

Getting Started

To login to the Interworx Control Panel, in a web browser go to:

<https://webhosting.it.ubc.ca:2443/siteworx/>

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



interWORX™
CONTROL PANEL

siteWORX™

Welcome to SiteWorx!

E-mail Address:

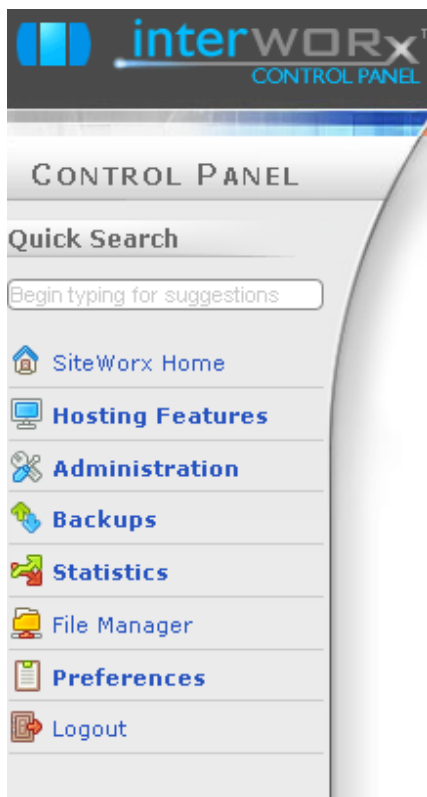
Password:

Domain:

[Forgot your password?](#)

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.

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.

FTP

FTP allows you upload/download files to your hosting account. To use FTP, you need to set up one or more FTP accounts.

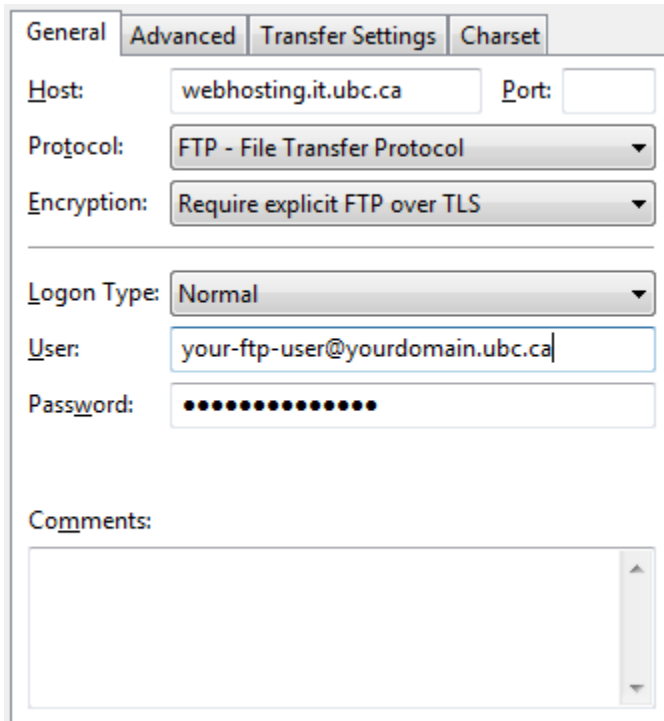
Adding an FTP Account

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 follows:



The image shows the 'General' tab of the FileZilla Site Manager dialog box. The 'Host' field contains 'webhosting.it.ubc.ca' and the 'Port' field is empty. The 'Protocol' dropdown is set to 'FTP - File Transfer Protocol'. The 'Encryption' dropdown is set to 'Require explicit FTP over TLS'. The 'Logon Type' dropdown is set to 'Normal'. The 'User' field contains 'your-ftp-user@yourdomain.ubc.ca' and the 'Password' field is masked with 12 black dots. There is a 'Comments' text area at the bottom which is currently empty.

7. Click Connect
8. Once connected, you can upload/download files to/from your computer

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 Add

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

An htaccess files allow you 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 button to confirm.

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 / 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”.
 - Deny first, then allow – The ‘Blocked Hosts’ list will be evaluated first.
 - Allow first, then deny – The ‘Trusted Hosts’ list will be evaluated first.
5. Enter hosts or IP addresses on the Trusted Hosts and/or the Blocked Hosts text boxes.
6. 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**. Alternatively, you can enter a fully-qualified URL to another page.
7. 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. 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. 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.

Managing PHP variables

1. Click the **Hosting Features** menu item .
2. Click the **Htaccess** menu item.
3. Click the [**PHP Variables**] for the directory you'd like to manage.
4. For each option, there is an "Inherited" setting. When "Inherited" is selected, the PHP variable will inherit its value from the parent directory above. The displayed value shown next to the "Inherited" option is the value that will be used for that directory.
5. Adjust the PHP settings as desired.
6. Click the button.

Available PHP Variables

Please see the [PHP manual](#) for more details about the following settings:

| PHP Variable | Description |
|----------------------------------|--|
| Magic Quotes GPC | Turns on or off the PHP 'Magic Quotes GPC' variable. |
| Register Globals | Turns on or off the PHP 'Register Globals' variable. |
| Include Path | Sets the PHP 'Include Path' variable for this directory and its subdirectories. Multiple paths are separated by a colon (":") character. For example: /first/path:/second/path:/third/path |
| Display Errors | Turns on or off the PHP 'Display Errors' variable. |
| Error Reporting | Sets the PHP 'Error Reporting' variable for this directory and its subdirectories. |

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://yourdomain.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://yourdomain.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.

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. |

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.

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

Using SSL Certificates

Prerequisites

To set up an SSL Certificate on your site, you will need:

- A SiteWorx account with SSL enabled. You can request SSL to be enabled through **<http://web.it.ubc.ca/forms/systems>**.
- Then using the Siteworx Control Panel (see below for details):
 - Setup/Generate a private key
 - Setup a CSR (Certificate Signing Request)
 - Send the CSR to the UBC IT Security Office – security@ubc.ca – and arrange for payment
 - Install the SSL Certificate you receive from the IT Security Office
 - Install the appropriate SSL Chain Certificate from the Certificate Authority
- 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 a 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 a 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 an SSL 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 an SSL 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 SSL Certificate first.
5. Paste the Chain Certificate data into the text box.
6. Click the **Install** button.