation/troubleshooter/prbasicts.html>

As long as the installation folder exists on your site, Joomla! will not load and ANGIE (this site restoration script) will be shown again whenever you're trying to access your site. You will have to remove this directory using one of the following ways:

- If you are using Akeeba Kickstart or the integrated restoration of Akeeba Backup just close this browser window / tab and click on the Clean Up button in the other browser window / tab where Kickstart or the integrated restoration is still open.
- If you are not using any of the above click on the following button. [Remove the installation directory](#)
- If all else fails you can use your FTP programme to remove the installation directory from your website. You may also have to rename `htaccess.bak` to `.htaccess` and/or `php.ini.bak` to `php.ini` if these files exist.

You may want to print out this page for your reference.

If ANGIE could not write to the `configuration.php` file, it will present you with a dialog box informing you of this fact. You can close the message by clicking on the "X" button on its top right corner. You can then copy the contents of the text area and paste it into your `configuration.php` file - replacing any and all existing content - manually. This is only required if your `configuration.php` file was not writable in the first place. Under most circumstances this won't happen. Do note that if you get this message and you do not copy the text box's contents to the `configuration.php` file, your site will not work. You have been warned! YOU MUST ABSOLUTELY AND WITHOUT QUESTION COPY THE TEXT BOX CONTENT INTO YOUR CONFIGURATION.PHP FILE.

You now have three options to proceed, depending on how you extracted the backup archive.

If you used Kickstart to extract the backup archive, close the window/tab of the restoration script and return to Kickstart's window. You will see a big “Clean Up” button:

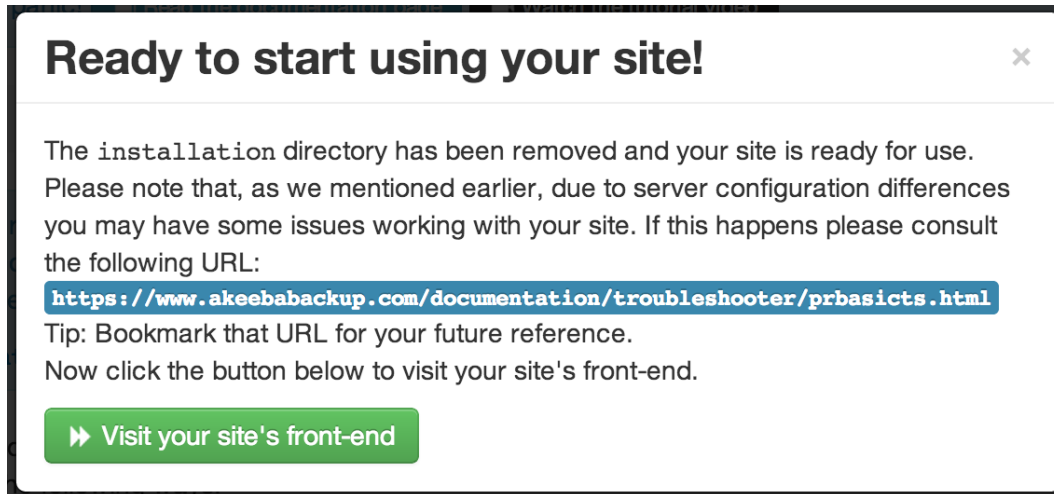


Just click on it and it will automatically remove the installation directory, the backup archive, `kickstart.php` and its translation files, as well as rename `htaccess.bak` to `.htaccess` and `php.ini.bak` to `php.ini` respectively. No further action is necessary. Your restored site is ready for use.

## Important

If you had created a `kicktemp` directory for Kickstart's FTP mode to work properly, you must remove it manually with your FTP client application. Kickstart will not do that automatically.

If you were not using Kickstart, you can try clicking on the Remove the installation directory button to have ANGIE try to remove the installation directory automatically. If it succeeds, it will present you with a success dialog:



Just click on the Visit your site's front-end button to visit your site's front page. However, if you used Kickstart to extract your files and clicked on this link accidentally instead of using Kickstart's Clean Up button you need to manually rename `htaccess.bak` to `.htaccess` and `php.ini.bak` to `php.ini`, as well as remove the archive file, `kickstart.php` file and all its INI files and the `kicktemp` directory (if one is present) manually.

If you uploaded the extracted files manually, you must remove the installation directory from your site using your FTP client application before visiting your restored site. If you don't, the restoration page will appear again. In this case do not run the restoration again. Just remove the installation directory through FTP and retry visiting your site.

## 5. Dealing with post-restoration issues

We have compiled a nifty Post-Restoration Troubleshooting Guide [<https://www.akeebabackup.com/documentation/troubleshooter/post-restoration.html>]. According to our experience, 99% of all problems you might ever encounter can be solved by blindly following the guide's advice.

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# Chapter 6. Help! I am stuck!

Support is available to subscribers through our site's support section. You need to have an active AkeebaBackup, Essentials or JoomlaDeluxe subscription. Support tickets are usually answered within a short period of time during business days, depending on the complexity of the issue.

If you are not a subscriber we suggest that you read our comprehensive documentation, search our site's public tickets or –alternatively– ask for peer support at Joomla!'s support forum, either the global one at [forum.joomla.com](http://forum.joomla.com) or your local one.