AkeebaBackup

Akeeba Backup Quick Start

For Akeeba Backup Core & Professional 3.1

A crash course to backing up your site, sending your backup by email to yourself or storing it to a cloud service, as well as restoring it to any server, plus any troubleshooting you may need.

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30/8/2010

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2 About Akeeba Backup

Akeeba Backup is a complete site backup solution for your Joomla!™ powered website. As the successor to the renowned JoomlaPack component, Akeeba Backup builds on its strong legacy to deliver an easy to use, yet powerful, solution to backing up, restoring and moving your site between servers of the same or different architecture.

Its mission is simple: backup your entire site - including all files and database contents - inside a standalone 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 in a single click manner, without the tedious work required to set up and test external utilities, without changing your server configuration and without having to dive into obscure configuration options.

If you want absolute 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 was [awarded at the J and Beyond 2010](#) international Joomla! conference as the best Administrator Only Extension and has received the second place in other community voting competitions. Our desire to provide the best backup software for Joomla! is only strengthened by these awards. We need you to succeed, though. If you get stuck, don't hesitate to contact us on our forum. We're here to help!

Important! Akeeba Backup and its utilities **require PHP 5 or later to be installed and activated on your server**. They will *not work at all* on PHP4 hosts. In fact, PHP4 is not maintained since August 8th, 2008 and is now considered insecure and vulnerable. Do not ask us to continue supporting PHP4. It's like asking us to support Windows 3.1. Do note that some servers have an option to switch between PHP4 and PHP5. If you get a parse error trying to use Akeeba Backup or Akeeba Kickstart, please ask your host how to make PHP5 the default.

2.1 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,](#) or download it in PDF format for off-line viewing.

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3   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.

3.1   Installing Akeeba Backup

Akeeba Backup comes in two different releases, both distributed under the terms of the liberal GPL v3 license. **Akeeba Backup Core** is distributed **free of charge** and contains all the functionality you need for simple to medium complexity backup jobs. You can download the latest version from our Downloads page. Akeeba Backup Professional is distributed to subscribers – with a subscription rate starting at about 40$/year – and contains all the functionality of the Core version, plus some additional features like cloud storage support, extended CRON options and integrated restoration. You can download it from the subscribers' download area of our site.

Once you have downloaded the component package – its name being something like `com_akeeba-3.1-core.zip` – login to your site's administrative back-end. Once in there, click on the Extensions, Install/Uninstall menu item.

In the next page, under the "Upload Package File" header, click on the Browse button and locate Akeeba Backup's installation ZIP file. Then, click on Upload File & Install

When the installation is over, the component installation summary page will appear:
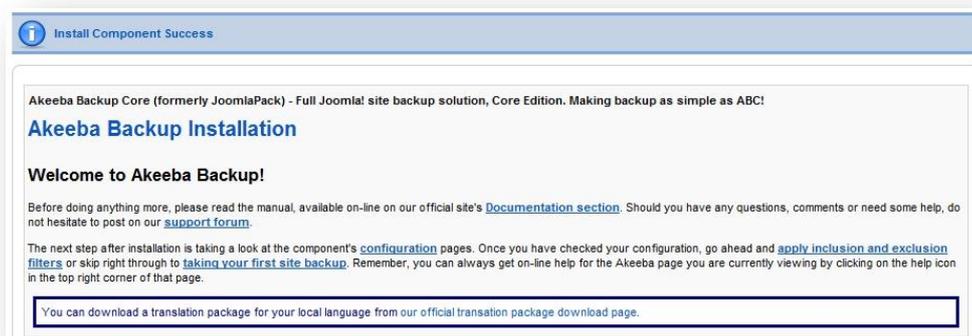
That's it! Akeeba Backup is now successfully installed on your site!

3.1.1   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.

If you are on a shared hosting server which isn't using suPHP – that's about 90% of shared hosting environments – you need to enable Joomla's FTP layer. You can find more information in jFooBar's Quick Guide and the official Joomla! 1.5 configuration page documentation.

Regarding the temp-path settings, please consult the "Why you can't install any extensions?" page in the Joomla.org wiki.

If nothing helps and you simply get a blank page when trying to install Akeeba Backup, please take a look at the Manual Installation instructions in our documentation.

3.2 Taking your first backup

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

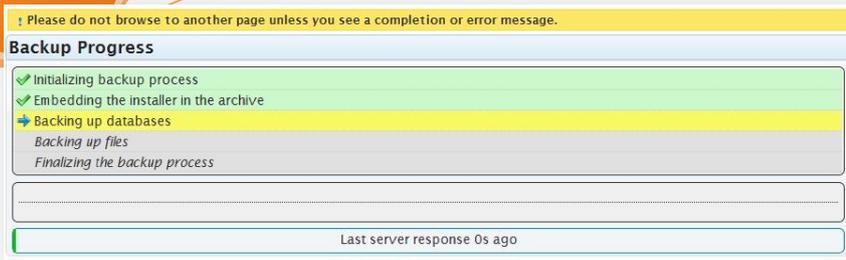This will take you to the component's Control Panel page:
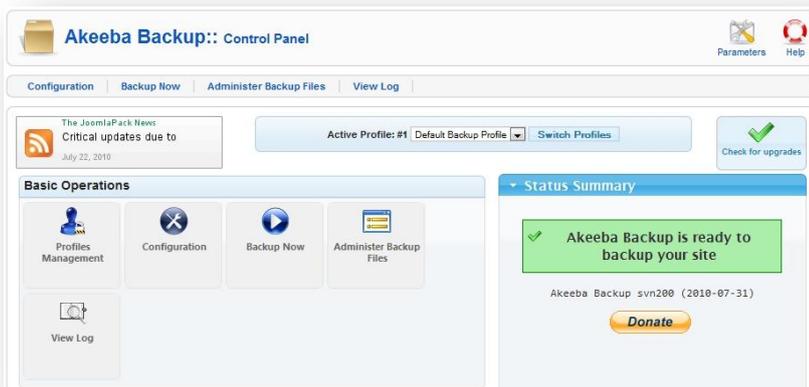
In order to take a simple backup, you don't need to configure anything else. Yeap, that's right! The factory default settings are adequate to get you started on the vast majority of web hosts. All you have to do is click on the "Backup Now" button. This will open the eponymous page of the component:

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. Then, simply click on that big "Backup Now" button. The backup progress page shows up:

! Please do not browse to another page unless you see a completion or error message.

Backup Progress

✔ Initializing backup process
✔ Embedding the installer in the archive
➡ Backing up databases
  Backing up files
  Finalizing the backup process

Last server response 0s ago

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:

Backup Completed Successfully

✔ Congratulations! The backup process has completed successfully. You can now navigate to another page.

▦ Administer Backup Files

🔍 View Log

That's it! Your backup is now complete.

But, my Control Panel screen looked different / broken!

This is a common problem with many hosts, attributed to the permissions given to Akeeba Backup's folders and files by Joomla! during its installation. In this case, you **must** give 0755 permissions to directories and 0644 permissions to files in the `media/com_akeeba`, `components/com_akeeba` and `administrator/components/com_akeeba` directories and all of their contents. This can be accomplished with an FTP program of your liking, such as FileZilla.

Using FileZilla, this is simple. For each of the aforementioned directories right click on it and choose *File Permissions*. In the numeric value type in 755, then click on "Recurse into subdirectories" and "Apply to directories only" and click on OK. Then, again right click and choose *File Permissions*. This time, in the numeric value type in 644, then click on "Recurse into subdirectories" and "Apply to files only" and click on OK. That's all! Reload the Akeeba Backup Control Panel page and everything should be fine.

Do note that if you don't do this step, Akeeba Backup will not work properly or at all!

3.3 Fine tuning and problem solving

Sometimes, you'll get some backup issues which will prevent you from taking that first backup. Do not despair! We can sort them out.

First, make sure that you have adequate free space on your account. Most hosts give you a finite amount of disk space you can use on your site, simply referred to as the "quota". As a rule of thumb, we suggest that you have about 40% to 50% of your quota free before taking a backup. If you do not have enough disk space, the backup will of course not work. Makes sense, right?

The other thing you might bump into is the permissions of the backup output folder (by default it is `administrator/components/com_akeeba/backup`). Due to the nature of the backup process (appending to files), Akeeba Backup can't use Joomla's FTP layer even if it is enabled. As a result, it needs PHP to have write access to the backup output directory. If you are unsure about this, you can try a simple workaround. Using your favorite FTP program, give this directory 0777 permissions. Inside this directory there is a .htaccess file. Give this file 0644 permissions. If you're not sure how to do that, take a look at the blue box further up the previous page for detailed instructions. If you are security-minded, do note that this set of permissions is perfectly safe; even though the directory is writable by anyone, the .htaccess file which restricts web access is not and therefore these settings are as secure as they can be.

