

Email Solution: Frequently Asked Questions

This article addresses the most common questions regarding our business email solution. For quick navigation, questions are grouped by topic.

Account Management

1. **Why can't I add a domain to the email solution?**

You may see the error "Invalid owner handle!" when adding a domain.

- If the domain is registered with Openprovider, the handle you use when adding the domain must match the domain's registrant handle. If they don't match, the error appears.

- If the domain is with another provider, this rule does not apply. You can use any handle under your account.

2. **"An unknown error has occurred" appears when creating an email account. Why?**

This error happens because no domain has been added yet. At least one domain must be added before you can create an email with the domain.

Storage and Limits

1. **How much storage is included per email account? Are there any restrictions?**

Each email account includes 15GB of storage by default, which can be increased if needed.

- Additional storage is available in 5GB increments for \$0.25 per month, based on your requirements.

- You can create multiple separate email accounts, each with 15GB storage (and independent upgrades). Each account is billed separately.

2. **Can the mailbox capacity be increased beyond 15GB?**

Yes, you can increase mailbox storage in steps of 5GB, up to a maximum of 100GB per mailbox.

3. **Is it possible to downgrade mailbox capacity/quota?**

Yes, this is possible. However, there is no direct automated option to do this from your end. If you would like to downgrade email account(s), please reach out to your [account manager](#).

4. How large is the standard mailbox?

A standard mailbox is 15GB.

5. Do you back up individual email accounts?

Backups are available for the entire server, not for individual accounts. Individual backups are not offered. However, if there is a server issue or data loss caused by us, we will restore emails for all users.

Mailbox Usage and Sending Limits

1. How many emails can I send per hour?

Each mailbox can send up to 300 emails per day, with no hourly sending limit. These limits are in place to prevent abuse. If a higher limit is needed for legitimate use cases, please share your requirements with our support team for review.

2. Is there a domain-wide sending limit?

Yes, all mailboxes under the same domain have a combined limit of 5,000 emails per day.

Example: If you have the following mailboxes:

- info@mywebsite.com

- help@mywebsite.com

- hr@yourwebsite.com

Each can send 300 emails per day, no hourly restriction. However, in total, all addresses under [*@mywebsite.com](#) cannot exceed 5,000 emails sent per day.

3. Are there limits on how large email attachments can be?

Yes, attachments can be up to 20MB in size for sending via email.

4. Can the user have multiple mailboxes on the same domain?

Yes, the users can have multiple mailboxes on the same domain.

5. Why emails don't work for subdomains?

Currently, we don't support emails for subdomains.

Features and Customization

1. What is Webmail?

Webmail is an online service that allows users to access and manage their email accounts through a web browser. With the availability of the Internet, webmail users can access their accounts from any device using any web browser. They can send, receive, and organize emails directly on a web interface without the need for external software. Gmail, Hotmail, Yahoo, and Outlook are some of the most modern webmail services on the market.

Security: Because webmail operates over the internet, security is essential. Webmail services use encryption to protect data during transmission and offer additional security features such as two-factor authentication (2FA) and spam filtering.

2. **Can I access calendars outside of the webmail interface? (e.g., via CalDAV)**

Yes, our email service supports CalDAV, which lets you connect your calendar to apps that support it.

3. **Is it possible to customize the webmail interface?**

The standard webmail interface cannot be customized. However, we do offer the option to provide a dedicated server where interface customization is possible.

4. **How does email forwarding work?**

You can check this KB Article → [Email Forwarding](#)

Additional Support

If your question is not answered here or if you need further assistance, please contact our support team at support@openprovider.com

Revision #2

Created 2026-08-07 14:30:43 UTC by Sarath

Updated 2026-08-07 15:47:10 UTC by Sarath