

Little Oak - a small company with a hands-on, personal approach.

## Hosting

- How can I publish a RapidWeaver website using a third party Ftp application?
- How can I publish it using Rapidweaver's built-in publication features?
- I published my website but I don't see anything when I visit my domain! What's wrong?
- Can I add a domain to my control panel and then give someone else access to it?
- How do I add an additional domain to my account?
- How fast will my account be set up?
- How do I change a file or directory's permissions?
- What is my FTP server?
- What is my MySQL server's hostname?
- What nameservers do I use?

## Email

- I want to black list some domains in Spam Assassin. Do I just use a wildcard (\*) symbol followed by the domain name?
- Every time I open Apple Mail and send a message I have to verify the certificate. Is there any way around this?
- I just transferred my website to Little Oak, will my E-mail accounts be transferred to you too?
- Where can I access my E-mail accounts using your webmail applications?
- How do I set my email up in Apple Mail?

## General

- How do I upgrade to a larger plan?
- How much is an extra GB of bandwidth per month?
- I exeeded my bandwidth quota this month. How can I upgrade my monthly quota?
- I'd like to use Little Oak Hosting web hosting services. Where can I register a domain?
- Why do my hosting account and billing account have separate logins?

## Hosting

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## How can I publish a RapidWeaver website using a third party Ftp application?

After registering a domain with Little Oak Hosting and [purchasing one of our hosting plans](#) you will receive a "Welcome E-mail" containing your account information.

Information is listed as the following example:

Server: yourdomain.com

User Name: username

Password: password

Site Path: domains/mydomain.com/public\_html

To upload a site using a third party Ftp application, follow these simple steps:

- First, export the site into a folder on your Mac
- Second, fill the info into your Ftp application to create a new connection/favorite as shown in the following image\*



- Finally, transfer the content of your exported site folder into the "public\_html" folder of your account. This is generally located in your domains/mydomain.com folder.

(\*) We used [Transmit](#), from [Panic Software](#), but you can use any similar Ftp application.

### **How can I publish it using Rapidweaver's built-in publication features?**

After registering a domain with Little Oak Hosting and [purchasing one of our hosting plans](#) you will receive a "Welcome E-mail" containing your account information.

Information is listed as the following example:

Server: yourdomain.com  
User Name: username  
Password: password  
Site Path: domains/mydomain.com/public\_html

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### **I published my website but I don't see anything when I visit my domain! What's wrong?**

Check with a Ftp application to see if the site has been published in the right folder: public\_html.

If so, make sure that the "public\_html" folder contains an index.XXX file, where XXX can be "html", "htm", "php" and so on.

Your public\_html folder will typically be located at:

domains/yourdomain.com/public\_html

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### **Can I add a domain to my control panel and then give someone else access to it?**

No. Please do not act as a miniature web host for friends, family, clients, and etc. under a regular hosting account. Little Oak can upgrade your account to a reseller account for the cost of a dedicated IP address: \$2 / month, or \$16 / year. This will allow you to provide your users with their own control panel, login information, and etc.

Sharing a single control panel among multiple people is a large security risk and is cause for immediate suspension.

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### **How do I add an additional domain to my account?**

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First make sure you've registered your domain, either at [OakDNS](#) or a 3rd party registrar.

Next, navigate to your control panel. Select Domain Setup.

Add Another Domain.

Please Note: Your domain will have to be set to Little Oak's [nameservers](#) to load from our servers.

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### **How fast will my account be set up?**

Orders are manually reviewed by a member of Little Oak's sales staff between 9-5 CST. A hosting account will typically be set up within the first hour of the order being submitted.

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### **How do I change a file or directory's permissions?**

The easiest way to do this is through your control panel's file manager. Select the file you wish to chmod and the new permissions. Click "With Selected: set Permission".

You may also chmod a file or directory via a FTP client.

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### **What is my FTP server?**

Your FTP server can be either your domain name, eg: mydomain.com, or your server's IP address. Either will work; they are interchangeable.

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### **What is my MySQL server's hostname?**

Your MySQL hostname is 'localhost'.

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### **What nameservers do I use?**

If you are on a cPanel server your nameservers are ns1.littleoak.net and ns2.littleoak.net.

If you are on a DirectAdmin server your nameservers are ns1.oakdns.net and

## Email

### **I want to black list some domains in Spam Assassin. Do I just use a wildcard (\*) symbol followed by the domain name?**

To block an entire domain name you add "**\*@domainname.com**" (with no quotes)

If you want to be even more thorough you can block "**\*.domainname.com**" (with no quotes) which will block the domain name and any subdomains associated with that domain.

You can also block an individual email address simply by adding it.

Your blacklist can be found under Spam Assassin, Configure Spam Assassin.

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### **Every time I open Apple Mail and send a message I have to verify the certificate. Is there any way around this?**

Yes. The way you fix this depends on what operating system you use. OSX 10.3 and 10.4 are known to be rather fussy about remembering certificates. To make sure that Mail permanently remembers certificates you would have to follow the guidelines Apple has posted here: <http://docs.info.apple.com/article.html?artnum=25593>

If you're in Leopard things get much simpler. The next time the certificate pops up you can click the option to view the certificate. It will then present you with three options, one of them being to always accept the certificate. Select that option and OS X will ask you for your password to confirm. Keychain will then store the certificate.

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### **I just transferred my website to Little Oak, will my E-mail accounts be transferred to you too?**

No, you will have to re-create your accounts on the Little Oak servers. No email that is already on your computer will be lost during the transfer.

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It is always a good idea to create all accounts on Little Oak Hosting before you transfer your service. To prevent the loss of your E-mail messages, please, make a complete back-up.

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### **Where can I access my E-mail accounts using your webmail applications?**

You may access your E-mail accounts using our webmail applications from the address <http://www.yourdomain.com/webmail> or by logging in to your control panel.

You may also access your favorite webmail client directly by visiting:

<http://www.yourdomain.com/atmail>  
<http://www.yourdomain.com/roundcube>  
<http://www.yourdomain.com/squirrelmail>

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### **How do I set my email up in Apple Mail?**

Select File, Add Account.

Username: Your full address. Eg: me@mydomain.com

Incoming Server: mail.yourdomain.com

Outgoing Server: mail.yourdomain.com

(Outgoing) SMTP Server Requires password authentication

SSL is optional for both incoming and outgoing mail.

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General

### **How do I upgrade to a larger plan?**

Please [submit a support ticket](#) requesting the upgrade.

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### **How much is an extra GB of bandwidth per month?**

An extra gb of bandwidth is just \$1/Gb per month.

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**I exceeded my bandwidth quota this month. How can I upgrade my monthly quota?**

Bandwidth is the amount of data that can be sent over the internet in a certain period of time. Your account will be temporarily suspended if your website experiences a high level of activity and all of the bandwidth quota included in your plan is used up.

To upgrade your monthly bandwidth quota just [send us a secure](#) ticket asking for the amount of bandwidth you wish to be added to your account. Please specify the amount of bandwidth you require. The cost per bandwidth is \$1/1000MB per month.

Once you have added additional bandwidth you will be able to access your account as per usual.

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**I'd like to use Little Oak Hosting web hosting services. Where can I register a domain?**

We offer the domain registration area on all of our plans. To order additional domains, please either [submit a support ticket](#) or visit [OakDNS](#).

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**Why do my hosting account and billing account have separate logins?**

Little Oak maintains two account logins for each customer: a billing account and a hosting account. This provides an additional layer of security for clients. Also, if a client is unable to access their hosting account they will still be able to contact support through their billing account.

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