

F-SECURE PRODUCT ANNOUNCEMENT

End of Life for Legacy F-Secure KEY app

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

- F-Secure KEY

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.

End of life means that applications will stop working or raise errors for end customers.

Please note that end of life of legacy apps 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 KEY

F-Secure KEY apps have already been updated to F-Secure ID PROTECTION or Total apps. This process was performed during 2021.

Any end customers still using end-of-life F-Secure KEY apps can install the latest apps via your usual download portal.

Schedule

Legacy F-Secure KEY applications will stop working at the end of November 2023.

F-Secure has already provided to all partners updated installer links for desktop apps and updated packages for mobile apps.

Call to action

Make sure the updated apps are available for all your customers including Google Play, Apple App Store and the desktop download links.

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

Inform your customer care about the EOL schedule and inform about the need to update the app in case it stops working upon EOL date.

The end user will need to synchronize their Password Vault from the old KEY application to the new ID PROTECTION or Total application, just like they already do for synchronizing their Password Vault between apps on different devices.

For support

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

Best Regards,
F-Secure Corporation