SiteWorx User Guide

Getting Started

To login to the SiteWorx Control Panel, in a web browser go to: https://new.webhosting.it.ubc.ca.
Access is only available from UBC Campus networks, including via myVPN - https://it.ubc.ca/services/email-voice-internet/myvpn

Use the login credentials and the primary domain name that were sent to you on account activation.

Main Menu

Your web hosting account features will be accessible in the Main Menu on the left side of the control panel.
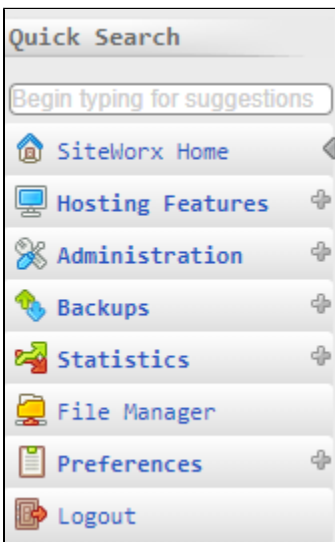
Domains

Note that in additions to steps below, you may also need to make or request a corresponding DNS change.

Secondary Domains

Secondary Domains are "full-fledged" domains, that are not attached to the master domain in any way except that the feature limits are shared between the master domain and secondary domains. Secondary domains have their own statistics pages, bandwidth recording, and web space.

Adding a Secondary Domain

1. Click the **Hosting Features** menu item

2. Click the **Domains** menu item
3. Click the **Secondary** menu item
4. Enter the desired Secondary Domain in the **Add Domain** text box
5. Click the **Add** button

Deleting a Secondary Domain

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **Secondary** menu item
4. Click the **Delete** button next to the Secondary Domain you wish to delete
5. Click the **Delete** button under the 'Confirm deletion of' message

Pointer Domains

Pointer domains are domains or URLs that redirect to your main domain.

Adding a Pointer Domain

1. Click the **Hosting Features** menu item
2. Click the **Pointer** menu item
3. Enter the domain to redirect from in the **Domain** field
4. Select a **Pointer** type
5. Click the **Add** button

Subdomains

Subdomains are domains of the form `sub.mydomain.com`. They point to the `mydomain.com/sub-folder` when they are created. Subdomains are not normally used - it is generally better to use the **Secondary Domain** option. That allows for more separation.

Adding a Subdomain

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **Subdomain** menu item
4. Enter your desired Subdomain into the Subdomain text box
5. Click the **Add** button

Deleting a Subdomain

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **Subdomain** menu item
4. Click the **Delete** button next to the Subdomain you wish to delete
5. Click the **Delete** button under the "Confirm deletion of" message

Editing a Subdomain

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **Subdomain** menu item
4. Click the **Edit** button next to the Subdomain you wish to change
5. Enter the desired subdomain into the Edit Subdomain text box
6. Click the **Save** button

PHP Options

Each domain on your site can use a different version of PHP. You can use the PHP Options menu to assign a version to each of these domains.

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **PHP Options** menu item
4. Click **[Edit]** for the domain you wish to manage
5. From the **PHP Version** dropdown, select the version of PHP you want to run for that domain
6. Click **Save**

SFTP

SFTP allows you to securely manage files on your hosting account. To use SFTP, you need to set up one or more FTP accounts.

