



# FAQ

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atmail suite  
on-premises

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## FAQ: atmail suite 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 suite on-premises licence include?

An atmail suite on-premises licence is a single licence type that includes the following features: webmail; contacts; calendars; tasks and files.

#### Can I purchase atmail suite separately from atmail mail server?

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 suite 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 suite on-premises is currently US\$1,000 per year.

#### How can I purchase atmail suite?

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 suite 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 suite 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](mailto:support@atmail.com).

### Does an atmail suite subscription include support?

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

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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](mailto: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 [here](#).

### **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).

If you would like to enquire 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?**

White labelling is part of our atmail mail server product.

### **What other branding and customisation can be done?**

Please contact our support team via [support@atmail.com](mailto:support@atmail.com) to enquire about customisation options unique to your account.

### **Can I use my own domain on the atmail suite?**

Yes. Our atmail suite 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 atmail suite on-premises?**

This is determined by your back end mail server. If you use the atmail mail server (to complement atmail suite), these settings can be configured using your mail server web admin to allow as many messages as required.

### **Does atmail suite support mailing lists?**

This is determined by your backend mail server.

### **What is the maximum size allowed for an attachment?**

For atmail suite 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 suite have a language pack?**

Yes. atmail suite supports English (UK), German, Spanish, French, Italian, Dutch, Japanese, Simplified Chinese, Swedish, Hebrew and Polish.

### **Is it possible to modify the translations ourselves?**

Yes. If you are an atmail on-premises customer, your installation gives you the ability to edit and configure your translation files.

## **CONTACTS AND CALENDARS**

### **Can I use atmail suite to add webmail, CalDAV/ calendars, CardDAV/ contact features to my existing email server?**

Yes. Our atmail suite client is available for exactly this purpose. You can install atmail suite onto your already existing mail server. The atmail suite includes our CalDAV/ CardDAV/ WebDAV calendar, contacts.

### **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 suite includes calendar invitation support. Invitations are sent via email as an ICS attachment.

### **Can atmail suite read calendar or contact data from external LDAP servers?**

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

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

Yes, via .ics file.

## TECHNICAL

### What is the tech stack for atmail suite?

React, Go(lang), JMAP Proxy, DAV and Swift.

### 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 suite 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?

No. These are in our complementary product, atmail mail server.

### What is the minimum server configuration or technical specification required?

Please refer to our Help Centre for information on [system requirements](#) for atmail suite on-premises.

### Can you install atmail suite for us?

Yes. Assuming your server will support the atmail suite and mail server installation, we can help install atmail suite for you. For an additional fee, our support team are available to remotely install atmail on your server via SSH, configured and ready to use. 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.

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### **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 suite installation guide](#) and [system requirements guide](#).

### **Is it possible to manage more than one IMAP account?**

Yes. Our atmail suite client allows for multiple accounts. Users can add their Gmail, Outlook, Yahoo! or other IMAP accounts to the interface.

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

atmail suite 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.

**Can atmail suite check multiple mailboxes at once?**

Yes. Our atmail suite client allows for multiple accounts. Users can add their Gmail, Outlook, Yahoo! or other IMAP accounts to the interface.

## COMPATABILITY WITH OTHER SYSTEMS

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

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

**Can atmail suite work with Plesk?**

atmail suite 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 suite run on KVM/VMware/Xen?**

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

#### **Can atmail suite run in OpenVZ/ Solaris Containers?**

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

#### **Does atmail suite support LDAP/ Active Directory for authentication?**

atmail suite 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 suite 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 on-premises 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 suite 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.