



FAQ

atmail 7
on-premises



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SALES

How do I contact atmail Sales?

Please complete the [Contact Us](#) form on our site.

Can I still purchase atmail 7 on-premises?

No, not unless you have made a bespoke arrangement with our sales team, because the end of life (EOL) for our a7 products will be 31 July 2019. New atmail customers are instead being directed to our newest products, "atmail suite", "atmail mail server" and "atmail cloud". If you are a new customer, please visit our [new product FAQ](#).

What does an atmail 7 on-premises licence include?

An atmail 7 on-premises licence allows for two user classes with different functionality and pricing for each licence type and includes the following features:

Basic: email server; webmail; and contacts; or

Pro: email server; webmail; contacts; calendar; tasks; file storage and sharing; synchronisation; and provisioning.

Do you offer a free trial for atmail 7?

For atmail 7 on-premises, we offer a 30-day, fully-featured, trial licence which includes 5 pro user licences. To start your trial, please visit our [web site](#) and click on the free trial option.

Is atmail licensing done on a per-user basis?

Yes. atmail 7 is licensed per user, which means per email account that will be hosted and/or accessed via the atmail mail server or webmail client.

What payment methods do you accept?

We accept payment online via credit card when using Visa or Mastercard. Payment can be deducted automatically on a monthly basis or manually by prior arrangement. American Express payments are processed manually by prior arrangement. Bank transfers are available for transactions greater than US\$1,000.

Can we add more users to our licence after we purchase?

Yes. Simply go to our client portal (details emailed to you on purchase) and purchase the additional Basic or Pro users that you need. You can then add your newly generated serial key to your service via your web admin.

Can I upgrade my existing on-premises users to Pro?

Yes. If you are running atmail 7 on-premises, you can alter your user classes on your renewal anniversary.

Can I reduce the number of users in my licence?

Yes. You can reduce your licence numbers or downgrade your user classes on your renewal anniversary.

Can I have different licence classes for on-premises at the same time?

Yes. Your overall on-premises licence can contain any [number of users of any class](#). This enables you to purchase exactly what you need. See more information about user types [here](#) or in our Help Centre.

SUPPORT

How do I contact atmail Support?

You can contact our support team either via your atmail client portal or by emailing support@atmail.com.

Does an atmail 7 subscription include support?

An atmail 7 subscription includes Self-Help Support.

Essential Support and Platinum Support options are also available to better serve your needs. For more information, please [contact our sales team](#).

What is the difference between Self-Help, Essential and Platinum Support?

Please refer to our [list of Support packages online](#). Alternatively, you can contact our sales team, who would be happy to assist.

Can you provide help with migration?

Yes. We have [Help Centre documentation for self-service migration](#), or please contact our sales team to enquire about a quote for our professional services assistance.

Can atmail customise my installation for me?

Yes. Please see our [customisation](#) documentation and/or contact our support team to discuss how our professional services team can assist.

If we need extra tech help, what else can you help with?

With 20 years of email experience, we have the skills and expertise to help you with (almost) anything related to email.

Typical requests include: migrations; integrations; customisations; extending your team's email management capabilities; and performing custom reporting that is specific to your business.

Please get in touch with our support team to discuss your specific requirements.

What are your hours of support?

Platinum Support is available 24/7, 365 days a year, for critical impact issues (severity 1).

Support for other issues is available 8am to 6pm Australian time (AEST), business days.

atmail may act on support requests outside of these hours, at its discretion.

How do I raise support tickets?

You can raise support tickets either via your atmail client portal or by emailing support@atmail.com.

I have an atmail account through a reseller and I need help with my account. Can you help?

No. Many of atmail's reseller clients use our software to provide email services to their end users and we do not have access to their servers or support their support team, so please contact your email host directly.

Note: Many common questions can be answered from our [Help Centre's User Guide](#).

What is the fastest way to reach you in case of emergency?

Platinum Support subscribers have direct mobile phone access and can reach us 24/7, 365 days a year, for critical issues (severity 1).

For more information about Platinum Support, please contact our sales team via the [Contact Us](#) form on our site.

PRODUCT

Can I replace the atmail logo on the user interface with my own logo?