Adding an FTP Account
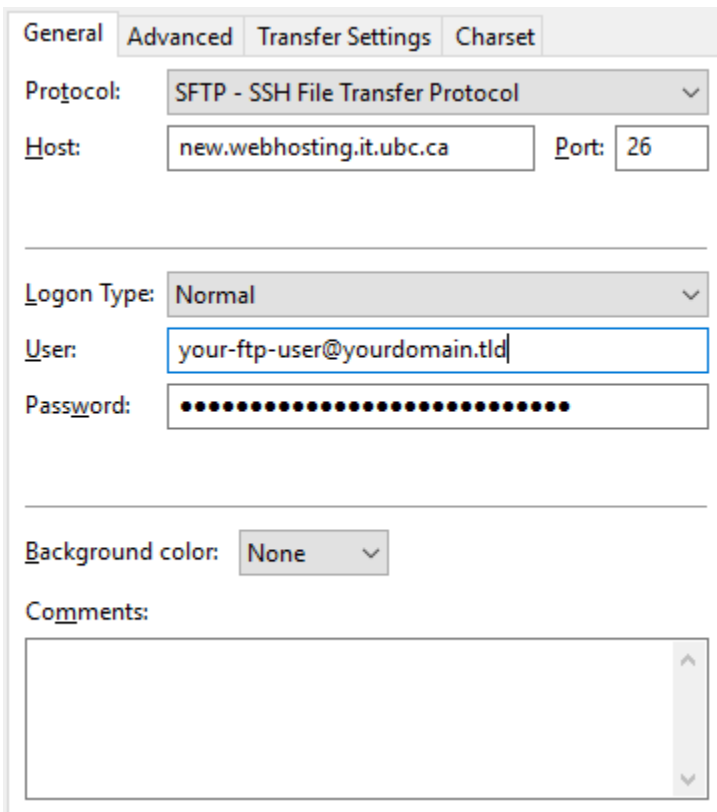
1. Click **Hosting Features**
2. Click **FTP**
3. Next Click **Accounts**
4. Add a **username** in the **FTP Username** field
5. Enter a password and then confirm it and click **Add**

Establishing an FTP Connection Using FileZilla

You can use any FTP client to connect to your hosting account. This document describes connecting using FileZilla, but other clients will work as well.

1. Open **FileZilla**
2. Click **File**
3. Click **Site Manager**
4. Click **New Site**
5. Enter a **Name** for this site
6. Fill in the fields as in the below diagram
7. Click **Connect**

Once connected, you can securely manage files on the site

MySQL Databases

Creating Databases

You can create one or more MySQL databases for your hosting account

1. Click the **Hosting Features** menu item
2. Click the **MySQL** menu item
3. Click the **Databases** menu item
4. Fill in the details
5. Click the **Add** button

Adding a Database

1. Click the **Hosting Features** menu item
2. Click the **MySQL** menu item
3. Click the **Databases** menu item
4. Enter your desired database into the Database name text box.
5. Click the **Add** button

Deleting a Database

1. Click the **Hosting Features** menu item
2. Click the **MySQL** menu item
3. Click the **Databases** menu item
4. Click the **Delete** button next to the Database you wish to delete
5. Click the **Delete** button under the 'Confirm deletion of' message

Adding Database Permissions

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Databases** menu item.
4. Click the **Manage Users** button next to the Database you wish to edit.
5. Select the user you wish to add permissions to from the User dropdown.
6. Check the permissions you wish to apply to this user.
7. Localhost can remain in the When Connecting from text box, unless you're connecting from another computer. In that case, enter the hostname or IP address that it will be connecting from.
8. Click the **Add** button.

Deleting Database Permissions

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Databases** menu item.
4. Click the **Manage Users** button next to the Database you wish to change.
5. Click the **Delete** button next to the permissions you wish to delete.
6. Click the **Delete** button under the 'Confirm deletion of' message.

Editing Database Permissions

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Databases** menu item.
4. Click the **Manage Users** button next to the database you wish to change.
5. Click the **Edit** button next to the permissions you wish to change.
6. Click the boxes for the permissions you wish to change.
7. Click the **Save** button.

Adding a Database User

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Users** menu item.
4. Enter the desired username into the Username text box.
5. Enter the desired password into the Password text box.
6. Enter the same password again in the Confirm Password text box.
7. Click the **Add** button.

Deleting a Database User

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Users** menu item.
4. Click the **Delete** button next to the User you wish to delete.
5. Click the **Delete** button under the 'Confirm deletion of' message.

Editing a Database User

1. Click the **Hosting Features** menu item .
2. Click the **MySQL** menu item .
3. Click the **Users** menu item.
4. Click the **Edit** button next to the User you wish to change the password for.