Another common problem is that some hosts (e.g. Strato, 1and1, 000webhost and Freehostia) impose a maximum size to the files you can create in their systems. In this case, we can modify Akeeba Backup's behavior so as to create a "split archive", i.e. split the backup archive in several files to get over this restriction. In order to do that, first click on the *Configuration* button in Akeeba Backup's Control Panel page:

This will open the Configuration page. In there, find the "Archiver engine" setting under the "Advanced configuration" header and click on the Configure button on its right. This will open a new pane underneath this line:

Click on the slider next to the "Part size for split archives" setting and use your keyboard's arrow keys to set it to 2Mb. If you are on a free web host, you might want to try an even lower setting, such as 500Kb or even 250Kb. Now click on the Save button on the very top of the page and retry backing up your site.

Some other hosts are not compatible with Akeeba Backup's default AJAX method of communicating with the server while backing up your site. On those hosts you can use a simple workaround method. Simply go to Akeeba Backup's Configuration page and check the "Use IFRAMEs instead of AJAX option":

After you do that, just click on Save and retry backup.

Sometimes you may have to switch browsers, especially if you see the initialization step going on forever. Try using a clean installation of Firefox Portable from PortableApps.com.

If you still can't produce a backup archive, please post your issue on our forum, http://www.akeebabackup.com/forum.html. Please try to give a detailed description of what you did, what you see on the screen and some information about your host. Also remember to attach a copy of your backup log file. In order to do that, click on the View Log button in the Control Panel, then select "Backend" in the "Please choose a log file to display" box. Finally, click on "Download log file", then ZIP and attach this file to your forum post. If you do not attach a log file to your post we can't help you. The log file is our only way to understand what happened when the backup failed, which is necessary to help you resolve your backup issue!

3.4 Downloading your backup files

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

3.4.1 The easy method

The easy method can be performed directly from the component. From the component's Control Panel, please click on the "Administer Backup Files" button:

In the following page, you will see a list of all your backup attempts. Those marked with an "OK" status have their archives still on the server:


In order to download the backup archive, simply click on the file name in the "Archive" column. If you have a multi-part archive, the file name will not be linkable, but it will display Part 01, Part 02, etc links. Click on the links and download all the backup parts. If you skip even one part, your archive cannot be restored!

Once you download the backup archive and all of its parts, you should delete the backup archive from the server in order 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:

Delete Files
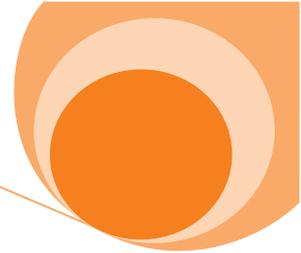
3.4.2 The recommended method

The problem with the easy method is that sometimes it might not work, or your browser (especially earlier 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`). You will see a list of the backup archives and log files:
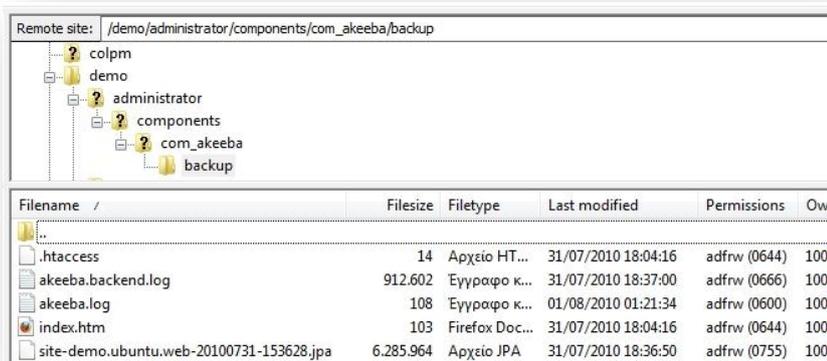
Before transferring a file, click on the Transfer menu, expand the Transfer type submenu and select Binary from the list. *This step is extremely important!* If you leave it to the default setting (Auto) or choose ASCII the transferred archive will be corrupt and you cannot restore it!
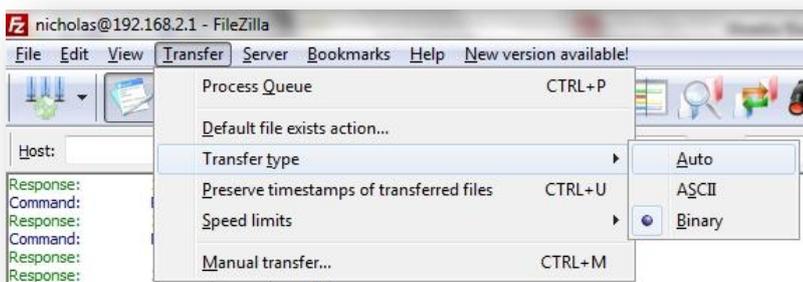
After you do that, just download the backup archive and, if it is a multi-part archive, all of its parts as well. Afterwards you can delete the backup archive and its parts from the server to conserve disk space and enhance the security of your site.
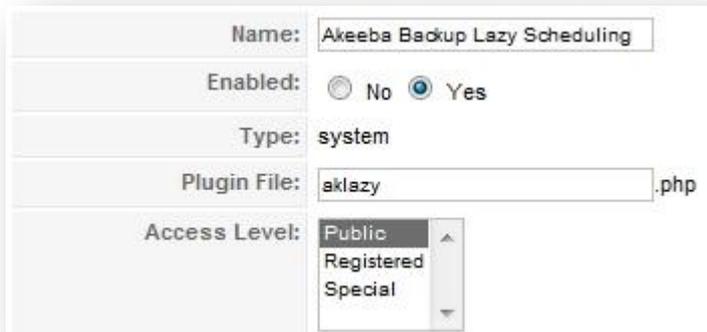
4 Automate the backup

4.1 Using the Lazy Scheduler plug-in

Since Akeeba Backup version 3.1.b1, there is a new option for automating your backup, using the Akeeba Backup Lazy Scheduling plug-in (plg_aklazy). This plug-in will automatically trigger a backup using your site's visitor traffic. In other words, as long as there are visitors on your site, loading sufficient front-end or back-end pages, the plugin will be taking a backup using your preferred backup interval.
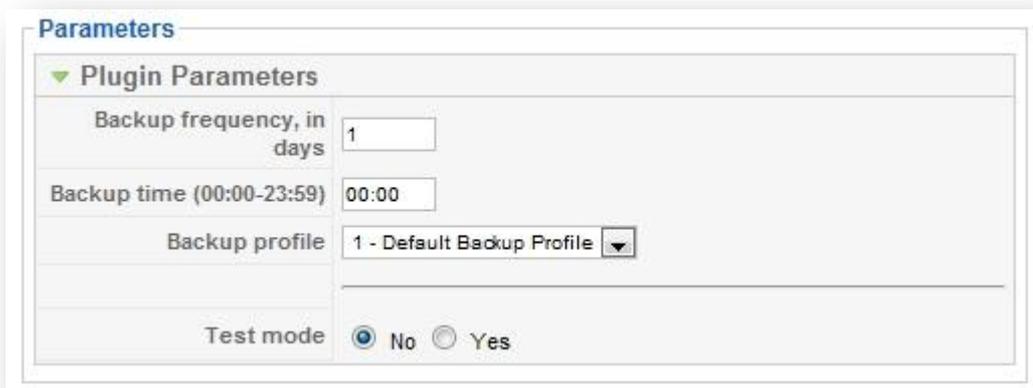
The plug-in is a separate download from the component, but available on the same download page. Simply download the ZIP archive named plg_aklazy-<VERSION>.zip and install it on your site using Joomla!'s extension installer, just like you did for the component itself.

In order to configure the plug-in, please go to the Extensions, Plugin Manager menu item in the back-end (administrator) main menu. In the Select Type drop-down box, please select system. Now find the Akeeba Backup Lazy Scheduling item and click on its title. This will open the plug-in's parameter editor. For the plug-in to work, you must set the Enabled option to Yes in the left-hand column:

The right hand column allows you to set the options for the plugin itself:

There are two options you should modify right now. The "**Backup frequency, in days**" option defines how often the backup will run. The backup will execute every X days. For example, if you enter 7 then the backup will execute once every week. If you want the backup to run more than once daily, use a decimal number. For example, a value of 0.5 will execute the backup every half a day (12 hours). Do note that the decimal separator MUST be a dot, even if you are used to use a comma in your locale. The "**Backup Time**" option defines the preferred time of the day of the (first) backup. Use the HH:MM 24-hour (a.k.a. "military") format. For instance, 09:42 means 9:42 a.m. and 21:42 means 9:42 p.m. This is in the *server time zone*, which is not necessarily the same as your local time zone.

