

# F-SECURE PRODUCT ANNOUNCEMENT

## End of Life for F-Secure Internet Security and Anti-virus

March 16, 2023

Dear Partner,

As an F-Secure partner, your customers deserve the best usability and our latest protection against modern online threats. Delivering on this commitment means that we are constantly evaluating how we can improve. And as part of this process, we are delighted to announce that we will be enhancing our partner offering by upgrading and updating all legacy products to our latest versions.

This End of Life announcement covers the following client versions:

- F-Secure Internet Security for PC
- F-Secure Anti-virus
- F-Secure Mobile Anti-virus

We are taking great care to avoid disruption to our joint businesses, as well as to your end customers. This migration will include many elements that will be performed automatically by F-Secure. In addition, F-Secure will provide and/or advise on portals, push communication, customer care preparation, and other elements that help end customers to move to the latest and best security experiences which will often include new and improved functionality.

The main message is that by the end of 2023, all client applications other than F-Secure Total (Unified-Client Framework based clients that can work for different offers via configuration) will be end of life. End of life means that legacy applications versions will stop working or raise errors for end customers.

**Please note that end of life of legacy app versions does not mean the end of life for those functionalities or the market offer we have agreed. Applications and offers are simply upgraded to better and more user-friendly F-Secure Total based configurations.**

## **F-Secure Internet Security (IS) & Anti-virus (AV)**

### **Overview**

F-Secure plans to upgrade IS and AV customers to F-Secure Total. Most elements of this upgrade are based on automatic backend system migrations managed by F-Secure, along with automatic Windows client updates via the existing channel upgrade process and late-bound update mechanisms. In addition, end customers will be helped to create an F-Secure account to access new functionality that comes automatically with the upgraded offer.

Legacy IS and AV products stop working at end of life. However, the migration / upgrade path remains open for any of your customers even after the end-of-life date.

F-Secure will provide customer care knowledge articles and information to handle any additional questions that may arise as part of this process.

### **Impact on Partners**

Offering changes from legacy AV/IS products into new F-Secure Total -based offering.

### **Schedule**

**End of retail orders for offers using legacy AV/IS:** 31<sup>st</sup> May 2023

**PC 19.1 clients available:** June 2023

**PC 19.1 clients channel updates complete:** 31<sup>st</sup> August 2023

**End of Sales of already sold offers \*:** 1<sup>st</sup> September 2023

**AV migrations start:** 1<sup>st</sup> September 2023

**AV migrations complete:** 30<sup>th</sup> September 2023

**IS migrations start:** 1<sup>st</sup> October 2023

**IS migrations complete:** 30<sup>th</sup> November 2023

December 2023 is a buffer period to be able to handle any unexpected delays.

## **F-Secure Mobile Anti-virus**

Remaining partners using this product have already agreed end of life by 30-September 2023.

### **Call to action**

Prepare for the end-of-life by informing all relevant teams/individuals within your organization.

Update sales and marketing material to reflect the new offering once the new apps are available.

Prepare to support your customers with the migrations and upgrades.


### **For support**

Should you have any questions, please contact your regular F-Secure contact point.

Best Regards,  
F-Secure Corporation

## FAQ

### Q: What is the impact of this change on users?

 **Windows users:** Migration to the new offering is done in phases to automate the migration as much as possible. IS/AV software version 19.1 will be needed for the migration. The upgrade to 19.1 happens automatically via F-Secure's channel update process and is expected to complete by the end of August 2023. Migration batches are expected to start from 1<sup>st</sup> September 2023.

As the migration starts for their batch, all users will receive a push notification on their PC app (Windows notification center) which directs them to a migration webpage. The webpage provides explanation and directs the user to create an F-Secure account. If user has several apps installed under the same license, those will be migrated to the new account-based model automatically. The user's existing licenses and expiration date are maintained automatically.

As soon as the user has completed the process, their Windows app will update automatically via the F-Secure late-bound update process to the F-Secure Total app. The user will receive in-app smart tasks that direct them on setting new functionalities, including Family Rules which replaces legacy Parental Controls \*.

*\* F-Secure Total (multi-platform) apps come with Family Rules that requires new setup. Legacy Parental Controls settings are not migrated to the new app upon upgrade. Family Rules comes with clear benefits e.g. available on all platforms, same profile can be applied on multiple devices, etc.*



**Mac users:** There is only a very small number of Mac devices actively using legacy IS or AV apps. As such Mac users are planned to upgrade via customer care channels based on notification via your standard out-of-bounds communication channels (email, SMS, other).

F-Secure will provide more detailed customer care information closer to the migration time.

### Q: What happens to our inventory of licenses and/or product boxes?

F-Secure does not plan to recall existing physical inventory stock. Existing vouchers continue to work, following the above-described migration to new offer and product. If deemed necessary, F-Secure reserves the right to recall digital consignment inventory and to replace it with new digital consignment inventory.

Retailers' outstanding legacy product vouchers are migrated automatically by F-Secure and continue to be redeemable. The download page will lead the customers to the migration portal, which helps them to create an account, to redeem their voucher, and then to install F-Secure Total instead of the previous end-of-lived product.

### Q: There are more features available in F-Secure's own Total offering. Can we have some of these features included in our own offering?

The F-Secure account team is happy to talk to you about further extending F-Secure Total with licenses for Privacy VPN, Identity monitoring, and/or Password Vault, which can be added automatically as part of the same process. Equally, we are happy to talk to you about extending your offer to all 4 platforms (Windows PC, Mac, Android, and iOS). We can also discuss updating the offer packs for future sales if that is of interest. Read more about F-Secure Total here: <https://www.f-secure.com/total>.