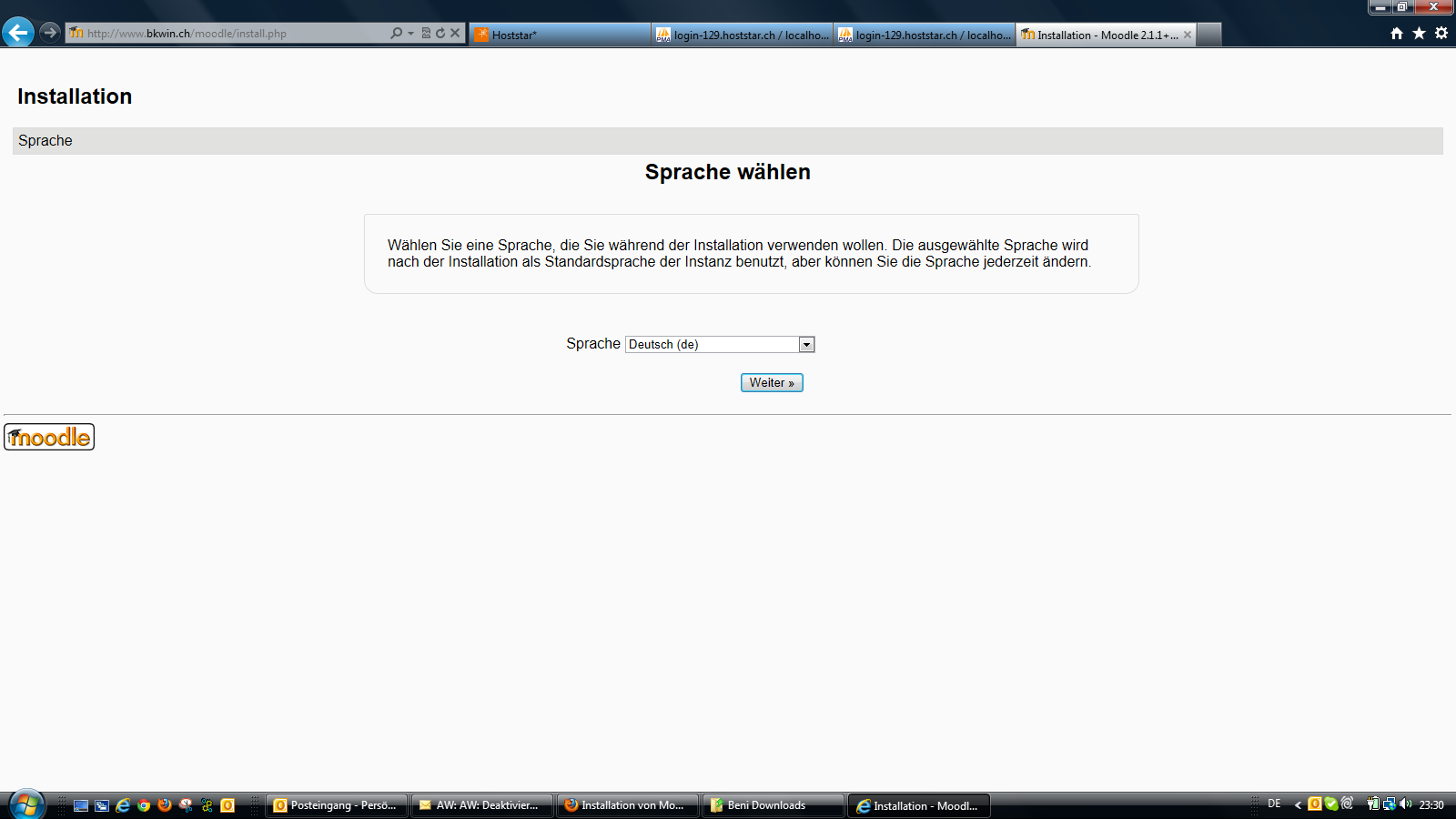
**Problem with installation 2.1.1+ on a webserver (hosting)**

1. **step**

[www.bkwin.ch/moodle](http://www.bkwin.ch/moodle)

