

## Non-CMS Web Hosting (sapphire.library.yale.edu)

**Service Owner** Robert Rice

**YUL Service Domain** [Digital User Experience](#) [1]

**Short Description:** Non-CMS web hosting allows YUL staff to publish files and images that are accessible by the web. This service is not to be used for hosting websites.

### Description

Many of the Yale University Library's website platforms, such as Drupal or LibGuides, do not provide robust file-managing capabilities. It can be extremely difficult to upload and host 200 finding aid PDFs. Therefore, Library IT offers a simple Windows Explorer/MacOS Finder-based method for uploading and managing web-accessible files.

The intent of this service is solely to provide a platform for accessing binary files such as images, PDFs, and ZIP files. It is *not* a platform for hosting HTML pages or websites.

**Visibility** No visibility restrictions

**Who is eligible to use this service offering?** Staff

Yale Library Staff Only

**Affiliations that can use this service offering** Employees

Faculty

Staff

Students

**How do I get it?**

Requests for file hosting are made by submitting a [service request](#) [2] on the [Library IT website](#) [3]. A valid NetID and explicit permissions are required to host files.

**How do I access it?**

Uploading and managing files are performed through the Windows Explorer or MacOS Finder. Web-accessible folders are accessed in the same manner as any other folder on your computer.

**Does your service offering require a user to have specific system configurations?**

This service requires the user to have the currently-supported version of Windows or MacOS on their computer.

**Is there a specific area that your user can go to for help?**

No.

**Do you have specific Documentation and Support outside of the Knowledge Base?**

No.

**Are there any specific policies and procedures outlined for your service offering?**

This service is to be used solely for the purpose of hosting binary files such as images, PDFs, or ZIP files intended to be downloaded by a web visitor. **It is not to be used for hosting HTML files of any kind.** HTML files stored on a web-accessible share are subject to removal by Library IT without notice to the user.

An operating agreement, known locally as a service overview, is available for this service. A service overview is a document that defines expectations and resources required to provide ongoing operational support for the service. [You can view it here.](#) [4]

**Are there Rates & Charges Associated to this Service Offering?** No

**Categories** Access

Enhancement

Inquiry

Outage

Performance Issue

Scheduling and Support

Something Broken

## Non-CMS Web Hosting (sapphire.library.yale.edu)

Published on Yale University Library (<https://web.library.yale.edu>)

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**Tier 1 Support** YUL Support Group (listed above)

**Sub-category needed?** No

**Generic Request?** No

**URL to service application (if any)** <http://library.yale.edu> [5]

**Can users request access to your service offering?** Yes

**Support Group** [DevOps & Infrastructure](#) [6]

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**Source URL:**<https://web.library.yale.edu/lit/servicecatalog/164652>

### Links

[1] <https://web.library.yale.edu/service-domains/digital-user-experience> [2] <https://web.library.yale.edu/form/service-request> [3] <https://web.library.yale.edu/lit> [4] <https://yale.box.com/s/vfdmqb1lgr47euf7th3k12nt7gt5p0j0> [5] <http://library.yale.edu> [6] <https://web.library.yale.edu/service-support-groups/devops-infrastructure>