5. Enter a new password in the Password text box.
6. Enter the same password again in the Confirm Password text box.
7. Click the **Save** button.

Accessing PhpMyAdmin

1. Click the **Hosting Features** menu item.
2. Click the **MySQL** menu item.
3. Click the **PhpMyAdmin** menu item.

.htaccess

A `.htaccess` file allows one to apply rules and directives to your entire site or just specific directories. For example, rules blocking certain types of access, enforcing redirects, etc.

Adding a domain wide .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. If a domain wide .htaccess file does not already exist, you will see an button. Click this button to add the `.htaccess` file

Adding a directory specific .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Per Directory Options** section
4. Choose the directory you want to create this .htaccess file in from the Directory drop-down menu
5. If you would like this new .htaccess file to be immediately enabled upon creation, choose "Enabled" from the Status section
6. Click the button

Deleting the domain wide .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. Click the button
5. You will see a confirmation page. Click the confirmation button to complete

Deleting a directory specific .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Per Directory Options** section
4. Click the checkbox next to the directory or directories you want to delete the .htaccess file from
5. Using the drop down at the bottom of the list of directories, select "Delete …"

Enabling a domain wide .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. If a domain wide .htaccess file is currently disabled, you will see an button. Click this button to enable the .htaccess file

Enabling a directory specific .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Per Directory Options** section
4. Click the checkbox next to the directory or directories you want to enable the .htaccess file in
5. Using the drop down at the bottom of the list of directories, select **Enable**

Disabling a domain wide .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item

3. Locate the **Global Directory Options** section
4. If a domain wide .htaccess file is currently enabled, you will see a button. Click this button to disable the .htaccess file

Disabling a directory specific .htaccess file

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Per Directory Options** section
4. Click the checkbox next to the directory or directories you want to disable the .htaccess file in
5. Using the drop down at the bottom of the list of directories, select **Disable**

Adding or Editing .htaccess Access Control

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Access Control]** link for the directory you'd like to manage
4. Choose the Access Order. The choices are "Deny first, then allow", and "Allow first, then deny"
5. Deny first, then allow – The 'Blocked Hosts' list will be evaluated first
6. Allow first, then deny – The 'Trusted Hosts' list will be evaluated first
7. Enter hosts or IP addresses on the Trusted Hosts and/or the Blocked Hosts text boxes
8. Click the button

Adding an Error Document

1. Click the **Hosting Features** menu item .
2. Click the **Htaccess** menu item.
3. Click the **[Error Documents]** link for the directory you'd like to manage..
4. In the "Error Code" column, select the error code from the dropdown list.
5. In the "Error Page" column, enter the path to your custom error document, **relative to the web root**. Alternatively, you can enter a fully-qualified URL to another page.
6. Click the button.

Editing an Error Document

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Error Documents]** link for the directory you'd like to manage
4. Click the **[Edit]** link next to the error document you would like to edit
5. In the "Error Code" column, select the error code from the dropdown list
6. In the "Error Page" column, enter the path to your custom error document, **relative to the web root**
7. Alternatively, you can enter a fully-qualified URL to another page
8. Click the button

Deleting an Error Document

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Error Documents]** link for the directory you'd like to manage
4. Mark the checkboxes for the error documents you wish to delete. You may also click the **[Check All]** link at the bottom of the list to quickly check all the error documents
5. In the dropdown labeled with selected, choose the Delete option
6. You will be asked to confirm the deletion of the error documents
7. Click the button to finish

Adding a MIME-Type

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[MIME-Types]** link for the directory you'd like to manage
4. In the "MIME-Type" column, enter the MIME-Type you would like to use for the given extensions. As you type, the field will auto-complete with various known MIME-Types. MIME-Types must be in the form: "<type>/<subtype>"
5. In the "Extensions" column, enter a space separated list of extensions
6. Click the button

