

## SUPSI

### Information for accessing and managing a website on SUPSI server

**Support requests for new and existing sites will be handled by request (TICKET) on the appropriate SUPSI portal at <https://helpit.supsi.ch> or, if you do not have an institutional account, by writing to [helpit@supsi.ch](mailto:helpit@supsi.ch)**

#### Web server features

The service will be released on system with LAMP stack:

- LINUX operating system
- APACHE web server
- PHP language
- MYSQL database

#### Web space on the server filesystem

The webroot of the site will be communicated to you on TICKET, and may correspond to one of these two paths:

**`/var/data/www/site-name`**

**`/var/opt/www/site-name`**

where **site-name** is relevant to the URL (possibly ask for confirmation on TICKET).

To be able to deposit remove or edit files you can use any software that supports the SFTP protocol, such as FileZilla (<https://filezilla-project.org/>) , WinSCP (<https://winscp.net/>) or scp (securecopy) native to linux systems.

The SFTP protocol ensures that all data transmitted to the server, including login credentials, are encrypted before being placed on the network, protecting them from a security perspective.

The host name to be referenced for the connection will be communicated to you on TICKET and can correspond to one of these two values:

sftp3.supsi.ch

web1.supsi.ch

The login credentials to be used are the institutional ones.

A nominal account "firstname.lastname.ext" will be created for those who do not have one (external).

Access is granted only to webmasters through respective accounts already agreed on TICKET.

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## The structure of the web space

The webroot of the site consists of the following subdirectories:

- **conf**  
contains the site configuration files, specifically:
  - php.ini: contains custom PHP settings
  - MySQL.account\_info: contains the login credentials for the MySQL database
  - setperm.local.d: contains special permissions for site files and directories  
Other site configuration files that should not be accessible from the web (e.g., database password files, etc.) may be stored in this directory.
- **docs**  
site root directory (which we will refer to hereafter as "webroot")  
the files in this directory are public, they are served to users who log on to the site
- **docs-archive**  
service directory, you can store copies of the webroot  
files in this directory are not directly accessible from the Web
- **site-data**  
directory for PHP use (e.g., to store uploaded files), external to the webroot  
files in this directory are not directly accessible from the Web
- **lib**  
contains any site libraries  
the files in this directory are not directly accessible from the web
- **logs**  
Contains logs of site accesses and errors generated by clients
- **tmp**  
contains any temporary files generated by the site  
it is strongly discouraged to store data files in this directory

## Behavior of PHP scripts

PHP scripts are executed by Apache via a CGI or FPM call; the user with whom the script is executed for security reasons is a user bound to the site.

## Automatic setting of permissions on site files and directories

Each night an automatic script resets the ownership and permissions for each individual file and directory on the site according to a predefined pattern, as follows:

- the owner of all files in the webroot (**docs**) is set to "nobody"
- the group of all files and directories in the webroot is set to the group of site managers
- accesses are set with scheme 575, where the numbers represent access rights, viz:
  - 5: RX, reading for user nobody (irrelevant)
  - 7: RWX, read/write for management group members.
  - 5: RX, read for all other users "Public or Other" (including Apache and PHP)

Configuration changes (temporary or permanent) should always be agreed upon via TICKET.

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## Database accesses

A MySQL database and a user for access to the database server are automatically created with the site. The document with access credentials is located in the **conf** directory.

The database can be managed by connecting to one of the following URLs that will be communicated to you on TICKET:

<https://phpmyadmin-sql1.supsi.ch/>

<https://phpmyadmin-sql3.supsi.ch/>

## Backup policies

All site files and databases are backed up nightly; restoration of deleted or erroneously changed files and directories can be requested by TICKET, specifying the following:

- List of files to be restored, including paths
- possibly name of the database to be restored
- Reference date of the files or database to be restored

**Note: Only items created more than 24 hours ago can be restored, in other words, files that were created and on the same day deleted cannot be restored.**