

Recommendation for the Maximum Number of Users per Server Installation

Over the past months we conducted an extensive test project. Within this project we simulated the use of MailStore Server in companies of different sizes, with up to several thousand users over a period of many years.

In addition to testing large numbers of users, we also tested other variables such as different email volumes, archiving methods, archiving configurations (e.g. deletion rules, attachment indexing), and ways of using the archive (e.g. type of access for end users). These tests were conducted using hardware configurations typically found in companies of corresponding sizes.

Test Results

Based on our test results, there is a clear recommendation for a maximum of 500 users per MailStore Server installation. Running higher user amounts on a single installation could negatively impact the performance of MailStore Server over a period of multiple years (with increased email volumes corresponding to the increased number of users). For installations below this limit, we are able to report positive results throughout all test scenarios.

Performance guidelines

Over the next few weeks, we will use the results of these tests to revise the system requirements specified in our technical documentation and publish guidelines for optimizing system performance. These guidelines can be applied to all customer sizes.

Handling Existing Customers

There is no immediate need to make changes for our existing customers with more than 500 user licenses per MailStore Server installation. The performance development within these installations strongly depends on the individual parameters set up by the respective customer (email volume, hardware configuration, archiving methods, etc.). As always, our Technical Support Team is available for consulting on a case-by-case basis.

Handling New Customers

Customers requiring more than 500 user licenses naturally still can be quoted as usual. However, in these cases the user licenses must be distributed over multiple MailStore Server installations so that no individual installation has more than 500 user licenses. MailStore will allow this 'splitting' of installations at no extra charge (unlike many competitors). Accordingly, the current price list will stay valid as is. For projects larger than 500 user licenses we recommend to contact your MailStore Channel Manager or the MailStore Technical Support Team directly.

Ordering Process

Existing customers

Existing customers can continue to place orders (e.g. for the purchase of additional user licenses) with no changes or limitations for the time being.

Up to 500 user licenses

There are no changes for new orders of up to 500 user licenses.

More than 500 user licenses

The following workflow applies to new orders for more than 500 user licenses:

1. Generally, orders for any amount of user licenses (also over 500) can be placed either over the XML interface (if applicable) or by email as usual.
2. If an order exceeds 500 user licenses, the product key generated for this order cannot be used for activating the MailStore Server installation. This key will be the 'main key' and will serve as a reference.
3. After the order has been completed, please inform us as to the number of installations required by the customer as well as how the user licenses are to be distributed among these installations. We will then provide you with the necessary product keys (i.e. product sub-keys of the main key you have already received) so that the installations can be activated accordingly.

Additional user licenses for these installations can also be ordered as usual. After the order has been completed, please inform us as to which product keys (product sub-keys) these user licenses are to be assigned to.

These changes go into effect immediately. For existing quotes that are still running (open), we will still accept installations exceeding 500 user licenses for a transitional period if necessary. When you place your order, please inform us if this is the case.

The MailStore Online Store

We will be limiting the order size on our online store to a maximum of 500 user licenses immediately. Accordingly, the price list available on mailstore.com will also be limited to 500 user licenses as of 3 February 2014. For customers that are interested in higher user amounts we will advise to contact a sales representative (sales@mailstore.com) for a customized offer.