

Symantec Digital IDs for Secure Email (S/MIME) Certificates

End of Life and Transition FAQ

A. General

1. What is happening?

Symantec is announcing the End of Sale for Digital IDs for Secure Email Certificates. This is an offering targeted at retail customers who buy individual certificates from our website. These certificate sales ended on August 22, 2016. No sales or renewals will occur after that date.

On August 23, 2017, the system will be shut down.

2. Why is Symantec terminating its Digital IDs for Secure Email Certificates?

Symantec has provided these certificates since 1999 (when it was operated by VeriSign). Like any business, Symantec continuously evaluates the landscape to determine what products should continue, be accelerated or terminated. In doing so, it was determined that Digital IDs for Secure Email Certificates were not a good fit for Symantec's product portfolio. Symantec continues to offer its Managed PKI service for enterprise customers to obtain S/MIME certificates.

3. Where can I buy retail Secure Email certificates?

Symantec has worked out an arrangement with IdenTrust, another provider, to make it easier for you to start buying retail Secure Email certificates from IdenTrust. Equivalent Digital IDs for Secure Email are offered by IdenTrust as TrustID® Secure Email Software Certificates. IdenTrust has a reputation for excellent customer service, which we believe will provide retail customers with a great experience.

4. I have a Symantec Digital ID for Secure Email that I am still using. Do I need to do anything?

No. There is nothing for you to do at this time. Your current certificate should naturally expire by the time the service is shut down. Until your certificate expires, it should continue to work as it does now.

5. Are Enterprise customers affected by the announcement?

No, this only affects retail purchases. Customers using Symantec Managed PKI (MPKI) service are not affected. S/MIME email certificates will continue to be available via MPKI.

6. Are Symantec Website Security resellers affected?

No, Symantec SSL resellers will continue to utilize the current platform in place to resell S/MIME email certificates.

B. Sales

1. How do I purchase a new certificate from IdenTrust?
Symantec's Digital ID for Secure Email Certificate pages have been updated with a link to a page hosted by IdenTrust for Symantec customers. You can purchase these certificates from IdenTrust by following this link:
<https://www.identrust.com/symantec/smime/index.html>
2. How do I renew an existing Symantec Digital ID for Secure Email Certificate?
These certificates cannot be issued or renewed after August 22, 2016. Please use the referral link to purchase a new certificate from IdenTrust:
<https://www.identrust.com/Symantec/smime/index.html>.

C. Support

1. Will Symantec still provide support for current certificates?
Symantec will continue to support revocation of Digital IDs for Secure Email Certificates until August 23, 2017 for customers that request it. Support can be reached via email:
id-queries@symantec.com
2. Will I still need my Symantec Digital ID for Secure Email Certificate to decrypt archived emails?
Yes, any emails encrypted with a certificate can only be decrypted by the same certificate. You should securely store your private key until you no longer need to decrypt those emails.
3. What kind of support does IdenTrust offer?
There are a number of ways to contact IdenTrust for support:
Email: Helpdesk@IdenTrust.com
Live Chat: www.IdenTrust.com/chat
Telephone:
Within the United States: (888) 294-7831
From outside of the United States: +1 (801) 384-3483
The support team is available Monday through Friday from 1:00 a.m. to 6:00 p.m. (Mountain Time) excluding major holidays.

D. Termination



1. When will the Symantec Digital ID for Secure Email Certificate system be shut off?
The End of Life date for this offering is August 23, 2017.