The functionality of plg_aklazy depends on its ability to create and read some files in the `cache` folder of your site. If you are on a shared hosting server which doesn't use suPHP (the majority of shared hosts) you must enable Joomla!'s FTP layer in the Global Configuration and store the FTP username and password. In any other case, the plg_aklazy plugin will malfunction and cause an infinite amount of backups to start. This is how your web server works; there is nothing more we can do about it.

Finally, if you are using a third-party SEF solution, such as sh404SEF or AceSEF, you must specify the `aklazy` and `nonce` URL parameters – reserved for use by the plug-in – as "non-SEF", i.e. that they should not be used as part of a SEF URL. Failure to do so will cause plg_aklazy to fail, or cause other problems with your site's

functionality. If you are unsure how to do that, please consult the author of your SEF component. We can't help you with this part, as we can't possibly know how all SEF components work.

4.2 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.

In order to enable it, please log in as a Super Adminsitrator and go to the Control Panel page of the component. Click on the Parameters icon in the toolbar:

In the page which opens, 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.

Our next step is to actually configure the CRON job itself. Most hosts offer a CPanel of some kind. There has to be a section for something like "CRON Jobs", "scheduled tasks" and the like. The help screen in there describes how to set up a scheduled job. One missing part for you would be the command to issue. Simply putting the URL in there is not going to work. This also means that if your host only allows you to put a URL to run as a "CRON job" this method will not work for you. It's best to use the plugin method described in the previous section.

If you are on a UNIX-style OS host (usually, a Linux host) you most probably have access to a command line utility called `wget`. It's almost trivial to use:

```
wget --max-redirect=10000 --output-document=/dev/null
"http://www.yoursite.com/index2.php?option=com_akeeba&view=backup&key=YourSecretKey&format=raw"
```

This command goes in a *single* line. Replace www.yoursite.com with the real domain of your site and *YourSecretKey* with the Secret Key you set up in the previous step. If your host doesn't support `wget`, it might support the `curl` command. This is especially true for the SiteGround host. In this case, use the following command

```
curl -b /tmp/cookies.txt -c /tmp/cookies.txt -L --max-redirs 1000 -v
"http://www.yoursite.com/index2.php?option=com_akeeba&view=backup&key=YourSecretKey&format=raw"
```

This command also goes in a *single* line.

If nothing of this works, please consult your host about the proper way to schedule calling a web page with redirects on their servers. You may also want to browse through our User's Guide for more information and workarounds.

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

5   Moving the backup off-site

5.1   Send it to yourself by email

Akeeba Backup Core and Professional 3.1 and later have a nifty feature. The "backup-to-email" feature – as we affectingly call it –will allow you to send the backup archives to yourself by email. The big gotcha is that due to the way emails are handled by PHP you **must** use the split archives option with a part size of 1 to 2Mb. The corollary is that this option is becoming hugely inconvenient for archive over a couple of dozen Megabytes. If you don't, memory and time out errors will occur. In order to do that, first click the Configuration button in the component's Control Panel:

Then, click on the "Configure…" button next to the archiver engine:

A new pane opens right below. Find the "Part size for split archives" setting. Click the square slider with your mouse and use the left/right arrow keys on your keyboard to fine tune the setting until the reading in the far right is somewhere between 1 and 2 Mb. On some hosts With restrictive settings you may have to use even smaller values, e.g. 0.50Mb.

Next up, we'll be configuring the email options. Still in the Configuration page, find the "Data processing engine" setting and select the "Send by Email" option. Then, click the "Configure…" button next to it.
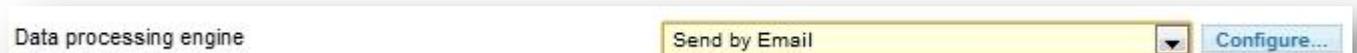
A new pane with settings opens right below:

The "Process each part immediately" will try to send you each backup part as soon as it's ready. If left unchecked, all backup parts will be sent to you at the finalization stage of the backup. 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 "Email address" and "Email subject" are, hopefully, self explanatory options.

Important! Akeeba Backup uses Joomla's email subsystem. If you don't receive emails after backup and you see warnings about emails not being sent, please do not ask for support on our forums as we can't help you setting up your Joomla! site. We will just tell you that you will simply have to go to Joomla!'s Global Configuration page and set up your site's email, as described in the "Mail Settings" section of Joomla!'s on-line help system.

## 5.2   Use a cloud storage service

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

While the backup-to-email feature is good for small sites, if you have a larger site it simply won't cut it. Luckily, there is 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 RackSpace CloudFiles, DropBox, Amazon S3, Microsoft Windows Azure BLOB Storage and also offers the ability to upload the archives on remote FTP servers. The list is going to greatly expand in the future. In this example, we'll be using Amazon S3, but the idea is the same with all engines.

The first thing you need to have in mind is that Akeeba Backup needs to be able to transfer the backup archive from your host to the remote storage service. The bigger the file to transfer and the slower the connection between your host and the cloud storage provider the more time this operation requires. PHP is usually bound by a time limit imposed by your host; therefore the upload process must not take more time than this threshold. Since we can't influence the connection speed, the only thing we can do is enable the split archives features and use a part size in the range of 1-20Mb, depending on the host's connection speed. This is a trial-and-error operation, normally required only the first time you'll be setting up the cloud storage service integration. In order to do that, first click the Configuration button in the component's Control Panel:

Then, click on the "Configure…" button next to the archiver engine:
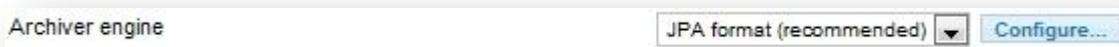
A new pane opens right below. Find the "Part size for split archives" setting. Click the square slider with your mouse and use the left/right arrow keys on your keyboard to fine tune the setting until the reading in the far right is somewhere between 1 and 20 Mb.

Next up, we'll be configuring the cloud storage integration. Still in the Configuration page, find the "Data processing engine" setting and select the cloud storage service option which best fits you, i.e. "Upload to Amazon S3". 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. 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. If you are in doubt about what's the endpoint, please contact us on our forum.

Akeeba Backup Professional includes support for a wealth of cloud storage services besides Amazon S3 –such as CloudFiles, Microsoft Azure, DropBox– and the list is growing bigger with every release.

6   Restoring your backups

There is an old mantra in the computing world: a backup not tested is not a backup. We strongly believe that you should routinely test restore some of your backups on a local server, at least every time you upgrade Joomla! or one of its components. This will not only ensure that your backup is valid, but will also give you confidence that you can restore your site should the unthinkable happen. For the purposes of this guide we will assume that you are using a Windows™ computer, but links are provided for the necessary software on the popular Linux™ and Mac OS X™ operating systems.

Do note that 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. As a matter of fact, template companies like JoomlaXTC and Magic Themes are using our software to distribute their all-in-one packages (Joomla! with a preinstalled template), thanks to this property of the Akeeba Backup archives.

6.1   Preparing a local server

One of the most common reasons for restoration failure is the PHP version. Most pre-packaged PHP installations are using the leading edge PHP 5.3 release. Unfortunately, this release is not fully backwards compatible with PHP 5.2 and 5.1, the versions most commonly used on live servers. To make things worse, many developers have not updated their extensions (components, modules, plug-ins and *templates*) to take into account the peculiarities of PHP 5.3. As a result, we strongly recommend installing an older release of a pre-packaged PHP installation, one with PHP 5.2, in order to avoid bumping into problems. We have found that older XAMPP releases comply with these requirements. The appropriate versions are:

- [Version 1.0.1 for Mac OS X](#)
- [Version 1.7.1 for Linux](#)
- [Version 1.7.1 for Windows](#)

Just install this package on your local computer in order to have a PHP-capable server compatible with most live servers' setup.

Alternatively, you may use [Zend Server CE (PHP 5.2)](#). But watch out! There are always two different versions of Zend Server CE. One is with PHP 5.2 and one with PHP 5.3. In order to enjoy your Joomla! site without errors, always use the PHP 5.2 version.

6.2   What you need before beginning

In theory, 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 three different ways to do that.