<ENTER>

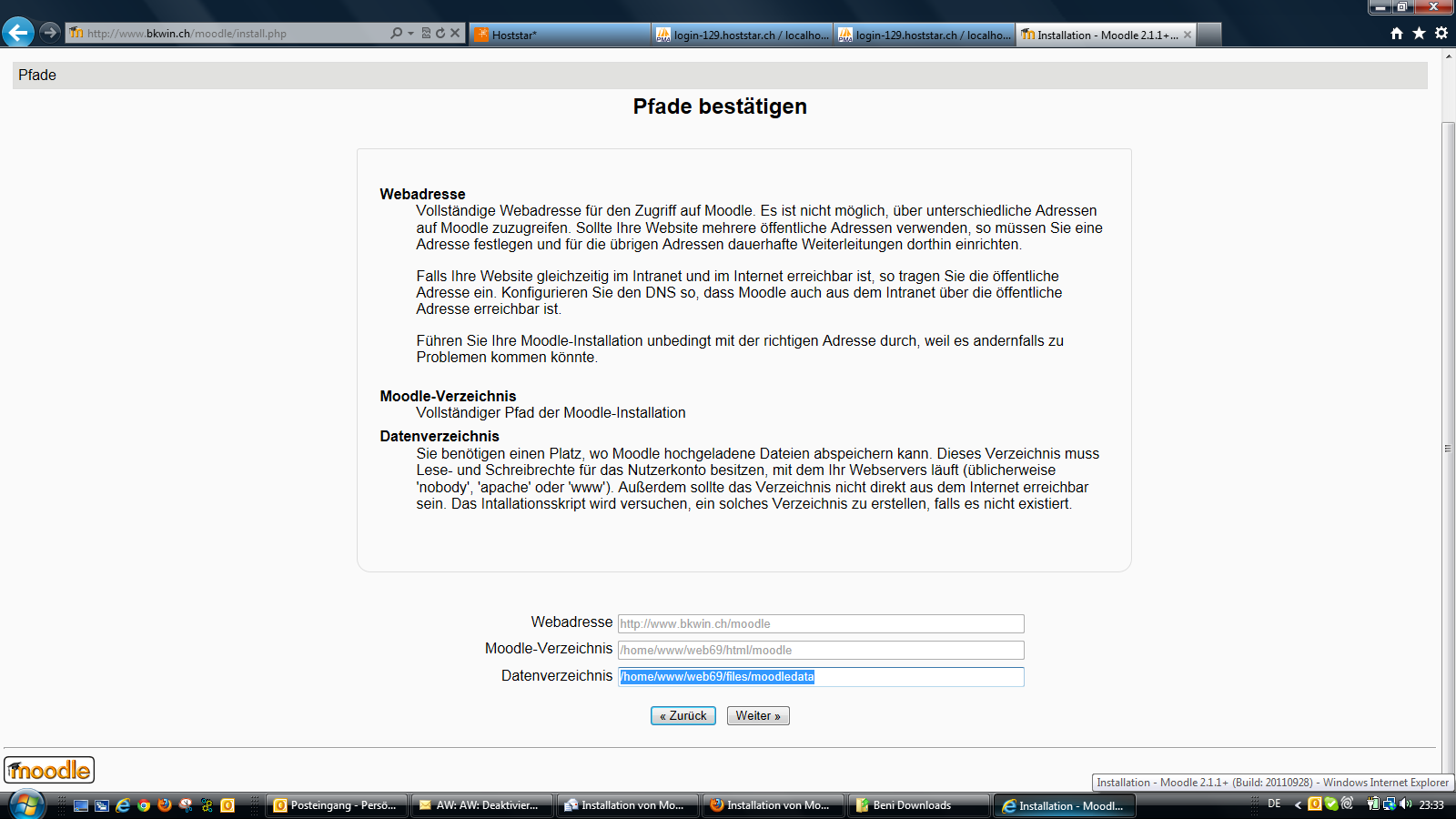


changed language to Deutsch (de)