Yes. We are proud to offer [white labelling capability](#), so you can keep your own brand front-of-mind for your customers or employees.

What other branding and customisation can be done?

Please contact our support team via support@atmail.com to enquire about customisation options unique to your account.

Can I use atmail 7 on a custom domain and webmail server?

Yes. Our atmail 7 licences come with unlimited domain capabilities. You can install atmail and create users under any of your domains, via your atmail admin interface.

How many emails can be sent per user per hour?

For atmail 7 on-premises, you control the number of emails that can be sent via your atmail web admin.

What is the send limit for atmail 7 on-premises?

atmail 7 on-premises deployments can be configured to allow as many messages as required. The system also provides a "mass mail" feature so you can send a copy of an email to all users of a local email domain or all users on the server.

Please note however that any mass mail usage must comply with appropriate legislative requirements to ensure you do not blacklist your server as a sender of spam. You may also need to configure some server settings to avoid blacklisting and/or to use an external mailing list application to organise mailing lists, campaigns and list subscriptions.

What is the maximum size allowed for an attachment?

Yes. atmail 7 uses Apache SpamAssassin, which is a widely distributed, open-source, anti-spam platform. Please contact our sales team if you would like to enquire about premium antispam offerings.

Does atmail 7 include antivirus?

Yes. atmail 7 uses ClamAV, which is a widely distributed, open-source, anti-virus engine for detecting trojans, viruses, malware and malicious threats.

Does atmail 7 support multiple languages?

Yes. atmail 7 supports Arabic, Catalan, German, English, Greek, Spanish, Finnish, French, Indonesian, Italian, Japanese, Dutch, Brazilian Portuguese, Portuguese, Russian, Swedish, Thai, Turkish and Simplified Chinese. Additional languages can be added using the process detailed in our Translation Guide in our Help Centre.

Is it possible to modify the translations ourselves?

Yes. If you are an atmail 7 on-premises customer, your installation gives you the ability to edit and [configure your translation files](#).

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CONTACTS AND CALENDARS

Can I use atmail 7 to add webmail, CalDAV/ calendars, CardDAV/ contacts, or WebDAV/ file storage features to my existing email server?

Yes. You can install atmail 7's webmail (only) onto your existing mail server. The web client includes our CalDAV/ CardDAV/ WebDAV calendar, contacts and file storage server backend to support both external clients and WebClient's Groupware features.

Is it possible to merge my existing contacts and calendar events from my database to your system?

Yes. Please visit our Help Centre for instructions. Alternatively, please contact our support team to enquire about a quote for our professional services.

Does atmail support calendar invitations to external email addresses?

Yes. atmail 7 includes calendar invitation support. Invitations are sent via email as an ICS attachment.

Can atmail 7 read calendar or contact data from external LDAP servers?

Yes. You can configure atmail 7 to use an existing LDAP server for global contacts. atmail 7 supports CalDAV for calendaring.

Can I share a single calendar entry with other people in my organisation?

No. A calendar and all of its associated entries can be shared, but atmail 7 does not currently support sharing an individual calendar entry.

Can the Outlook or atmail Sync Connector synchronise shared calendars or contacts?

Yes, for Outlook 2010 and Outlook 2013. Please refer to our Help Centre documentation [here](#).

All Third-Party Client documentation can be found [here](#).

TECHNICAL

What is the tech stack for atmail 7?

PHP (Zend), Exim, Dovecot, Apache SpamAssassin, ClamAV, DAV (SabreDAV), MySQL and jQuery (jQuery-ui, jQuery-mobile).

Does the tech stack for atmail 7 also include React and Go(lang)?

Yes. atmail is built on a RESTful API. Please see our [Help Centre](#) for further information.

Do you have an API?

Yes. atmail is built on a RESTful API. Please see our [Help Centre](#) for further information.

Does atmail 7 include source-code?

Yes. atmail 7 includes source-code, an API, a plugin framework, CSS files for interface themes and more, to enable you to modify our solution to suit your environment.

Do you have client and sub-client control panels?

Yes. atmail 7 on-premises offers admin and sub-admin control panels.

What is the minimum server configuration or technical specification required for atmail 7 on-premises?