For starters, if you are using the ZIP file format you should be able to extract the archive using your favorite archive manager application. Do note that some popular free archive managers implementing the InfoZIP library – such as 7-zip and Linux' "unzip" – cannot handle split archives and will mistakenly report them as corrupt! We recommend using a tool such as WinZIP, WinRAR or PKZIP for Windows. Once you extract the files, just move them to the site where they will be restored and access the installation script as http://www.yourdomain.com/installation/index.php and then consult the "Using the restoration script (ABI)" section of this Quick Start document.

If you are using the JPA or JPS formats, or if you are using the ZIP format but don't have access to a compatible archive extraction utility, we have a solution for you. Our free Akeeba eXtract Wizard is available for Windows, Linux (32 and 64 bits) and Mac OS X and will extract the backup archives locally, just like any other archive extraction utility. The rest of the process is the same as the previous case.

Finally, you may want to use our Akeeba Kickstart archive extraction script. Kickstart is a single PHP file which allows extracting a backup archive directly on the server. Since you transfer only a single bulky archive and a small PHP file to your server, it cuts down the upload time by up to 50%. Kickstart is smart enough to give you direct links to the installation script of the extracted archive, as well as clean up after the restoration is over. It's so neatly integrated with the rest of the Akeeba Backup restoration process that many people still confuse it as a restoration script when it's nothing but an archive extraction tool which runs on your server instead of your desktop.

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. The default database table prefix is jos_, but you may use anything you want. It's best to pick a name consisting of three to four letters and 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" options in the Akeeba Backup 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 Akeeba Backup Installer can work around this limitation with its "Force UTF8 collation on tables" option.

6.3   Using Kickstart to extract your backup archive

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 in 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 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 `kickstsart.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.

> ***Special note for most shared live hosts:***
> **If you are restoring on a shared live server which doesn't use suPHP (the majority of live servers) you may need to use Kickstart's FTP mode if and only if the Directly 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!**
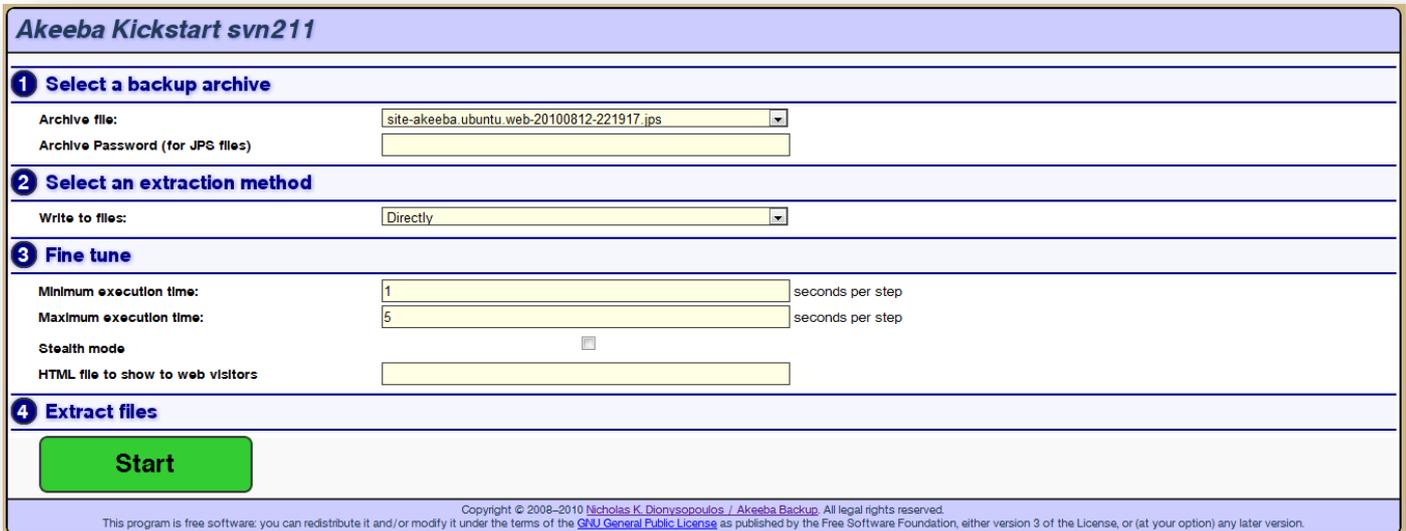
Once you're ready with the preparation, launch Kickstart by visiting its URL which looks like http://localhost/mysite/kickstart.php on local hosts, or http://www.yoursite.com/kickstart.php on live hosts.

The first page is a reminder of key facts about Kickstart:
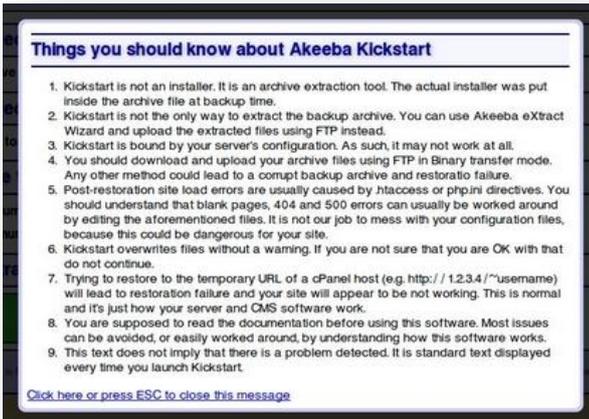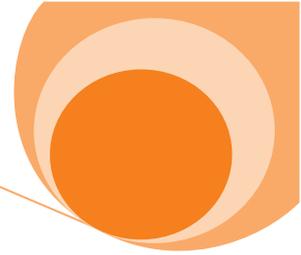
After reading it, press ESC to close the information window and display the main interface:

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 unwriteable 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:

**FTP host name:** Use the domain name to access your site's FTP server

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

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 htdocs, httpdocs, http_docs, public_html or www. 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.
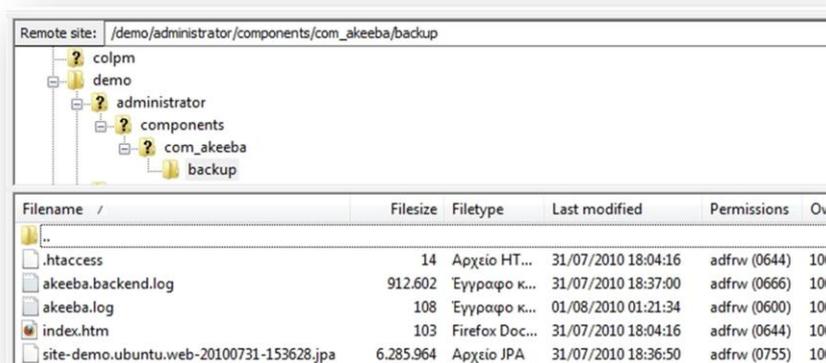

Temporary directory: If you followed the steps in the blue box above, you have already created a "kicktemp" directory with 0777 permissions. If not, do it now. After that, just append "/kicktemp" (without the quotes, of course) to the Temporary Directory box.

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 Start button. Kickstart will start extracting your site's files:
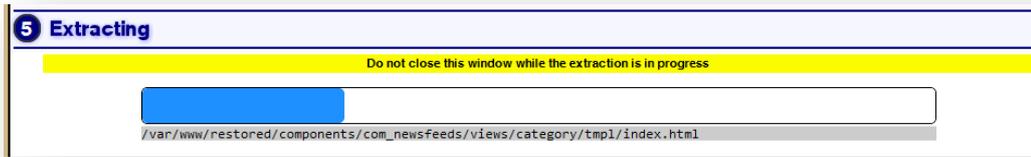
If you get an "Unwritable file" error message, go back and enable the "Use FTP" option before re-trying extraction. If all else fails, extract the archive locally and upload the extracted files to your site by FTP.

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 .z01, .z02, etc (ZIP) or .j01, .j02, etc (JPA/JPS). You have to upload all of those files for the extraction to work.

The other think you must check is how you downloaded and uploaded the backup archives. As mentioned in "The recommended method", 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 Akeeba Backup Installer, the restoration script which was included in your archive file and is just extracted to your site:

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.

## 6.4   Using the restoration script (ABI)

6.4.1   Accessing ABI

Accessing the restoration script 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.