**<Weiter>**

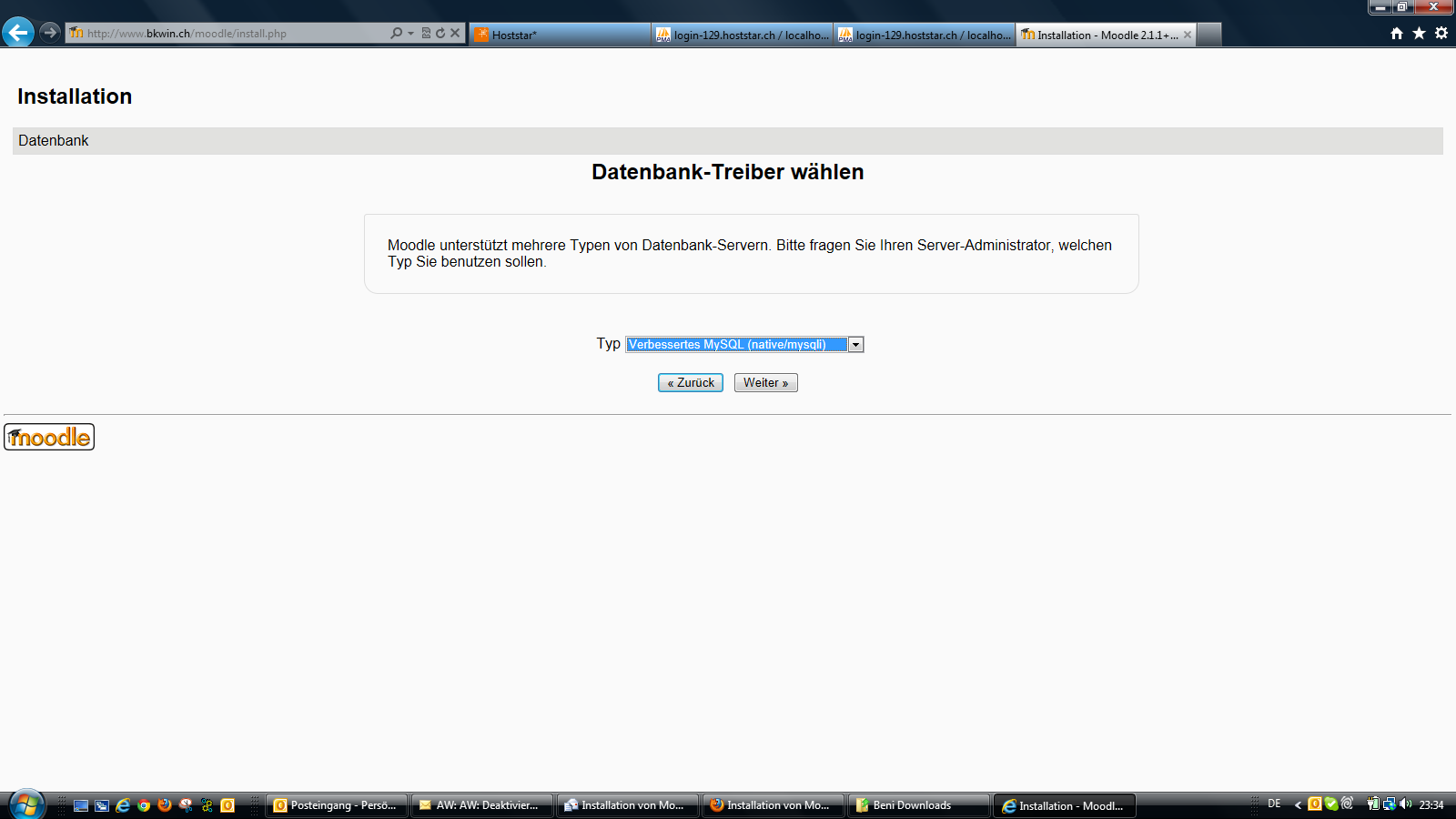
1. **step**

configuration of creating data directory (path within the webserverspace)

