

# Troubleshooting

## Nothing shows up when I visit the Armadillo page, or I'm seeing a 'ZipExtract' error. What's wrong?

When you first visit the Armadillo page on your website, Armadillo does a lot of work behind the scenes to prepare for the initial online setup. This includes extracting files, displaying the correct language, and various other tasks.

However, in order to perform these tasks Armadillo must have sufficient "permissions" on your hosting account. Most large hosting companies have these "permissions" setup so that everything "just works" without you having to do anything special.

Sometimes, smaller hosting companies, particularly those serving a particular region, can have very strict security measures in place that prevent Armadillo from doing this work for you. Oftentimes you can solve this problem by changing the "permissions" for Armadillo on your web hosting account. Below are directions on how to do so.

**Note to Chillidog Hosting users:** Do not change permissions on the files in your account. Greg at Chillidog has stated that this is not necessary for Armadillo with their hosting configuration, and can cause security issues with their setup.

### Changing Permissions

1. Use a FTP program (like [CyberDuck](#), which is free and available for both Mac and Windows) to login to your hosting account.
  2. Depending on your hosting company, your website files might be in a directory called www or public\_html. Open such a folder if it exists, then navigate to the rw\_common/plugins/stacks folder.
  3. Use your mouse to select (do not open) that folder.
  4. Right-click on that folder and a contextual menu will appear. Select the option that says "Info" or "Get Info".
  5. A new window will appear with information about that folder. If you are using Cyberduck, click on the "Permissions" tab. If you are using Transmit (a Mac FTP program) the Permissions information will already be displayed.
  6. To change "permissions" for the folder you will want to make the "UNIX Permissions" (Cyberduck) or "Octal" code (Transmit) either 755 or 775 ( or 777 as a last resort). Then click on the button that says "Apply changes recursively" (Cyberduck) or "Apply to Enclosed" (Transmit).
- **NOTE:**First try using 755, followed by 775 before trying 777. If you need to use 777 be sure to switch it back to 755 or 775 when you have finished Armadillo's online setup, as using 777 is a security risk.
1. Once you have changed the "permissions" for that folder visit the Armadillo page on your site from any web browser, and you should then be able go through the initial online setup process.

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