6.4.2   The System Check Page

The first page you see is ABI's welcome and basic system check page:
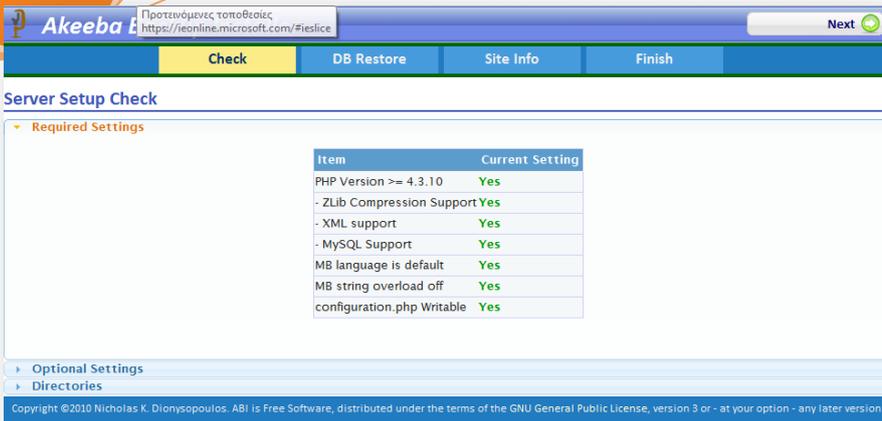
If any of the settings under the "Required Settings" header is red, most probably the restoration will fail, or Joomla! will not run properly. Several users have reported that even when the "MB language is default" is set to "No" your site does get restored and does work properly. Take this reported success with a grain of salt, as the Joomla! project recommends otherwise and continue the restoration at your own risk.

You can click on the "Optional Settings" to view a series of settings and their recommended values. If any of those values is in red, your site will be restored and will most likely work without a problem. It is common to have 2-4 red items on most commercial hosts and we can attest that Joomla! works just fine on them.

Note: If you see a message that your session save path and your installation directory are both unwritable, you need to give the installation directory 0777 permissions using your favorite FTP client, e.g. FileZilla, then reload the installer's page in your browser. If reloading ends up in a blank page or a "500 Internal Server Error" page, change the permissions back to 0755. If reloading ends up displaying the same message, or if you had to revert the permissions to 0755, try clicking on the Next button anyway. If it throws the error message "Database definitions not found", please contact your host and ask him to fix the PHP session save path so that it's writable by your account. They will know what to do.

When you're ready, please click on the "Next" button to proceed to the database setup page.

6.4.3   The database restoration page

The first thing you see in the database restoration page is the "Connection parameters" pane. It is pre-populated with the connection settings of the site you backed up. If you are restoring to a different site, you must change it. Start with the database type. It's usually "mysql", unless you are using MySQL 5 and are using software which requires the "mysqli" (with a trailing "i" in the name) database type, e.g. extensions based on the Nooku Framework. If this sounds like Greek to you, just leave the default option and move on. The rest of the connection options are those mentioned in the "What you need before beginning" chapter.

After entering this information, click the "Advanced Options" header to open that pane. Your page now looks like this:

The "Existing tables" option lets you decide what to do with tables which have the same name as those currently

being restored. The default "Drop existing tables" option will delete same-named tables without asking. The "Backup existing tables" option will keep a copy of those tables, changing their name prefix to bak_, i.e. an existing jos_users table will be renamed to bak_users. Existing bak_ tables will be deleted before the rename.

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

Next up, click on the "Fine-tuning" header below to open the final database options pane:
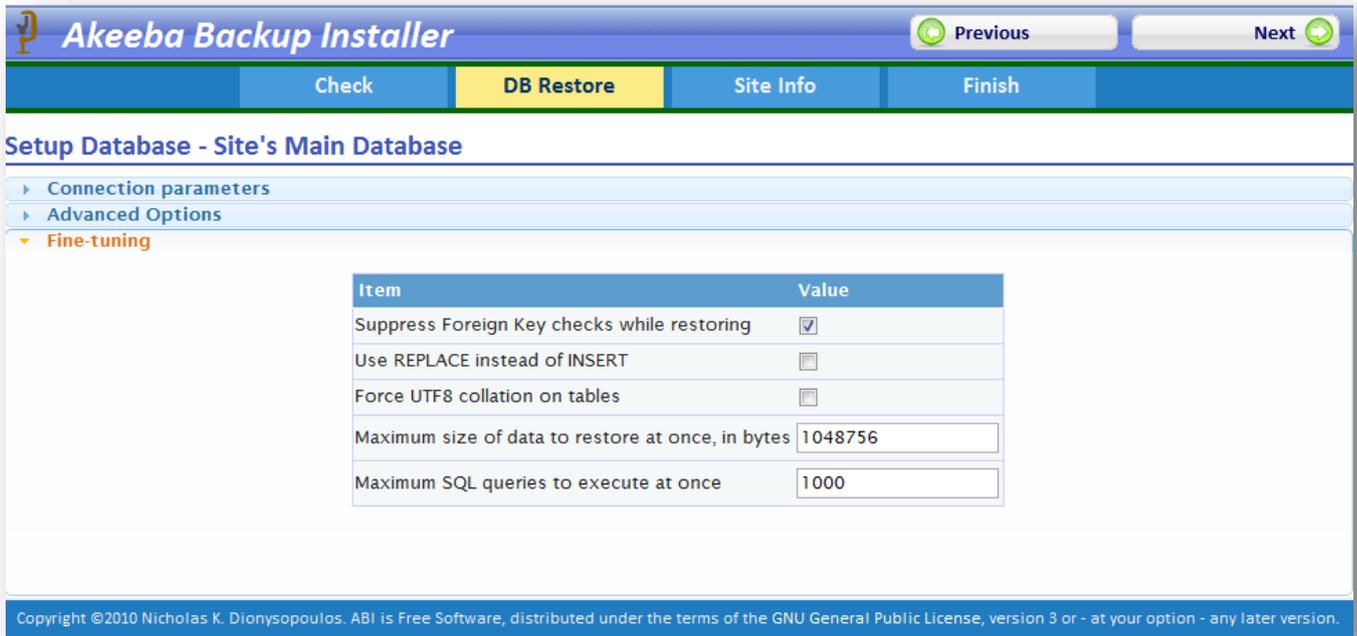
"Suppress Foreign Key checks while restoring" allows you to restore cross-linked tables without MySQL errors. Leave it on. "Use REPLACE instead of INSERT" may be required if you keep getting MySQL errors about rows already existing in your tables. "Force UTF8 collation on tables" should be enabled on 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.

The other two settings should be left at their default values unless you are restoring on a slow host or on a Windows local server and the restoration never finished or throws timeout errors. In that case, try setting the following:

- Maximum size of data to restore at once: 104875
- Maximum SQL queries to execute at once: 50

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:
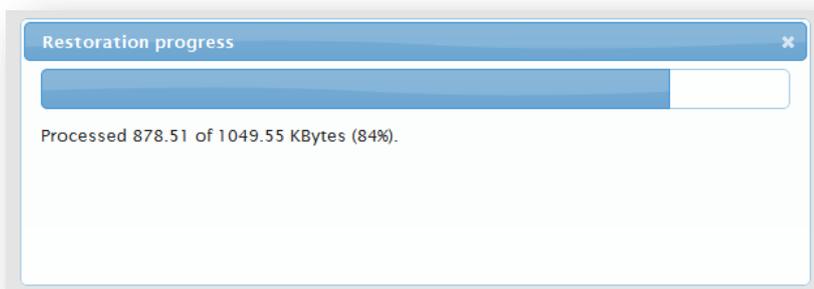
While your database is restoring, you will see the progress bar filling up and the information line below informing you of the processed and total size of the database dump file. Should an error occur, you can close the dialog, modify the settings and retry by clicking the "Next" button again. Once the restoration is over, the dialog changes into something like this:
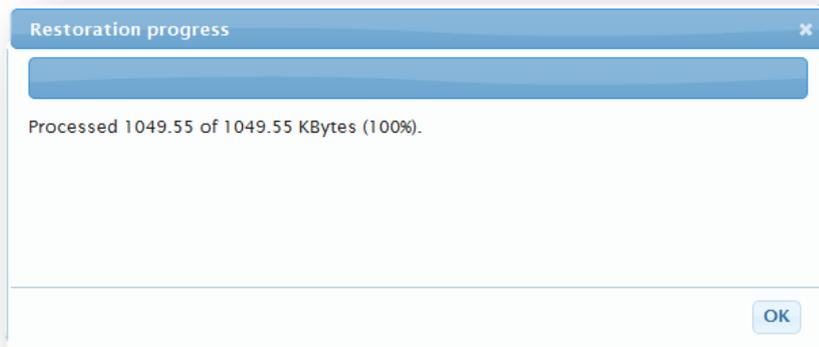
Just click on the OK button. If you have more databases to restore (only backups made with the Professional version, using the Multiple Database Definitions feature) you will see the database setup page again, but the header will read the name of the extra database instead of "Site's main database". If you don't have extra databases to restore, upon clicking OK you will be taken to the Site Information page.