: /home/www/web69/files/moodledata 

**<Weiter>**

1. **step**

chose of databsedriver type  
-> only „verbesserte MySQL“ choosable <Weiter> 

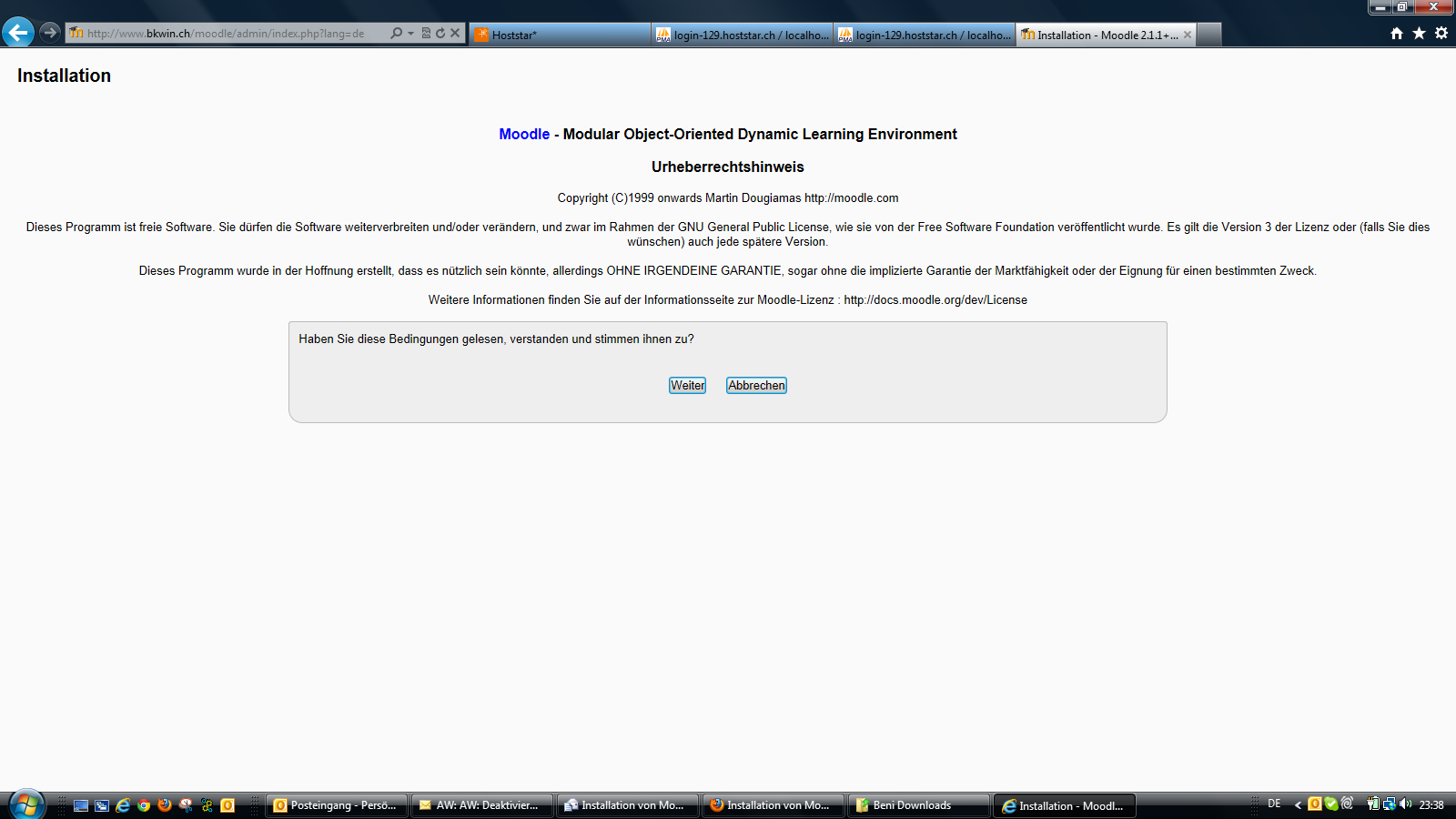
**<Weiter>**

1. **step**

configuration of database

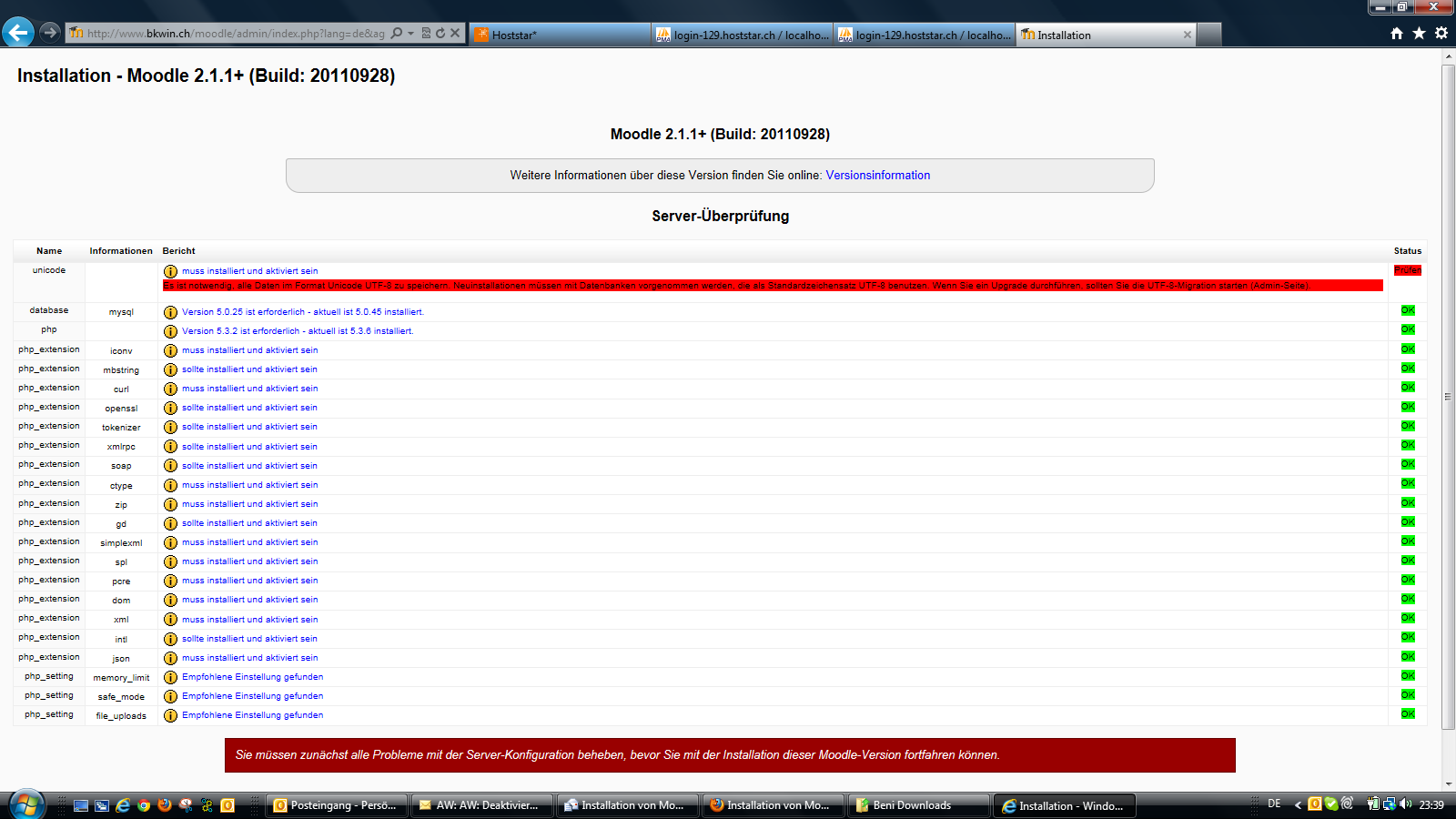