Please find the following system requirements for:

- [atmail Server + Webmail 7 on-premises.](#)
- [atmail Webmail Client only 7 on-premises.](#)

Can you install atmail 7 for us?

Yes. We can remotely help to install atmail 7 for you, for an additional fee. Large installations will require a custom quote. Please [contact our sales team](#).

Can I install atmail on my web hosting account plan?

Yes. The atmail 7 webmail client installs easily on most Linux hosts. However, the installation for atmail email server requires root access to the server, which is prevented by the limitations on the shared hosting plans offered by some web hosts.

We recommend dedicated, virtual dedicated or virtual private server plans if you're considering atmail email server. Please contact the web host you are considering beforehand and talk to them what you want to do. They can usually offer advice on what plan offers the features that you might need.

For further information, please refer to our atmail Installation Guides:

- [Server + WebMail Installation](#)
- [WebMail Client Only Installation](#)

How do I manage my atmail email service?

Our web admin has a wizard that will walk you through on your first use. For further information, please refer to our Help Centre for step by step tutorials.

Can you log into our system to help us with "X"?

Yes, we usually can. We offer on-demand, remote, support services for an additional fee. (The fee may not apply if the issue is due to an atmail issue.) To submit a remote support request, please log into our client portal and select the appropriate support option from the interface.

Is it possible to manage more than one IMAP account at a time with the webmail client?

No. Our atmail 7 webmail currently only supports access to one account at a time.

How do I backup or restore atmail for an on-premises account?

atmail 7 on-premises makes use of OS-level tools to make backups easy and flexible. Please refer to our [Backup and Recovery information](#) in our Help Centre for full instructions.

The "Licence" tab in Web Administration asks for a DownloadID and serial key, but the email I received had a serial key and an atmail ID (or ClientID). How do I get a DownloadID?

Your atmail ID, DownloadID and ClientID are interchangeable. You can safely use the whichever ID you received in the "DownloadID" field in Web Administration > Licence tab > Register Licence.

Can I use filters to have an email forwarded to an email inside and/or outside our domain?

No. Such filters only move messages between folders.

Can we run redundant or clustered servers on the same on-premises licence?

Yes. Our atmail 7 on-premises licence provides multi-server support for full active/active redundancy and clustering support.

Can atmail 7 check multiple mailboxes at once?

Unfortunately, this is not currently possible through the atmail 7 webmail client. While atmail 7's email server has an alias feature which can deliver a copy of emails received at a single inbox to multiple addresses, sending emails separately from multiple and/or external accounts currently require logging out of one account before logging into another.

Will my antivirus and antispam still get definitions and RBL updates if my support and upgrades expire?

No. The antivirus and antispam signatures are pulled from the atmail network and are deactivated if your support and upgrade period has expired.

WINDOWS, MAC OS X, iOS, ANDROID AND BLACKBERRY

Is atmail 7 compatible with Windows clients?

Yes, most Windows email clients can connect directly to atmail's IMAP/POP3 server. Outlook users can synchronise calendars and contacts using a third party plugin such as [Outlook CalDav Synchronizer](#). Thunderbird/Mozilla users can connect their contact and calendar clients directly to atmail's CalDAV/CardDAV server. The webmail UI is supported under Windows IE8+.

Is atmail 7 compatible with Mac OS X clients?

Yes. OS X mail users can connect directly to atmail 7's IMAP/ POP3 server and connect native Apple Calendar and Contacts clients directly to atmail 7's CalDAV/ CardDAV server.

Is atmail 7 compatible with iOS clients?

Yes. iOS mail users can connect directly to atmail 7's IMAP/ POP3 server. They can also connect their iCal and Address Book clients directly to atmail 7's CalDAV/ CardDAV server. atmail 7 provides iOS provisioning support, optional Exchange ActiveSync support and a mobile friendly UI.

Is atmail 7 compatible with Android clients?

Yes. Android users can connect directly to atmail 7's IMAP/ POP3, CalDAV and CardDAV servers to synchronise email, calendars and contacts with the atmail server. Android users can also use the optional Exchange ActiveSync support and Mobile UI.

Is atmail 7 compatible with BlackBerry clients?

We have received feedback that modern BlackBerry devices have worked very well on our platform using IMAP/ POP, CalDAV and CardDAV, however we ourselves do not test on, or support, BlackBerry devices. We also offer Exchange ActiveSync licensing for compatible devices.

