

This FAQ page includes questions frequently asked by people who are thinking about purchasing Antiquity software. For support FAQ, please click [here](#).

This section is new and will be built up over time as our customers ask more questions :)

Pricing

How much does Antiquity cost?

There is an initial purchase price (from £395) and a monthly support package (from £35) that is charged quarterly in advance. Please see [this](#) page for more details.

What is included in the monthly support package?

With all software applications and websites there is a need for support and updates. Who do you phone when something goes wrong - the software supplier, the web hosting company or your computer-literate friend? Don't worry! We provide a single point of contact for all issues related to Antiquity Software. Your support package includes:

1. Unlimited telephone and email support for the Antiquity software application
2. Unlimited telephone and email support for the website
3. Updates to the database
4. Updates to the website
5. Web hosting, including hourly website backups
6. SSL security certificate for secure, encrypted communication with the web server
7. Email hosting (requires that you take the website option). Server based spam protection is available as a low-cost optional extra
8. The licence to use the software and website.

You will receive your first month of the support package completely free of charge and further payments will be spread over the year with quarterly billing. Minimum contract 12 months. A buy-out option is available should you no longer require the website, updates or support but still wish to retain use of the currently installed version of the Antiquity software application.

Networks

Can Antiquity be run over a network of computers in a single office?

Yes. Antiquity can be run over a wired or wireless network in a single office (a wired network is preferred for speed and security. We would not recommend the use of wireless networks where there is lots of network congestion or the signal is not 'very good' or 'excellent').

Can Antiquity be run over a network of computers in multiple offices?

The simple answer is yes, but it can get a bit complicated depending on the number of remote users, how your network is configured and frequency of access.

Single Remote User:

If you just want occasional remote access, e.g. from home, then we would recommend the use of a 'remote access' product like [LogMeIn](#) or [TeamViewer](#), both of which have free versions available (there are also alternatives such as VNC, GoToMyPC, Windows Remote Desktop and others). Most of these solutions allow you to log in to your office computer from any other computer with internet access via a secure web-based system. Once logged in, your home keyboard, mouse and screen act as if they're connected to your office PC, so you can use all your applications, including Antiquity, email etc.

Multiple Remote Users (e.g. a business with two offices):

There are a variety of options when setting up Antiquity to be accessed by multiple remote computers. Due to the complexity of such networks and the range of options available, it makes no sense to explain them all here. Please contact us for more details.

Where is Antiquity data stored?

All data is stored on the 'host' computer running Antiquity.

On a **single user system**, the data files are on the computer running Antiquity.

On a **small 'peer-to-peer' network** (without a dedicated server), the data files are on the 'host' computer.

On a **network with a dedicated server**, the data files are on the server.

In all cases, the data files are all in a single folder, so it's very easy to make a backup.

Security

Do I have to have the SSL certificate?

Yes. All our customer domains will benefit from the SSL security certificate whether or not you're using the e-commerce features on your website. It ensures that data sent from Antiquity to your website is encrypted as it travels over the internet. Also, for those using the e-commerce features that Antiquity provides, it ensures that any customer details are fully encrypted and so cannot be 'sniffed' by any nasty web bots. The SSL security certificate is included in your monthly support package and so there is no additional cost to you.

Installation

Does Antiquity run on Windows and Apple Macintosh?

Yes, current supported platforms are as follows:

Windows: XP (SP3), Vista (SP1) & Win 7

Macintosh: OSX 10.4 (Tiger), 10.5 (Leopard) and 10.6 (Snow Leopard)

What are the other technical specifications?

Click [here](#) to see the "Versions, Pricing & Technical Specifications" document for full details.

How do I install Antiquity on my computer?

We will ask you to download and install some remote access software, such as [LogMeIn](#) or [TeamViewer](#). We will then log into your computers(s), install Antiquity and help you set it up. For most versions of Antiquity this is included in your initial purchase price.

Can Antiquity be transferred from one computer to another?

Yes. We will ask you to download and install some remote access software, such as [LogMeIn](#) or [TeamViewer](#). We will then log into your computers(s) and manage the transfer for you. This would be covered under your support package, so no extra charges would normally apply.
