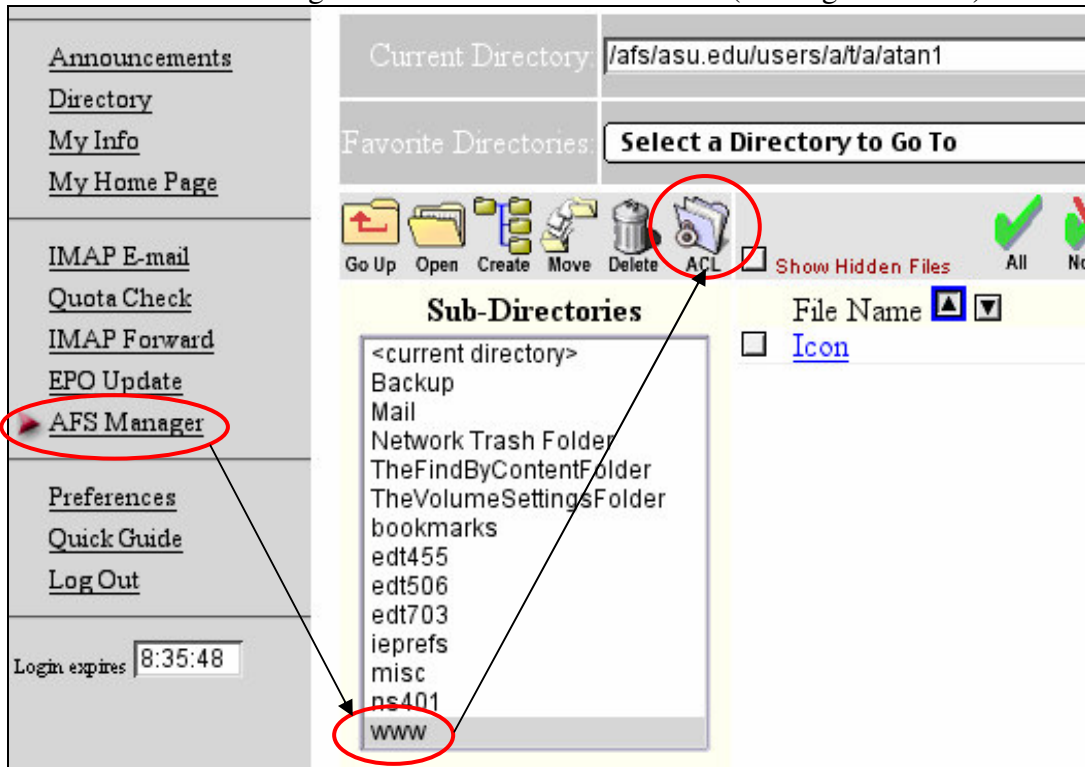


Solving problems with WWW folder in AFS

This job aid addresses a known problem with file permissions in the WWW folder (or sub-folders contained therein). You or your students may be uploaded files but others may not be able to see them. **Proceed in the order of the questions asked!**

1. Have you subscribed to the web hosting service with ASU?
Yes: Proceed to 2.
No: Proceed to <https://www-sec.asu.edu/cgi-bin/it/publicweb/selfsub.cgi/pers-y>
2. Have you created a file called “index.html” (without quotes) in the WWW folder and any other sub-folders?
Yes: Proceed to 3.
No: Ensure that you create “index.html” as this is the default file that will be sent to web browsers when visitors make requests to the server.
3. Have you used the “Fixing AFS Space Permissions” tool?
Yes: Empty your browser cache and browser history. Try visiting your web pages again.
No: Proceed to <https://www-sec.asu.edu/cgi-bin/it/publicweb/fix.cgi> and follow the instructions there.
4. Have you used AFS manager to manually configure the folders?
 - a. Log in to the AFS manager from EMMA (<https://webmail.asu.edu/emma/>)
 - b. Click on AFS manager and select the WWW folder. (See Figure below.)



c. Click on **ACL**. You will see a page similar to the one below.



- d. Ensure that you and system administrators have “**admin**” access, and that `www-hosts` have “**read**” access. Often the problem is due to `www-hosts` being set at “list”.
- e. Repeat steps B to D for each sub-folder in WWW.

Disclaimer:

Information is correct as of Spring 2002. Author is not responsible for misconfiguration or mismanagement of your AFS as a result of using AFS manager. If you have lost administrative rights to your own folders, you should ask the technical support staff at the Computing Commons for help.

~ End ~