All Third-Party Client documentation can be found [here](#).

COMPATABILITY WITH OTHER SYSTEMS

Can atmail run on cPanel, Webmin, DirectAdmin or other control-panels?

Yes, atmail 7 can be installed on most control panel equipped web servers, according to our Webmail Client Installation Guide. You can also integrate additional functionality into your selected control panel (e.g. Sieve email filtering, change passwords and set auto-reply) by using the atmail API and plugin framework. However, please understand that we cannot directly support anything outside our own atmail product on these installations.

Can atmail 7 work with Plesk?

Yes. atmail 7 can be installed (according to our Webmail Client Installation Guide) under Plesk, like any regular PHP application, to provide the full webmail client, calendar and contact features to end-users. However, please understand that we cannot directly support anything outside our own atmail product on these installations.

Does ActiveSync work with Plesk?

No. Plesk servers do not support ActiveSync.

Does ActiveSync support HTML email?

Yes.

Can atmail run on KVM/VMware/Xen?

Yes. atmail 7 runs well in KVM, VMware, Xen and most other "full virtualisation" environments. Please contact our sales team if you would like to confirm for other environments.

Can atmail run in OpenVZ/ Solaris Containers?

No. We recommend using atmail 7 under a KVM, VMware or Xen environment.

Can atmail be installed on Amazon ECS/ AWS or other cloud hosting plans?

Yes. Although these environments sometimes provide other considerations that can affect performance. (e.g. The IP addresses of some cloud hosting plans are subject to reassignment at unexpected times. This can cause issues with static MX/DNS records including mail delivery deferment or failure.) We recommend reading the technical details of such plans carefully and installing the evaluation copy of the software if you are not sure.

Can atmail run on (Solaris/ Slackware/ Gentoo/ or any other unsupported OS's)?

The webmail client "should" work correctly on any OS that supports all the PHP dependencies. However, variations in the default shell can cause script issues. Dependencies may also have different names or default paths (or both) on unsupported systems.

The same goes for the email server version of atmail 7. We use open-source components such as Exim, Dovecot, SpamAssassin and ClamAV for atmail 7's core services to allow the most flexibility. These servers' binaries are compiled from source during system installation and are all platform-independent. However, the above-mentioned issues would probably require that each component of atmail 7's email server be installed manually, which could also cause other issues.

This leads to the main issue: "not a supported configuration". You can try to install on these OS's, but we will not be able to assist with most issues encountered during installation, maintenance or upgrades. This is the primary reason we recommend choosing a "standard" GNU/Linux OS configuration, because we are more able to quickly and easily help you, as well as identify any issues that may be affecting other clients on similar systems.

Does atmail 7 support LDAP/ Active Directory for authentication?

Yes. Our atmail 7 email server can check user authentication credentials against an LDAP/ Active Directory server before allowing users to log in. Set up is easy. Please see our [Directory Services Configuration Guide](#) for LDAP/ Active Directory setup instructions.

Do you have any integration with SSO providers such as OneLogin?

No. atmail 7 does not come out-of-the-box with Single Sign-on (SSO) provider integrations. Please contact our sales team to enquire about our professional services to help customise your installation.

RENEWALS

Will my atmail 7 on-premises subscription renew automatically?

No. Our sales team will contact you prior to renewal, but feel free to contact our sales team prior, if you'd like to get the ball rolling earlier.

Does atmail 7 on-premises work without renewal of licence?

No. If an on-premises licence is not renewed, you will receive a "Licence expired" message when you next log in to webmail or your web admin access and your access will be restricted.

How can we access an extra week to sort out an on-premises renewal?

Please contact our sales team, who can usually help organise a temporary on-premises licence to cover any gap between your licence expiring and the receipt of your renewal payment.

Can I migrate from atmail 7 to the new atmail suite and/or atmail mail server on-premises?

Yes. atmail 7's end of life will be 31 July 2019, so please [contact our sales team](#) soon.

Can I migrate from atmail 7 on-premises to atmail cloud?

Yes. atmail 7's end of life will be 31 July 2019, so please [contact our sales team](#) soon.