



IMERJAmail - Frequently Asked Questions

COMMERCIAL

How many licenses do I need to Purchase?

One for every mailbox protected by the service, this includes generic addresses like sales@ or info@. However, you only count one license if you have a single mailbox behind multiple domains, for example name@abc.com and name@xyz.com.

What happens if the number of mailboxes increases during the license period and exceeds the number purchased?

Up to 10% increase in the number of mailboxes is permitted over a 12 month period without charge, with the number reviewed at the contract anniversary. Growth over this threshold will be subject to an interim charge for additional licenses made during the contract term. This will be at a flat rate of full price within the first 6 months of the contract term, and 50% of the full price thereafter. We recommend that organisations purchase a number of licenses in keeping with their projected growth for the year.

Is there an installation or set up fee?

No, there is no separate installation or set up fee. You simply pay the yearly subscription fee in advance when you subscribe to the service.

What am I actually buying?

A subscription to the IMERJAmail service for the term of the license, typically one year. You do not purchase any hardware or software.

Why is it at a lower cost compared to other services?

IMERJAmail is partly based on Open Source software, this means that you only pay for the hosting and support of the service we provide.

Are direct debit and cheque the only available payment methods?

Yes. In order to keep the cost and administrative overheads to an absolute minimum we currently offer two payment methods for contracts of less than 500 licenses. If you require more than 500 licenses then please contact us for details of alternative payment methods.

As it is based on Open Source software does that mean it is inferior to proprietary packages? No. The Open Source community provides the largest development base from where tried and tested software solutions are created. The promise of Open Source is better quality, higher reliability, more flexibility, lower cost, and an end to predatory vendor lock-in. Open Source applications are often developed into commercially available software products. Combining Open Source applications allows us to provide a wide spectrum of functionality



within a simple to use product, providing a robust and efficient service that offers excellent value for money. If you don't believe us try the free 30 day trial.

Can I stop using it at any time?

Yes. You can change your DNS and email server back whenever you like, however we are unable to offer any refunds on the unused term of your license.

Why is the Technical Support line charged at 50p per minute?

IMERJAmail has been designed and implemented as a very low cost service. In order keep costs to a minimum customer have access to a web based knowledge forum that is updated as new information is generated in response to support enquiries. We only charge for telephone technical support to those who may require it, and even then at minimal cost. The alternative would be to increase the annual license fee for everyone.



IMPLEMENTATION & SUPPORT

What do I need to do?

If you want to trial or purchase IMERJAmail all you have to do is follow these steps.

- Select the 30 day free trial banner at the top of the page
- Check that you have the information required to complete the registration process
- Follow the registration and set your password
- Complete the registration form
- Once you have received the activation email follow the link to the integration page and follow the instructions.
- Welcome aboard!

How do I configure my system to use IMERJAmail?

The integration page under the technical section contains a description of the changes and there are also configuration guides for Exchange and Sendmail. Alternatively you can reference your Email systems vendors notes or contact IMERJAmail support desk.

How many emails can the Service process?

For security reasons we don't publish the processing capability of the system, however we always scale the service with 50% more capacity than it reaches during peak periods. Average utilisation as a percentage rarely breaks into double figures.

What if you suffer a server failure?

If an Enforcement Server fails emails are automatically rerouted to the other Enforcements in the cluster. However IMERJAmail is a mature and robust product and server failures are exceptionally rare.

Will all the emails I receive and send go through the IMERJAmail service?

Yes, in almost all instances the email you send and receive will be filtered through the IMERJAmail service. Only those with specific requirements will want to configure trusted hosts on your email server that are allowed to bypass the IMERJAmail service.

Will my email be slower?

Not that you will notice, the average processing time for an email is less than 2 minutes unless the email had been scored as SPAM or contains a Virus. In which case it will be quarantined or rejected.

If I stop receiving email how will I know there's a problem with IMERJAmail?

On the administrators dashboard there is an indicator that shows the health of the IMERJAmail system. If the status is good then it's probably wise to check your own system. If you do require support you can contact the IMERJAmail support desk.



OPEN SOURCE

What is Open Source software?

Open Source generally refers to a program (or collection of programs) whose source code is made available for use or modification as users or other developers see fit. Open Source software is usually developed as a public collaboration and made freely available. By comparison, developers of proprietary (commercial) software have historically not made source code generally available.

Is IMERJAmail completely based on Open Source software?

IMERJAmail uses a number of well established and widely recognised Open Source applications within the email processing system; these include MailScanner and Spam Assassin. However the filtering system, management and reporting application have been commercially developed.

Do you charge for Open Source software?

No, the license cost associated with using IMERJAmail covers the cost of hosting and supporting the service. There is no charge for using Open Source software.

Why use Open Source software?

Open Source applications are developed by a huge community of highly skilled, dedicated and innovative programmers and developers; few, if any, organisations could afford to engage the same number of experts in a commercial venture. Many applications like Linux and Apache are so widely used that many people don't even realise they are Open Source. Organisations and even Governments across the globe are seeing the advantages of deploying proven, versatile, standards based and cost effective software.

Is Open Source software reliable?

IMERJAmail has used Open Source applications since the product was first developed in 2004. In fact, Open Source software predates proprietary software. Over half the worlds Websites use Open Source software. It is estimated that MailScanner processes globally over 1 Billion emails a day.



TECHNICAL

Why an off site service, why not an onsite product?

There are a number of advantages in providing centralised email services:

- It is easier and more cost effective to share hardware and support resource across multiple customers, making it far less expensive for the customer.
- The threat landscape changes very quickly, and by delivering the service on a smaller number of centrally managed devices we can react to new threats faster, thereby ensuring the highest level of email protection is maintained.
- The more email we process centrally the more accurate our systems become at spotting where spam is originating from, allowing us to block it more accurately.
- One of the problems associated with spam is that you receive so much of it that it eventually clogs up your Internet connection and email system, preventing legitimate email from getting through. By intercepting spam in the Internet it removes the adverse impact to your systems.
- If your Internet connection goes down or your email system is unavailable IMERJAmail will store your email so senders don't get a failure message, then when your service is restored it will deliver the messages to you.

Do I need anything specific in place to use IMERJAmail?

You need to have your own email server, Exchange or Send Mail etc.

IMERJAmail will not work on webmail (such as pop, etc.) clients. If you use a webmail service delivered by an ISP or other organisation (such as Hotmail, Yahoo, etc.) it will almost certainly provide some level of anti-spam and anti-virus protection for you already.

What do I need to do to start using IMERJAmail?

Your email server needs to be configured to forward your out going email to the IMERJAmail service. Details of the required changes are presented in a Connection Guide. Guidance on how to make the changes can be obtained from your email system documentation, and from the examples available on the Implementation & Support FAQ.

You will also need to update you DNS records with the information provided (this is often done by your ISP on your behalf), so incoming emails are routed through the IMERJAmail service, again the details are presented in the Connection Guide.

If you have a firewall it is recommended that you configure it to only allow email from the IMERJAmail system to your email server and vice-versa. You can reference your firewall manufacture's guides and the Connection Guide provided on this site.