

Product & Service Changes FAQs

Q. What products/services are no longer offered?

A. The list of products no longer offered are:

- **Hosted DNS** – service will end on June 30, 2022
- **Websites** – service will end on June 30, 2022
- **Active Directory Sync** – service will end the day of your migration
- **3rd-party Archiving** (Sonian is still offered) – service will end on the day of your migration
- **Dedicated SharePoint** – site will be copied to new location on day of migration, but old site will remain online until new site content and functionality is working or deemed will no longer work

Q. What products/services are changing?

A. The list of product changes are:

- **Outlook licenses** – We are no longer offering individual Outlook licenses. They must now be purchased for every user mailbox in your subscription at the time of your migration
- **Hosted SharePoint** – all URLs for Hosted SharePoint will change to the format: <FC-accountId>.serverdata.net (e.g. FC-1044286.serverdata.net)
- **Policy-based Encryption** – The PBE service is changing from MessageLabs/Symantec to Encrypted Email Gateway. This change will occur at the time of your migration

Q. Is there anything I have to do if I have services that are being discontinued?

A. Yes, if you wish to keep using any of the services that are being discontinued, you need to find another provider for those services.

Q. How do I move my Hosted DNS to another provider?

A. You may contact a DNS registrar such as Wild West or GoDaddy and let them know that you need to move your DNS zone. They will provide instructions and assist you in moving your zone.

Q. What if I have a website?

A. This product will not be offered going forward. You will need to move it to another provider before June 30, 2022.

Q. What if I need to use Active Directory Sync?

A. This product will not be offered going forward.

Q. What if I have 3rd-party Archiving?

A. For more information on possible options, please call the number at the bottom of the FAQs and we can assist you.

Q. What if I have Hosted SharePoint (separate product than Dedicated SharePoint)?

A. If you have Hosted SharePoint, we will migrate your site to the new platform and you will have the opportunity to test it. Once you have validated site functionality, we will perform a delta sync to capture any changes made to the original site during this period. After the delta sync, we will set your original site to read-only.

Q. Will I have to make any changes to my Hosted SharePoint?

A. Possibly. As part of the move to the new platform, your SharePoint URL will change. As such, if you have flows or other items in your site that rely on the SharePoint URL, you will have to change them to reflect the new URL. Also, some of the Fab40 templates and Bamboo may not work as support for those ended a while ago.

Q. What if I have Policy-based Encryption?

A. We suggest logging into MessageLabs/Symantec and exporting your policies before your migration date. After migration, you will need to re-create your policies in the Intermedia portal. Please refer to the following guide: [Encrypted Email Gateway Guide](#)

Q. What happens if I don't find other providers?

A. Hosted DNS will go offline on June 30, 2022. All other services will stop functioning at 8PM ET on the day of your migration.

If you would like to speak to us about options, please call us at 1-866-428-0131

You can find more helpful resources by visiting the [Migration Support Page](#)