# Errors with installation of SOHO

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You receive the following error or message when on the Soho.

Only one instance of this script can be installed!
 You need to remove the existing installation in order to re-install.

Current Installations: None

Other Error seen is:The installation can not be completed:-  You cannot install more than one script in the root directory of a domain.

You can only install SOHO once per website.  If you do not have it installed then you probably have a failed installation attempt messing with your install and follow the below steps.

To fix this you can contact support and we will fix it for you, or you can do it yourself by doing hte following.

1. Login to the cpanel.

2. Click on File Manager under the Site Management area.

3. Click on the folder icon of ".fantasticodata" to go inside that folder.

4. Click on the name of the folder "Soholaunch_Pro_edition".  A menu will appear on the right side.  Click on Delete folder.

5.  Click on the name of the file "Soholaunch_Pro_Edition_installed.php".  A menu will appear on the right side.  Click on Delete file.

6. If you installed it in your main directory you will see a file named "installed_in_root.php".  Delete this file too.

7. Installation also conflicts with the index.php default file and folders named images.  You must delete both for the install to work.  These files are in the /home/username/www folder.

8. Click on the Trash can in the bottom right side of the screen to empty the trash items.

9. Close the File manager and try doing a fresh install to a folder name.