

FAQ - ColdFusion 9

1. How do I start and stop my instance?

All instance statuses are available from the Hosting Dashboard: <https://dashboard.hosting.cornell.edu>. Once logged in, you can choose *Instances* and then find the instance you want to manage, and click *Show*. On that page, under **VM** you'll see the VM name, and two links - *Show* and *Status*. You want to click on *Status* and a page with the Stop/Start buttons will appear for that instance(s). Be aware that if there are more than 1 instances on this VM, make sure you stop and start the correct one.

2. How can I restart my instance when my site is down and I can't get to my splash page?

The Hosting Dashboard should always be available even if your instance/website is not. Visit <https://dashboard.hosting.cornell.edu> and follow the above steps to get to the instance you need to restart. If the Dashboard cannot show the *Status* of your instance, the entire VM that your instance runs on may be down. You'll need to contact [Webservices](#) to have the VM restarted.

3. What's this dotrelease thing?

ColdFusion upgrades are going to be a) batched and b) self-service. We will put together a new "release" of the service, with upgraded versions of Apache, Java, Coldfusion, and other essential pieces of the system, and announce it to the hosting customers. Once a new release is out, it will be available for customers to upgrade to from the ColdFusion Utilities page in the time frame that fits their schedule. It will require an Apache restart to complete the upgrade, but can be rolled back (or forward) at any time. Update your instance when you're ready, in a schedule that fits your needs.

4. How do I upload/change/remove files from my instance/sites?

WebDAV is available for you to upload/modify your files. WebDAV integrates directly with CUWA2 and allows highly customizable access configuration. Please see [WebDAV using kproxy for Windows](#) for more information.

5. Is FTP available for ColdFusion?

No, ColdFusion uses WebDAV as an alternative to FTP.

6. Can I use both kProxy 2 and SVN?

Yes, however, SVN is only available via SourceForge or your own deployment.

7. How do I open/close/change CUWebAuth requirements for my sites?

ColdFusion provides a variety of customization options for CUWA2. Please see this guide here: [*** Restricting and Opening Access To Your ColdFusion Site](#)

8. My .ht/.wdaccess settings are not being picked up! Help!

The way those ACL files work, they must be named PRECISELY .htaccess or .wdaccess - htaccess, wdaccess.txt, etc. will all not be recognized by the web server as an ACL file. If your configuration isn't being applied for some reason, double check that the filename is exact - if using Windows, also double check that file extensions are shown, because Windows tends to append .txt. If you continue to experience issues, please contact webservices@cornell.edu for assistance.

9. I use Vista/Win7 and I'm having problems with .ht/.wdaccess files

Vista's GUI will not allow you to rename a file to something that starts with a dot. There are a couple of workarounds for this:

- Open the file in Notepad and "Save as..." .htaccess or .wdaccess. Make sure it's set to "All Files" so it won't append .txt. More info [here](#)
- Open a command shell (cmd.exe) and use the command `copy con .htaccess` followed by Ctrl-Z to create a blank .htaccess file that can then be edited with Notepad. More info [here](#) just above the second heading.

10. Oops! I deleted my splash page (splash.cfm). Can I get that info back?

No problem! The splash.cfm file will be replaced in about 30 minutes if it is removed or changed. If it does not come back as the original file, please contact webservices@cornell.edu. If you rename or replace index.cfm, your splash.cfm will remain you'll just have to go to splash.cfm specifically (as mentioned in #1 on this FAQ) to control services. We recommend creating sub-folders off the root (/htdocs) for your applications to prevent accidental changes to your splash page.

11. What's with the permit I got with the instance?

By default, your ColdFusion instance comes with a permit of the form `cit.coldfusion.foo`, with `foo` replaced with a name more appropriate to your instance. Its default membership will be all authorized users and the primary and secondary contacts. Also, the primary and secondary contacts will have the update ACL right in order to add or remove users as needed. See [An Introduction To Your ColdFusion Space](#) for more details.

12. Sandbox Security is turned on by default

Having this on might cause some applications to fail using CFCs or writing to the temp directory. Here's a work around instead of turning it off.

- Go to your site's coldfusion administrator
- click "security" in the sidebar
- click "sandbox security" that pops out under that
- choose the existing sandbox that looks something like `"/coldfusion/jvms/instance-name/htdocs"`
- choose "files/dirs" from the top tabs
- add all permissions (Read,Write,Execute,Delete) to the following two locations
 - `/infra/coldfusion/mounts/instance/instance-name/server/SERVER-INF/temp/-`
 - `/infra/coldfusion/mounts/instance/instance-name/server/cfusion.ear/cfusion.war/WEB-INF/cfclasses/-`
- (the - at the end applies the permission recursively to subdirectories)
- (replace "instance" and "instance-name" with your instance name)
- After completing this step, you may need to restart the application (restarting jrun should do it) before the changes take effect.

13. SMTP Email settings

The default install doesn't include any email settings. Please add the following in your CF Admin:

Mail Server: localhost

Port: 25

14. Web Analytics (Web Statistics, Google Analytics)

- CIT Hosting used to provide AWstats for your convenience. There are now superior products that are both free and more sophisticated in function. We suggest using Google Analytics.
- All of the information you need to utilize Google Analytics is located here: <http://www.google.com/analytics/>
- Google Analytics will work for any website. It is compatible with our Coldfusion 7 and 9 offerings as well as LAMP and Static hosting.

15. HTTP time-out on connections greater than 5 minutes.

- a. In our CF9 stacks both the hardware load balancer and Apache are configured to timeout any HTTP connection greater than 5 minutes. There are many ways of working around this time out. We suggest looking into [asynchronous CFCs](#).