6.4.4 The Site Information page

The Site Information page consists of four panes 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 prepopulated with the values read from the configuration.php file which was present in your backup archive's root.

The first pane is called "Site Parameters" and contains the most basic options for your site:
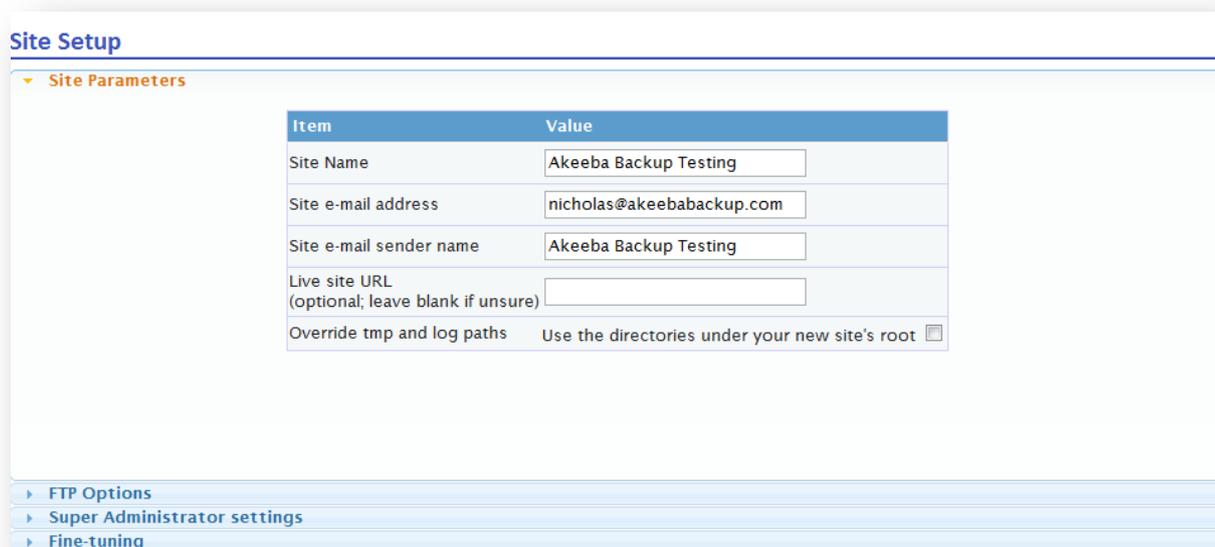
The "Site Name" is the name of the restored Joomla! site which appears throughout the Joomla! application. The "Site e-mail address" is the e-mail address from which all e-mail sent out from your site will appear to originate from. Similarly, the "Site e-mail sender name" is the sender's name appearing 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!).

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 pane, dubbed "FTP 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 htdocs, httpdocs, http_docs, public_html or www. Look at the right hand pane, above the folder tree ("Remote site" text box). This is what you want:
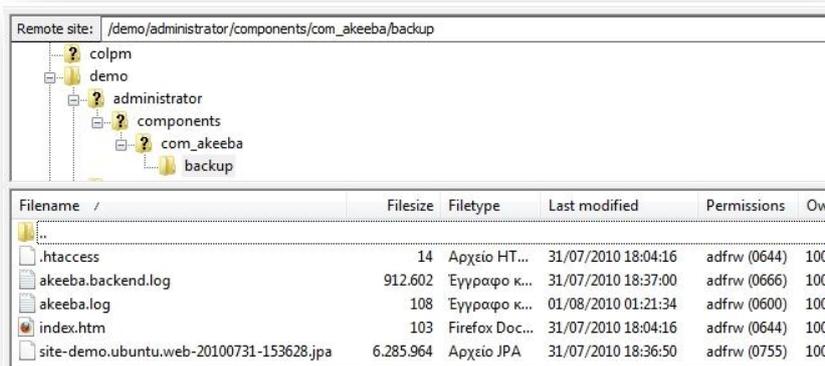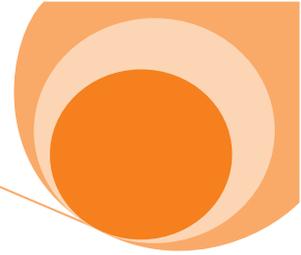
Copy it and paste it in the Directory box.

The second to final pane is the "Super Administrator settings" one:
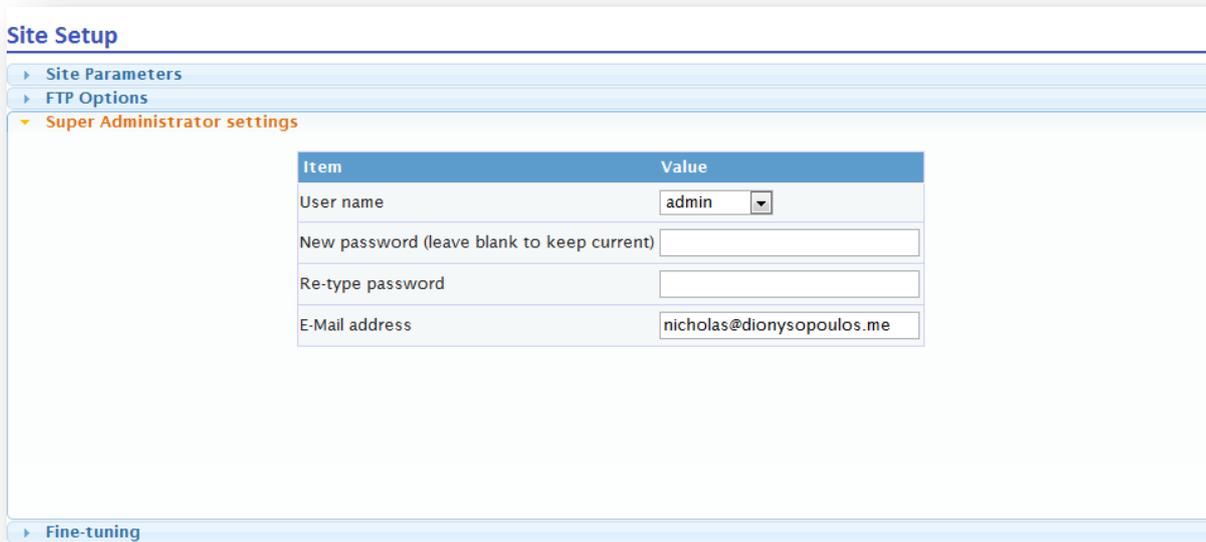
In this pane you can change the details of one of the Super Administrators on your site. First, select the username of the Super Administrator you want to modify from the "User name" drop-down list. Then, simply type and retype the new password in the two fields below. The final field, "E-mail address", 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.

Finally, we have the "Fine-tuning" pane with advanced settings meant for power users and site builders:
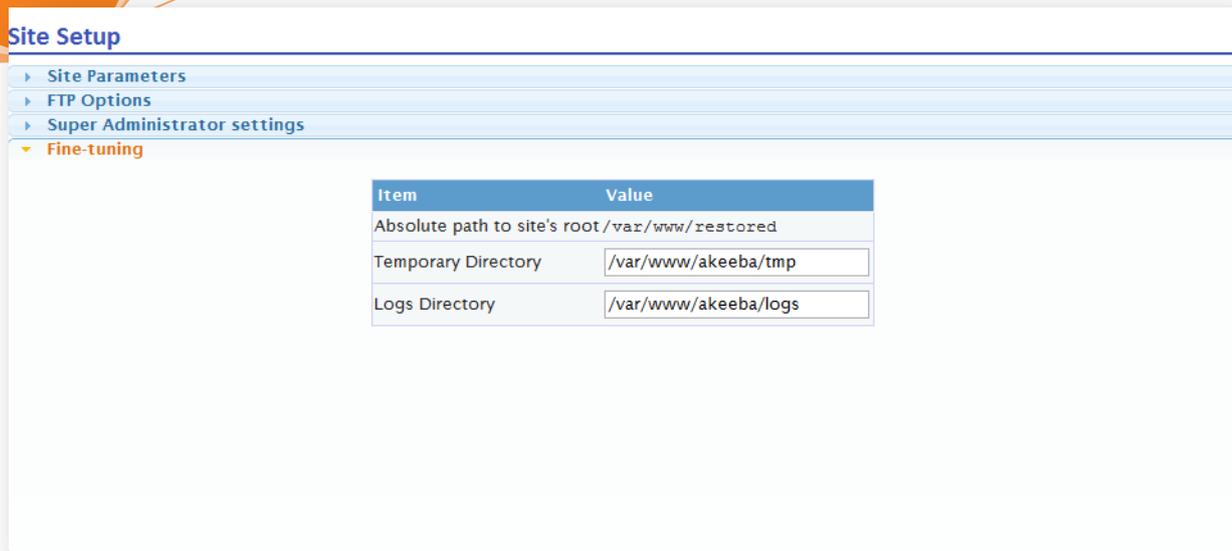
The two options you can modify are the Temporary Directory and Logs Directory paths. For your convenience, the absolute path to the site's root is displayed above. You should only need to use these fine-tuning parameters if you want to place the tmp and log directories outside your site's root.