Editing a MIME-Type

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[MIME-Types]** link for the directory you'd like to manage
4. Click the **[Edit]** link next to the MIME-Type you would like to edit

5. In the "MIME-Type" column, enter the MIME-Type you would like to use for the given extensions. As you type, the field will auto-complete with various known MIME-Types. MIME-Types must be in the form: "<type>/<subtype>"
6. In the "Extensions" column, enter a space separated list of extensions
7. Click the button

Deleting a MIME-Type

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[MIME-Types]** link for the directory you'd like to manage
4. Mark the checkboxes for the MIME-Types you wish to delete. You may also click the **[Check All]** link at the bottom of the list to quickly check all the MIME-Types
5. In the dropdown labeled with selected, choose the Delete option
6. You will be asked to confirm the deletion of the MIME-Types
7. Click the button to finish

Adding an Apache Handler

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Handlers]** link for the directory you'd like to manage
4. In the "Handler"column, enter the Apache handler you would like to use for the given extensions. As you type, the field will auto-complete with the various default handlers in Apache
5. In the "Extensions" column, enter a space separated list of extensions
6. Click the button

Editing an Apache Handler

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Handlers]** link for the directory you'd like to manage
4. Click the **[Edit]** link next to the handler you would like to edit
5. In the "Handler" column, enter the Apache handler you would like to use for the given extensions. As you type, the field will auto-complete with the various default handlers in Apache
6. In the "Extensions" column, enter a space separated list of extensions
7. Click the button

Deleting an Apache Handler

1. Click the **Hosting Features** menu item .
2. Click the **Htaccess** menu item.
3. Click the **[Handlers]** link for the directory you'd like to manage.
4. Mark the checkboxes for the handlers you wish to delete. You may also click the **[Check All]** link at the bottom of the list to quickly check all the handlers.
5. In the dropdown labeled with selected, choose the Delete option.
6. You will be asked to confirm the deletion of the Apache handlers. Click the button to finish.

Setting a Default Character Set

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Default Character Set]** link for the directory you'd like to manage
4. In the **Default Character Set** column, enter the default character set you'd like to use. As you type, the field will auto-complete with some of the more commonly used character sets
5. Click the button

Editing a Default Character Set

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Default Character Set]** link for the directory you'd like to manage
4. Click the button next to the listed character set
5. In the **Default Character Set** column, enter the default character set you'd like to use. As you type, the field will auto-complete with some of the more commonly used character sets
6. Click the button

Deleting a Default Character Set

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item

3. Click the **[Default Character Set]** link for the directory you'd like to manage
4. Click the button next to the listed character set
5. You will be asked to confirm the deletion of the default character set. Click the button to finish

Redirect Types

Please see the Apache documentation for more information about the different redirect types.

Type	Description
Temporary	Returns a permanent redirect status (301) indicating that the resource has moved permanently.
Permanent	Returns a temporary redirect status (302). This is the default.
See Other	Returns a "See Other" status (303) indicating that the resource has been replaced.
Gone	Returns a "Gone" status (410) indicating that the resource has been permanently removed. When this status is used the URL argument should be omitted.

Adding a Redirect Rule

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. Click the **[Redirects]** link
5. In the **Redirect From** column, enter the path, relative to webroot, that you would like to redirect
6. In the **Redirect To** column, enter the URL you would like to redirect to
7. For example, to redirect from http://example.com/some/dir to http://www.domain2.com/foo/bar, you would enter "/some/dir" in the **Redirect From** column and http://www.domain2.com/foo/bar in the **Redirect To** column
8. Set the redirect type for this redirect rule
9. Click the button

Editing a Redirect Rule

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. Click the **[Redirects]** link
5. Click the **[Edit]** link next to the redirect rule you would like to edit
6. In the **Redirect From** column, enter the path, relative to webroot, that you would like to redirect
7. In the **Redirect To** column, enter the URL you would like to redirect to
8. For example, to redirect from http://example.com/some/dir to http://www.domain2.com/foo/bar, you would enter "/some/dir" in the **Redirect From** column and http://www.domain2.com/foo/bar in the **Redirect To** column
9. Set the redirect type for this redirect rule
10. Click the button