**<Weiter>**

1. **step**

accept copyright/conditions

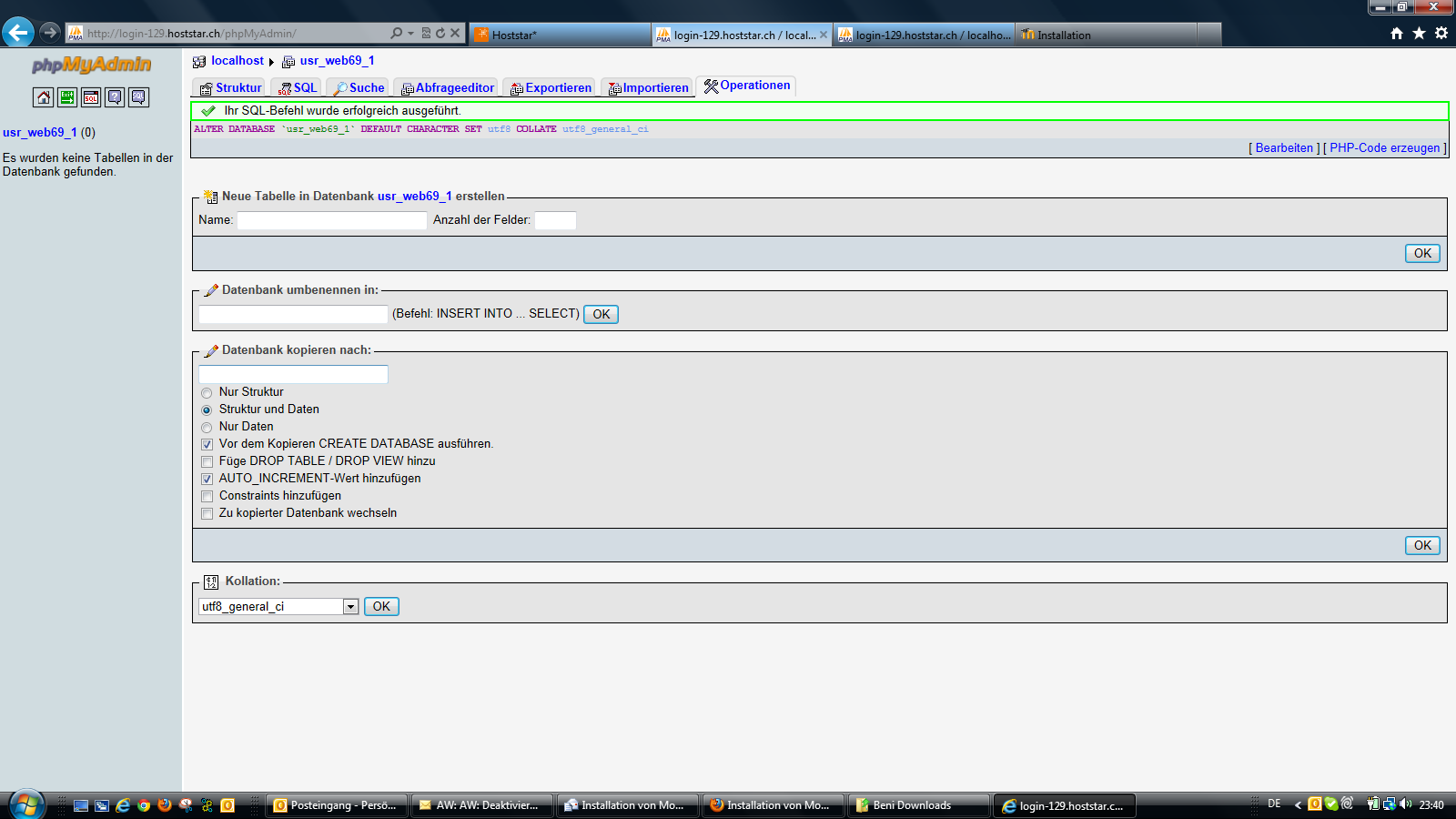
1. **step**

an error occured (change database code)