Finally, click on the "**Next**" button to let Akeeba Backup Installer write your site's new configuration.php file and display the final page.

6.4.5 The "Finish" page
Normally, you should see a success message like this:
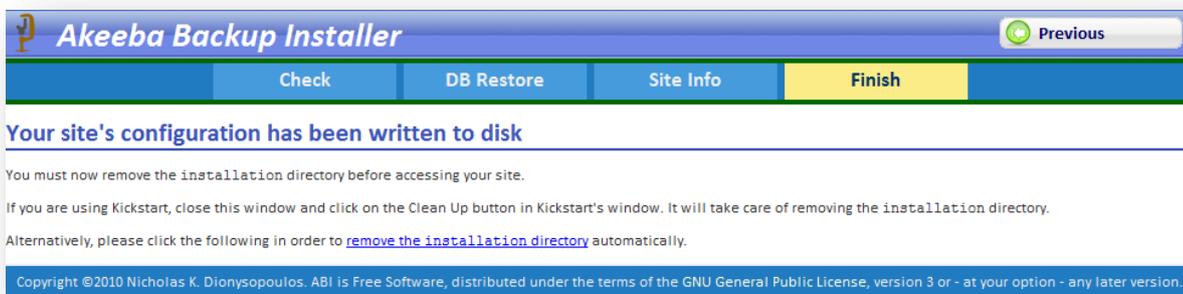
If ABI could not write to the configuration.php file, it will present you with a dialog box informing you of this fact. You can close the message by clicking on the "X" button on its top right corner. You can then copy the contents of the text area and paste it into your configuration.php file - replacing 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:
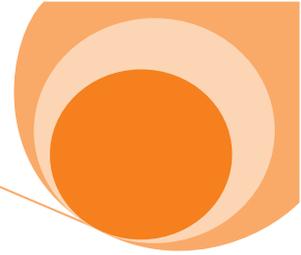
Just click on it and it will automatically remove the installation directory, the backup archive, `kickstart.php` and its translation files, as well as rename htaccess.bak to .htaccess and php.ini.bak to php.ini respectively. No further action is necessary. Your restored site is ready for use.

> *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" link to have ABI try to remove the installation directory automatically. If it succeeds, it will present you with a success dialog:

Just click on the "OK" 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'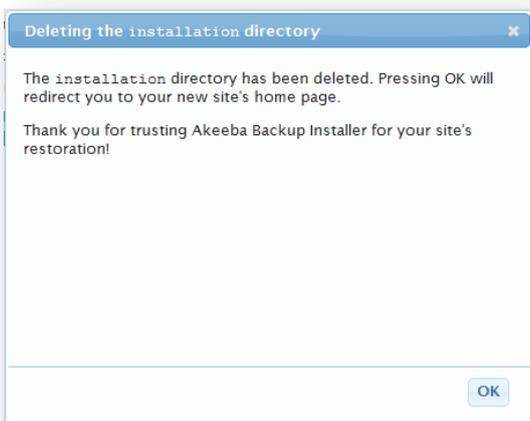s "Clean Up" button you need to manually rename htaccess.bak to .htaccess and php.ini.bak to php.ini, as well as remove the archive file, `kickstart.php` file and all its INI files and the "kicktemp" directory (if present) manually.

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.

6.5 Dealing with post-restoration issues

6.5.1 Basic troubleshooting

If after the restoration you experience the index.php downloading as a file instead of executing (download dialog on your browser), or you get a blank page or a 500 Internal Server Error page you have to make sure that there are no settings transferred in files from your old server which are not compatible with your new host. The most notable culprits are .htaccess and local php.ini directives. Look in your site's .htaccess file for directives such as php_value, php_flag and AddHandler. Try commenting them out (putting a hash in front of the line) to see if it

helps. Another thing you should look into is the RewriteBase line. Normally, you need something RewriteBase / if your site is on the root of the domain, or RewriteBase /mydirectory if it's inside a directory named mydirectory. Moreover, if you are restoring on a local host, you have to make sure that your server is loading the mod_rewrite module, otherwise you will most assuredly get a blank page or a 500 Internal Server Error. If none of this helps, look for a file named php.ini inside your site's root. If it exists, try renaming it to php.ini.bak and retry loading your site.

GoDaddy users will find out that the .htaccess changes need 10-30 minutes to take effect. This is a limitation of your host. Normally, these changes should take effect immediately, as happens with pretty much every other host including local installations. You can feel free to write an email to GoDaddy and urge them to fix this broken behavior. Please don't write to us claiming that changing the .htaccess bears no result. We know! You just have to wait... and wait... and wait some more. We can't fix their broken servers and we are as much frustrated with their service as you are.

If you are using WAMPserver on Windows you must note that mod_rewrite is not loaded by default. In order to enable it, you have to click on WAMPserver's tray icon, Apache, Modules and make sure that Rewrite is checked. If not, click on it and wait for the server to restart. This is required only the first time you restore to a WAMPserver installation and only if you have SEF URLs turned on and you are using Joomla!'s .htaccess file.

Sometimes you might be getting URL errors. For example, the first page might display but clicking on any link returns a 404 error, while some other times the first page displays very weird, like the CSS and images are not loading. Both of those issues have nothing to do with the restoration itself, but your server setup and a clash with how Joomla! works. The easiest way to work around it is using the $live_site variable in your configuration.php file, if you haven't already set it up in ABI's "Site Setup" page. Edit the configuration.php file in the root of your site and modify it so that the line starting with var $live_site looks like this:

var $live_site = "http://www.mysite.com";

or (if you have installed in a subdirectory):

var $live_site = "http://www.mysite.com/mypath";

This will let Joomla! figure out the correct URLs to your site's CSS files, images and links and these errors will go away.

If you restored to a server which required the $live_site hack, next time do yourself a favour: use ABI's feature for changing the $live_site variable. It is available in the second to last step of the restoration procedure, just under the text boxes where you define your site's name and email details.

Something else you might want to consider is the PHP version of the original and new server. If your original server was running on a newer version of PHP than the new server, you might end up with a blank page. This is especially true if your original server was using PHP 5.2 or later and your new server is using PHP 5.1, or if your new host has disabled some critical PHP functions. This is not a restoration problem, rather than a hosting configuration error. Some modules, components or plugins you have installed might be using functions which are not available on your new host. The only way to understand if this is the case is to have your host take a look at the error log and reconfigure your hosting environment to fix this issues. If you are restoring to a local server, you might have one version of PHP which is too new for Joomla! to work with. Most prepackaged server environments use the latest PHP 5.3 release which might cause some glitches with Joomla!. In this case, the only solution is to downgrade your server environment to a version which uses PHP 5.2. WAMPserver users might want to download and use PHP 5.2 packages from WAMPserver's site.

Finally, some people see PHP errors (Deprecated, Notice, Warning) when accessing their website which most of the times this is not a problem with the restoration but an issue with the server configuration. In most cases you can simply set Error Reporting to None in Joomla!'s Global Configuration page. If this doesn't work, please ask your host for information on disabling PHP's error output to the browser. Anyway, it's a good idea to do so in the first place! You don't want any minor glitch to reveal sensitive server configuration information to potential

hackers. If you are your own host, e.g. using a local installation of WAMPserver, XAMPP, MAMP, etc., the easiest way to do that is by editing your php.ini file and setting error_reporting = E_ERROR. Remember to restart Apache for the change to have any effect at all!

6.5.2   Internal server errors or index.php downloading instead of showing the site

Most usually this problem manifests itself in one of the following ways when trying to access your site:

- A blank page is shown
- A "500 – Internal Server Error" server error page appears
- Your browser prompts you to download index.php as a regular file instead of displaying your site

This most probably means that your .htaccess file contains directives which your web server doesn't understand. We'll try to work around these issues.

