opentext™

SecureMail Standard Cloud is sunsetting

Frequently Asked Questions

When is the End-of-Sale (EoS) date?

- May 31, 2025

Can I send secure emails after this EoS date?

- Customers with active licenses can still send secure emails; however, you will not be able to renew your existing subscription or purchase new licenses.

I have paid for the annual subscription/licenses, which is valid for after this EoS date. Can I continue to send secure emails after this EoS date?

- Yes, if you have an active license, you can still send secure emails until your subscription expires.

Can I cancel my annual subscription/ licenses after this EoS date?

- Yes, you can. However, you will not be able to send any new secure emails.

Will I get a refund for the annual subscription/licenses after I cancel my annual subscription?

- You may be eligible for a prorated refund, provided the payment gateway can process your prorated refund for your particular payment method. Please email mfi-vsm-saas-support@opentext.com for further information.

When is the last date to request a refund?

- Prorated refunds can be requested until 30-June-2025; provided the payment gateway can process your prorated refund for your particular payment method.

I have sent secure emails to my recipients. Will they be able to open the secure email after this EoS date?

- Yes, they can open the secure email until 30-June, 2027. We recommend that your recipients decrypt the secure email content and store it safely.

After the complete shutdown of the cloud service on 30-June, 2027, can I or my recipients still read the encrypted emails?

- After complete shutdown of the service, you nor your recipients will be able to read encrypted emails. We recommend decrypting the secure email content and storing it safely.

How do I access the content of the encrypted email after the complete shutdown of the cloud service?

- After complete shutdown of the service, you nor your recipients will be able to read encrypted emails. We recommend decrypting the secure email content and storing it safely.

If you are interested in OpenText Core Email Encryption, register **here** and one of our representatives will get in touch with you regarding this transition.