



FAQ

atmail mail server
on-premises



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SALES

How do I contact atmail Sales?

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

What does an atmail mail server on-premises licence include?

An atmail mail server licence includes the functionality of a mail server which is perfectly suited to our atmail suite.

Can I purchase atmail mail server separately from atmail suite?

Yes. You can purchase either product separately, or choose to save money by bundling them together.

Is your licensing done on a per-user basis?

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

Is there a minimum purchase?

Yes. Our minimum purchase for atmail mail server on-premises is currently US\$1,000 per year.

How can I purchase atmail mail server?

You can purchase directly through our online store.

For bulk user licences over 1,000 users, please [contact our sales team](#) for a custom quote.

What is the purchase term?

Our atmail mail server on-premises licences are purchased and renewed as yearly subscriptions.

Are multi-year contracts available for a discount?

Yes. We are happy to negotiate multi-year contracts with more favourable pricing for our larger customers.

Can you send me a detailed quote via email?

Yes. We can send a detailed quote. Please [contact our sales team](#) and let us know exactly what you require.

Alternatively, cloud customers can create their own quotes via our atmail online store.

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.

If I purchase online, will you send me an invoice?

After the purchase, you can log in to our customer portal using your login details to review your quotes and invoices.

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

Yes. For atmail mail server on-premises, simply go to our client portal (details emailed to you on purchase) and purchase the additional users that you need.

Can I reduce the number of users in my licence?

Yes. If you are an on-premises customer, you can reduce your licence numbers or downgrade your user classes on your renewal anniversary.

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 mail server subscription include support?

An atmail mail server 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. Please [contact our sales team](#) to enquire about a quote for our professional services assistance.

Can atmail customise my installation for me?

Yes. Please [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.

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).

Please [contact our sales team](#) to enquire about Platinum Support.

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 [here](#).

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. Please see [here](#) for custom logo for login and webmail. Please see [here](#) for more instructions on custom branding.

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 my own domain on the atmail mail server?

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

What is the send limit for mail server on-premises?

atmail mail server 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.

Does atmail mail server support mailing lists?

Not yet.

What is the maximum size allowed for an attachment?

For atmail mail server on-premises, the maximum size allowed for an attachment can be defined by your mail administrator. Please see our Help Centre documentation [here](#).

Does atmail mail server include antispam?

Yes, atmail mail server's foundation antispam layer combines trusted open source technology (Apache SpamAssassin) with real time threat protection, reputation blocklists and the intelligence of Bayesian machine learning.

Does atmail offer premium antispam?

Yes. atmail's optional premium antispam layer is powered by Cyren, a trusted email security provider with 20 years of experience and a deep understanding of threat intelligence.

atmail's premium antispam and malware detection is based on Cyren's patented Recurrent Pattern Detection (RPD™) technology, which detects and classifies threat patterns in near real time.

Our premium offering also employs Cyren's GlobalView™ Security Cloud, which applies AI machine learning, proprietary predictive analytics, behavioural analysis, heuristics and RPD™ to a massive stream of daily email and web transactions to detect outbreaks in near real time, rather than waiting for an update interval.

Please [contact our sales team](#) to enquire about premium antispam offerings.

Does atmail mail server include antivirus and malware detection?

Yes. atmail mail server uses ClamAV, which is a widely distributed, open-source, antivirus engine for detecting trojans, viruses, malware and malicious threats. Please [contact our sales team](#) to enquire about premium antivirus and malware detection offerings.

Can I use Contacts and Calendars with atmail mail server?

These features are available in our complementary product, atmail suite.

TECHNICAL

What is the tech stack for atmail mail server?

Dovecot, Exim, Nginx, Apache SpamAssassin, ClamAV, Ansible and PHP (Zend) for the admin UI.

Do you have an API?

Yes. atmail is built on a RESTful API. Please refer to our Help Centre documentation [here](#).

Does atmail include source-code?

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

Do you have client and sub-client control panels?

Yes. atmail mail server includes admin and sub-admin control panels.

What is the minimum server configuration or technical specification required?

Please refer to our Help Centre for information on system requirements for atmail mail server on-premises.

Can you install atmail mail server for us?

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

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.

Can I install atmail on my web hosting account plan?

Yes. The atmail suite 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 mail server installation guide](#) and [system requirements guide](#).

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

atmail suite and mail server on-premises make 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 / ClientID?

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 we run redundant or clustered servers on the same licence?

No. However, if you require this functionality, please [contact our professional services team](#) to discuss your options.

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 mail server 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 mail server compatible with Mac OS X clients?

Yes. OS X mail users can connect directly to the atmail mail server IMAP/ POP3 service. Users can also connect native Apple Calendar and Contacts clients directly to the atmail mail server CalDAV/ CardDAV server.

Is atmail mail server compatible with iOS clients?

Yes. iOS mail users can connect directly to the IMAP/ POP3 server for atmail mail server, as well as connect their iCal and Address Book clients directly to atmail suite's CalDAV/ CardDAV server. atmail also provides an iOS app available from the iTunes store, plus a mobile-friendly UI.

Is atmail mail server compatible with Android clients?

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

Is atmail mail server 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.

COMPATIBILITY WITH OTHER SYSTEMS

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

atmail mail server has not yet been tested in these environments. It may be included in our future development.

Can atmail mail server work with Plesk?

atmail mail server has not yet been tested in these environments. It may be included in our future development.

Does ActiveSync work with Plesk?

No. Plesk servers do not support ActiveSync.

Does ActiveSync support HTML email?

Yes.

Can atmail mail server run on KVM/VMware/Xen?

atmail mail server has not yet been tested in these environments. It may be included in our future development.

Can atmail mail server run in OpenVZ/ Solaris Containers?

atmail mail server has not yet been tested in these environments. It may be included in our future development.

Does atmail mail server support LDAP/ Active Directory for authentication?

atmail mail server has not yet been tested in these environments. It may be included in our future development.

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

No. atmail mail server 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 suite mail server subscription renew automatically?

No. Our sales team will contact you before your renewal, but feel free to [contact our sales team](#) prior, if you'd like to get the ball rolling earlier.

Does atmail mail server 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.