The first thing you have to check if your server has mod_rewrite enabled. On most commercial hosts using the Apache or Lighttpd web server software it is already enabled and shouldn't cause any problem. If in doubt, ask your host. On local servers, it's another story. For example, on WAMPserver it is not enabled by default, so you have to click on its tray icon, go to Apache, Modules and make sure that mod_rewrite is ticked; if not, click on it to enable it. Other server packages require you to edit the httpd.conf or run other system commands. Please consult your server package's documentation for more information on enabling mod_rewrite.

The other thing which might interfere is directives enabling PHP 5 on one host, but causing a conflict on another host, or on a local server. Usually they have a format like this:

AddHandler application/x-httpd-php5 .php

You most probably have to remove those lines beginning with AddHandler, especially if your problem is that you get a bunch of code, or the web browser offers to download index.php, instead of your site's front page. You most certainly have to remove such lines if you are restoring on a local server.

You should also try commenting out lines (by placing a single # character in front of them) which look suspicious to you, because any of those directives may cause trouble. If in doubt, get a fresh Joomla! package, extract the htaccess.txt file from it, rename it to .htaccess and upload it to your host.

Finally, you should note that some servers do not accept .htaccess. Putting such a file on your site's root will make the server throw an HTTP Error 500: Internal Server Error as soon as you try to access your server. If this happens, you need to have a little chat with your host.

As a side note, we might also add that some third party components, such as DOCman 1.4.x and VirtueMart 1.x, store absolute paths in their configuration files. If you restored to a different location / server than the one you originally had the site you backed up, trying to access your new web site's public front-end might result in blank pages or HTTP Error 500. You will have to edit the configuration of those components and ensure that you have changed the paths to reflect the correct paths on your new server / location. Special notes for VirtueMart and Community Builder are available further down this document.

6.5.3   Link problems

This issue usually manifests itself with one of two ways:

- The original site loads instead of the restored site
- The front page displays, but clicking on any of the links throws a "404 – Not found" server error

There are two possibilities here. The first is that you have redirections in your .htaccess file, for example directing all traffic to the www prefixed site or to a specific domain, e.g. all traffic to www.example.com, even if it referenced example.com or example.net in the URL. Such problems are easy to spot because you have put this code in the .htaccess file and you should know about what it does. Just remove it or comment it out.

Another possibility is that you have to set or change the $live_site parameter in your site's configuration.php. Normally, Joomla!™ is able to determine the absolute URL to your site's root without your help. However, it looks like that some servers lie, most notably Microsoft™ IIS™, so we have to help our favorite CMS with that. You had the chance to set this URL during the restoration, but it's never too late. Just edit the configuration.php file on your site's root with a plain text editor, e.g. Notepad++ or Kate, and find the line which starts with var $live_site. Change the rightmost part (the one between single quotes) to your site's URL, without a trailing slash. For example http://www.example.com - see? No trailing slash!

Finally, on some hosts it's required to change or enable the RewriteBase parameter in your .htaccess file. Most often than not it's enough to edit the file and find the line beginning with RewriteBase. If there is a hash in front, remove it. Change this line so that it reads:

RewriteBase /

or, if you restored in a subdirectory named myjoomla:

RewriteBase /myjoomla

6.5.4   Entangled websites

Sometimes people get back to us claiming that whenever they change something in their restored site, the original site changes as well and vice versa. The problem is that they didn't read the part of the manual regarding the restoration. As it is written in there, during the restoration you are presented with your database connection information. By default, ABI displays the parameters pertaining to your original (old, backed up) web site. However, you are restoring to a new server, or a subdomain in the same server. How can it ever be possible that you use exactly the same database information? It can't, because Joomla! stores all of the site's content (except media files) in the database. At the very least you have to use a different database table prefix, or an entirely different database. As a result you'll have to restore the site again, this time after reading the part on using the Akeeba Backup Installer. I'm sorry; there is no easier workaround to this problem.

6.5.5   404 "Component not found" Joomla! error page

This issue can appear when accessing the front-end or the back-end of your site. This is usually a sign of an incomplete extraction or a partial backup. The first thing to try is extracting the archive locally and copy all of the extracted files (except the installation directory) back to your site. If this works, you had a partial extraction situation. If this doesn't work, try copying all of your site's files from the original site to the restored site. If this works, you had a partial backup situation and you must revise the backup settings, making sure that the backup completes and does not exclude any Joomla! system directories.

6.5.6   Special considerations for VirtueMart

If you are trying to restore a VirtueMart shop to a different server, domain, subdomain or directory than the original site you will discover that it stopped working. This is due to VirtueMart storing absolute URLs and absolute paths in its configuration. They are very easy to change. Start by opening the administrator/components/com_virtuemart/virtuemart.cfg.php file with a plain text editor (e.g. Notepad, but not WordPad). Find the two lines looking like this:

define('URL', 'http://www.example.com/');

define('SECUREURL', 'https://www.example.com/');

These two lines contain the URLs to your regular site's root and to your HTTPS site's root. Edit them to match your new settings. For example, if you moved your site to http://shop.example.com the above lines should now read:

define('URL', 'http://shop.example.com/');

define('SECUREURL', 'https://shop.example.com/');

Finally, if you are offering downloads as products, you will also have to change the download root directory. Find the line which looks like this:

define('DOWNLOADROOT', '/home/myuser/public_html/vmdownloads');

and change the path to reflect the absolute filesystem path to your downloads directory. Determining it is not so difficult. During the restoration you are presented with the absolute path to your new site's root in the Fine-Tuning section of the Site Info (second to last) page. Let's say that this path is /home/foobar/www and your VirtueMart downloads directory is vmdownloads under your site's root. The new path you have to type in is, therefore, /home/foobar/www/vmdownloads.

If you are wondering why ABI can't handle this automatically, do note that out of the three changes illustrated here only one can be automated: the regular site's root. The secure URL may or may not be the same as the normal URL, with or without HTTPS or it can be a completely different URL than the regular site's URL! There is no way ABI can know that. The downloads root is even trickier, as ABI would have to know the path layout of the original server, parse the path against it and re-parse it against your current directory structure. This is pretty much a hit-and-miss operation so you're really better off doing those changes manually than having an automated system routinely mess up your settings on restoration.

6.5.7   Special considerations for Community Builder (CB)
WARNING! DO NOT ATTEMPT TO BACKUP AND RESTORE A CB-POWERED SITE WITH AKEEBA BACKUP 3.0 OR EARLIER. DOING SO WILL LEAD TO A BROKEN, NON-OPERATIONAL INSTALLATION OF CB. ALWAYS USE AKEEBA BACKUP 3.0.1 OR LATER.

Community Builder stores table names in its database fields in an abstracted format identical to that used by Akeeba Backup to allow it to perform a prefix change operation. This means that jos_users is stored in the 'table column of your site's jos_comprofiler_fields table as #__users. Akeeba Backup 3.0 Stable and lower would erroneously restore it as 'jos_users', which caused Community Builder to stop working. As a result, you MUST use Akeeba Backup 3.0.1 or greater to backup and restore your CB-powered site.

When you finish restoring your site you have to perform one simple step. Go to your site's backend and click on the Components, Community Builder, Tools menu item, then click on "Check Community Builder Database". This will find one error in the CB tables. Allow CB to fix this error. This is all that is required to make CB work again on your site.

7   Help! I am stuck!
Did you get stuck somewhere? Do you think you found a bug? Do you have a pressing deadline and nothing works? Fear not, my friend, because Akeeba Backup's support team is here to help you – and do it fast and free of charge, too.

If you are using the free Core edition or you have subscribed to the cheapest AKEEBAPRO plan, you are entitled to unconditional free support through our support forum. Lead developer Nicholas K. Dionysopoulos and support hero Dale L. Brackin roam the forum multiple times per day answering your support requests as fast and accurately as humanely possible. Please do not directly e-mail or send us personal messages in the forum, unless we ask you to. Unsolicited support requests through e-mail and PM will be *ignored*.

If you have subscribed to the more expensive AKEEBADELUXE or SUPPORT plans you are also entitled to personalized, private, priority support from the Lead Developer himself. Just use the "My Tickets" link on our site's front page. When you use this support method you can give us your site's access details so that we can directly fix the problem on your server without lengthy exchange of communication. This support method is also the fastest, as it gets top priority. Support tickets are usually answered within minutes during office hours (GMT+2 timezone) and within a few hours outside office hours, or on weekends and bank holidays.