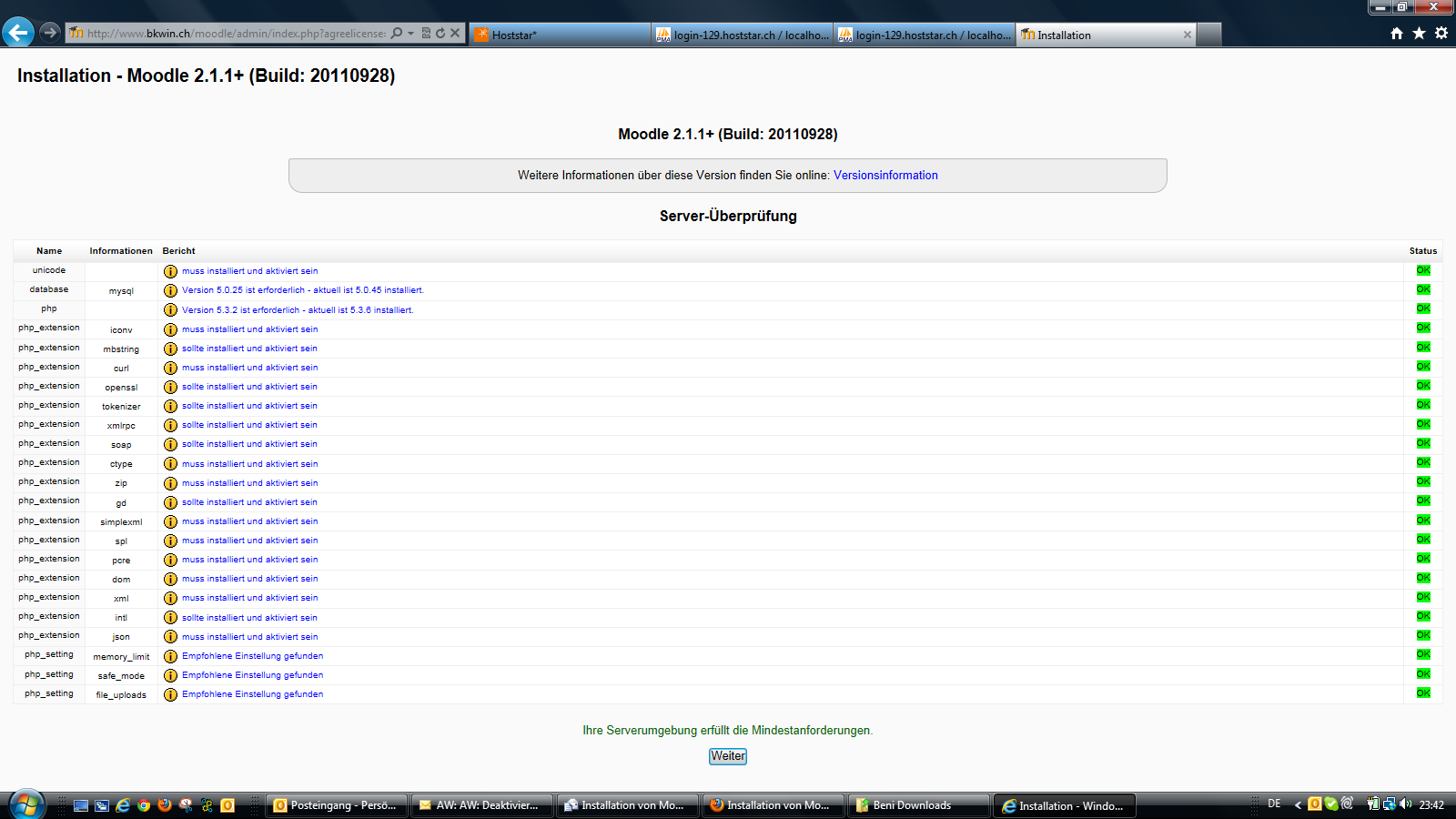
1. **step**

change unicode Kollation von „latin1\_swedish\_c1“ nach „utf8\_general\_ci“



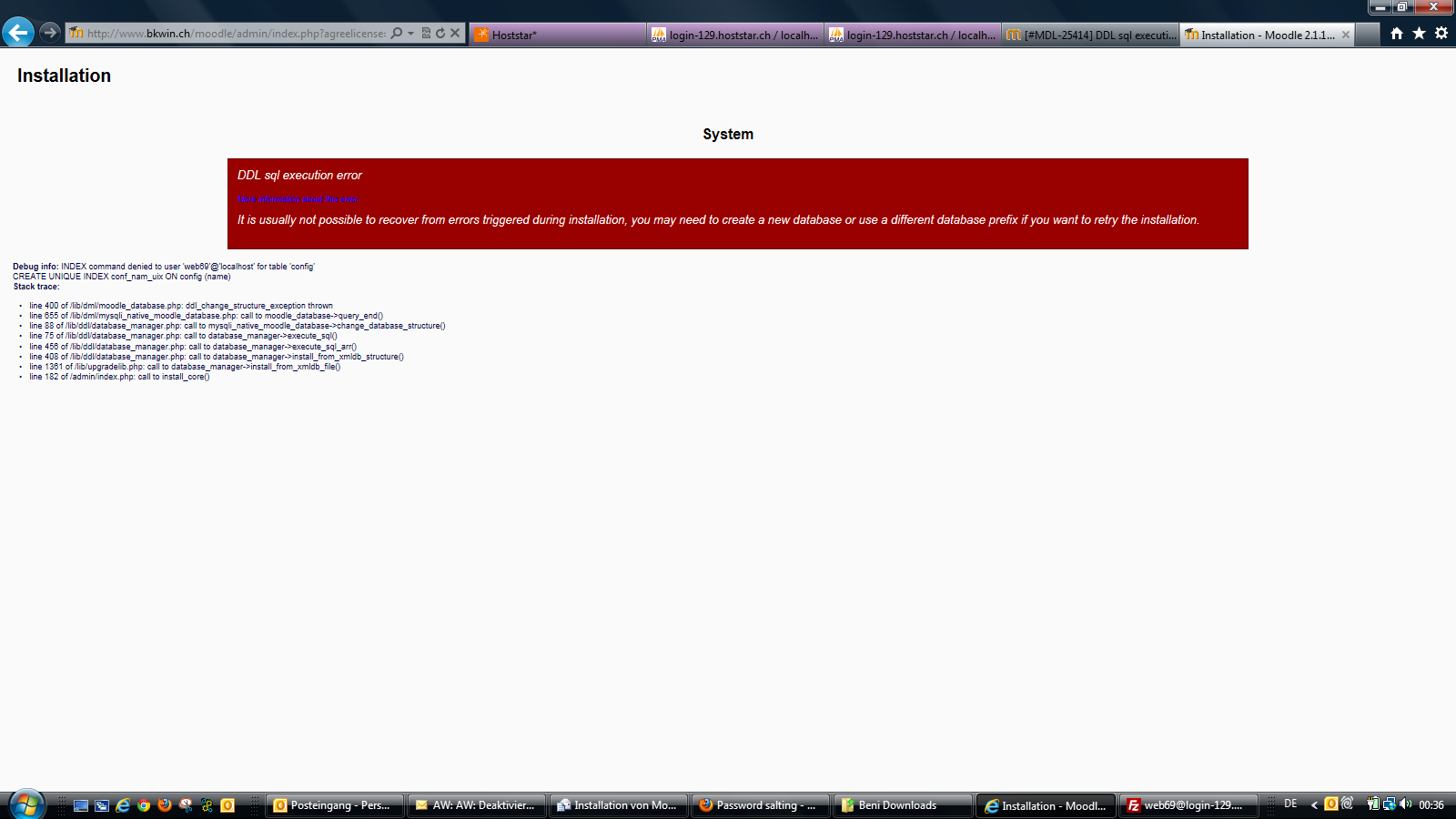
1. **step**

new check of all status



**<Weiter>**

1. **step**

**error message (installation is stucked)**

DDL sql execution error

[More information about this error](http://docs.moodle.org/21/en/error/moodle/ddlexecuteerror)

It is usually not possible to recover from errors triggered during installation, you may need to create a new database or use a different database prefix if you want to retry the installation.

**Debug info:** INDEX command denied to user 'web69'@'localhost' for table 'config'  
CREATE UNIQUE INDEX conf\_nam\_uix ON config (name)

**Stack trace:**

* line 400 of /lib/dml/moodle\_database.php: ddl\_change\_structure\_exception thrown
* line 655 of /lib/dml/mysqli\_native\_moodle\_database.php: call to moodle\_database->query\_end()
* line 88 of /lib/ddl/database\_manager.php: call to mysqli\_native\_moodle\_database->change\_database\_structure()
* line 75 of /lib/ddl/database\_manager.php: call to database\_manager->execute\_sql()
* line 456 of /lib/ddl/database\_manager.php: call to database\_manager->execute\_sql\_arr()
* line 408 of /lib/ddl/database\_manager.php: call to database\_manager->install\_from\_xmldb\_structure()
* line 1361 of /lib/upgradelib.php: call to database\_manager->install\_from\_xmldb\_file()
* line 182 of /admin/index.php: call to install\_core()

no help under this link (beside of open a ticket…):

<http://docs.moodle.org/20/en/error/moodle/ddlexecuteerror>

Questions:

Moodle needs to have a user with all rights fort he database. But I can not add such a role in myphp of the webhoster…