Deleting a Redirect Rule

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Locate the **Global Directory Options** section
4. Mark the checkboxes for the redirect rules you wish to delete. You may also click the **[Check All]** link at the bottom of the list to quickly check all the redirect rules
5. In the dropdown labeled with selected, choose the **Delete** option
6. You will be asked to confirm the deletion of the redirect rules. Click the button to finish

Managing Indexes

1. Click the **Hosting Features** menu item
2. Click the **Htaccess** menu item
3. Click the **[Index Management]** link for the directory you'd like to manage
4. In the "Default Index Files" text box, enter a list of default index files, on per line. This setting affects when a browser requests a URL that ends in a '/' (a directory). Apache will use this list of files to determine which file to serve. Apache will serve the first file found in the list, from top to bottom
5. Set the desired behavior for the "Directory Listing" field. This setting affects when a browser requests a URL that ends in a '/' (a directory), and no Default Index files are found. If set to 'No', the browser will receive a '403 Forbidden' response. If set to 'Yes', the browser will list the contents of the directory. If set to 'Inherited', the setting will be inherited from a parent directory

6. Set the desired listing style for the "Directory Listing Style" field. This setting affects how the directory listing will be displayed. If set to 'Simple Listing', a simple directory list of files will be displayed. If set to 'Fancy Listing', a directory list of files along with timestamps and filesizes will be displayed. If set to 'Inherited', the setting will be inherited from a parent directory
7. Click the button

Managing Hotlink Protection

1. Click the **Hosting Features** menu item .
2. Click the **Htaccess** menu item.
3. Click the **[Hotlink Protection]** link for the directory you'd like to manage.
4. In the "Hotlink Protection Status" drop down, choose if you want the protection enabled immediately, or not. This option is useful if you'd like to turn your hotlink protection settings on or off quickly to see the difference, without deleting your hotlink protection settings and having to re-create them.
5. Enter file extensions you want to block hotlinking for in the "Blocked Extensions" box, one per line. For example, .gif, .jpg, .wmv, .mov, etc.
6. Enter domains you want to ALLOW hotlinking of your content from in the "Allowed domains" box.
7. You can choose if you'd like to allow direct access to the "blocked" content or not. An example of direct access would be accessing an image with your browser like this: http://yoursite.com/images/example.gif. If "Allow Direct Access" is "Off" this will not be allowed – the request will be blocked. If it is "On" then this type of direct access will be allowed, and only embeded hotlink attempts will be blocked.
8. If you want to replace the "blocked" content with another image file, you can enter the URL of this file in the "Replace with" text box. When this option is set with a valid absolute URL to an image file (e.g. http://www.somedomain.com/replaceimg.jpg), a hotlinked image will be replaced with this URL. If this option is not set, a hotlinked image will return a '403 Forbidden' response.
9. Click the button

Administration

User Accounts

User accounts provide access to the Control Panel. You may wish to add additional accounts.

Adding a User Account

1. Click the **Administration** menu item .
2. Click the **User Accounts** menu item.
3. Enter the desired name in the Name text box.
4. Enter the desired E-Mail address in the E-Mail Address text box.
5. Enter the desired password into the Password text box.
6. Enter the same password again in the Confirm Password text box.
7. Select the desired language from the Language dropdown.
8. Click the Save button.
9. Check the boxes next to the permissions you wish to give this user.
10. Click the Save button.

Deleting a User Account

1. Click the **Administration** menu item .
2. Click the **User Accounts** menu item.
3. Click the Save button next to the User account you wish to delete.
4. Click the Save button under the 'Confirm deletion of' message.

