

## Why do I see only setup\_script.cgi after using one of your one-click installers?

Article Number: 449 | Rating: 1/5 from 2 votes | Last Updated: Thu, Apr 23, 2015 at 12:33 PM

Setup\_script.cgi is a behind-the-scenes script that installs your new software for you. In some cases, especially when your hosting package is brand new, the script doesn't run automatically, so the installation does not proceed. However, you can make the script run yourself: Point your web browser towards the location of the setup\_script.cgi, such as `www.your-domain.com/setup_script.cgi`. The set-up script will now run and install the software. If your domain is not yet pointing at your hosting package, you can access the setup\_script.cgi via your site's temporary URL, which you can find via your eXtend Control Panel.

Posted - Mon, Mar 16, 2015 at 4:36 PM.

Online URL:

[https://www.heartinternet.uk/support/article/why-do-i-see-only-setup\\_script.cgi-after-using-one-of-your-one-click-installers](https://www.heartinternet.uk/support/article/why-do-i-see-only-setup_script.cgi-after-using-one-of-your-one-click-installers)