

# FAQ

## Frequently Asked Questions

### Cloud administration interface

#### User administration

1. **After granting a new user access to an environment, the user is listed with "No SSH Key available" even though the user has indeed uploaded a ssh key on <http://share.ez.no>. Is there a delay before the SSH key is synced to the cloud?**  
No, there is no significant delay. But after a user has uploaded a ssh key on share.ez.no, he must login to the cloud administration once before the ssh key is synced to the cloud infrastructure. Until this is done, the key will not be deployed to neither GIT or SFTP accounts.

### Deployment

1. **Images are gone when I deploy. What is wrong?**  
If images are not appearing it could be because of an error in your var dump file. Make sure the var dump do **not** contain the var/ directory itself. Only sub directories below var/ should be included in the dump, ref [Make the var/ dump](#)

### Kernel

1. **Are kernel hacks (kernel modifications) supported?**  
No.  
You'll get the kernel you select in the drop-down in the GUI. Technically, that kernel will have some modifications in order to work the eZ Publish Cloud infrastructure. These modifications are mostly related to eZ Find and DFS cluster handling
2. **Are kernel overrides supported?**  
No.
3. **Is uploading the kernel ( .php files ) to git strictly speaking necessary?**  
No. Only settings, extensions etc. are strictly speaking needed. The kernel itself is provided by the eZ Publish Cloud infrastructure.

### Varnish integration

1. **Is there a http cache in front of eZ Publish when using eZ Publish Cloud?**  
Yes, every site is behind a Varnish cache. Non-logged-in users are served via the Varnish cache.
2. **How does the Varnish cache know if the user is logged in or not?**  
Varnish checks if the cookie `is_logged_in` is set for the user making a request. If the cookie is set, the request is forwarded to the web servers directly.
3. **What is the `is_logged_in` cookie?**  
The `is_logged_in` cookie is a cookie which eZ Publish creates when the user logs in to the system. This cookie is used to flag to any http proxies in front of eZ Publish that the user is logged in. The cookie has nothing to do with the actual authentication of the user in eZ Publish.
4. **How can I make the shopping basket work, also for non-logged in users?**  
The quick fix is to set the `is_logged_in` cookie once a user add a item to the basket.  
On a ezwebin site this can be done by putting the following code at the end of the template `extension/[myextension]/design/ezwebin/templates/shop/basket.tpl`.

```
{if $basket.items|count|gt(0)}
  <script type="text/javascript">{literal}
    $(document).ready(function(){
      $.cookie('is_logged_in', '1', {expires: 1, path: '/'});
    });
  {/literal}</script>
{/if}
```

The best way would be to customize the view of the basket to use AJAX based calls.