Editing a User Account

1. Click the **Administration** menu item
2. Click the **User Accounts** menu item
3. Click the Edit button next to the User Account you wish to change
4. If you wish to change the name, enter the desired name in the Name text box
5. If you wish to change the E-mail address, enter the desired E-mail address into the E-mail text box
6. If you wish to change the password, enter the desired password into the Password text box
7. If you changed the password, enter the same password into the Confirm Password text box
8. If you wish to change the language, select the desired language from the Language dropdown
9. If you wish to change the status, select the desired status from the Status dropdown
10. Check the boxes for the permissions you want the user to have
11. Click the Edit button

Forgot your password?

Please note that there is currently a bug that does not allow users to reset their password from the login screen.

If you need a password reset, please make a request at **web.it.ubc.ca/forms/systems/**

Logs

Viewing Site Access/Error Logs

1. Click the **Administration** menu item
2. Click the **Logs** menu item
3. Select the type of log in the **Log File** menu
4. Select the number of errors you would like to view by clicking on the **Error Count** dropdown
5. Click **Show Log**

HTTPS Certificate Setup

Prerequisites

x509 Certificates are required in order to enable the HTTPS protocol for your site. You need a SiteWorx account with 'SSL' enabled. If it is not already enabled, request it through **web.it.ubc.ca/forms/systems/**.

Options

You can set up a certificate via **Let's Encrypt** or another certificate provider.

x509 Certificate via Let's Encrypt

Using the Siteworx Control Panel:

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **SSL** menu item
4. Click on **Generate All With Let's Encrypt**
5. Highlight the primary domain and any alternate domain names (use Ctrl-Click), enter an appropriate email address and click **Generate**

6. A three month certificate will be created, installed, and automatically renewed every 60 to 90 days.
   The domains selected must exist and point at the Shared Web Hosting Service for this to be successful.

x509 Certificate via Certificate Provider (eg UBC Security)

Summary

1. Setup/Generate a private key
2. Setup a CSR (Certificate Signing Request)
3. Send the CSR to the UBC IT Security Office – security@ubc.ca – and arrange for payment
4. Install the Certificate you receive from the IT Security Office
5. Install the appropriate Chain Certificate from the Certificate Authority
6. Currently, UBC is primarily using Gandi for certificates. If you wish to use a different certificate provider, the steps should be much the same

Setup / Generate Private Key

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **SSL** menu item
4. Click the **[Setup Private Key]**
5. If you have an existing Private Key you wish to use, paste it into the provided box, and click the **Install** button
6. If you don't have an existing Private Key, click the **Generate** button, and one will be created for you

Create / Install CSR (details for `*.ubc.ca` domains given)

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **SSL** menu item
4. Click the **[Setup CSR]** link
5. Enter **CA** in the 2 Letter Country Code text box
6. Enter **British Columbia** in the State or Province text box
7. Enter **The University of British Columbia** in the Company text box
8. Choose the 'Common Name' from the select box. Subdomains, Pointer Domains, and a wildcard option will be available
9. Click the **Generate** button

Install Certificate

1. Click the **Hosting Features** menu item if it is not already open
2. Click the **Domains** menu item
3. Click the **SSL** menu item
4. Click the **[Setup SSL Certificate]** link
5. If you have your Certificate Authority (CA) signed certificate already, paste it in the provide box, and click the **Install** button
6. If you want to create a self-signed certificate, click the **Generate** button

Install Chain Certificate

1. Click the **Hosting Features** menu item
2. Click the **Domains** menu item
3. Click the **SSL** menu item
4. Click the **[Setup SSL Chain Certificate]** link. If this link does not exist, you must setup a Certificate first
5. Paste the Chain Certificate data into the text box
6. Click the **Install** button

PHP Variables

PHP Variables are configured on a a site or directory basis using **.user.ini** files

Create a file named **.user.ini** at the appropriate directory in your site. It will then apply to that directory and the directories it contains, unless overridden be another **.user.ini**

Some applications require the **.user.ini** to be at the root of the site (ie in **yourdomain.ubc.ca/html/**)

For example, to increase file upload size limit to 20 MB for WordPress, create a file **html/.user.ini** with the following content:

```
upload_max_filesize = 20M
post_max_size = 21M
```