

VMware Socialcast End of Life

For Customers

Q. How do I export my data?

- A. Socialcast provides an in-app [community export](#) tool that allows administrators to export all community data. Admins can go to Admin Settings > Community Management > Import/Export > Community Export. The export is available in CSV and XML formats. When the community administrator requests an export file, an email containing a link to the file will be sent within 48-hours. Be aware that the link expires after two weeks.

You may also leverage any of our available [APIs](#) to get the information that you need.

Q. Can I bulk download all our attachments?

- A. The export files will contain links to the Amazon s3 repository where the attachments are stored. You will be able to access these links for 3-6 days after the export to download individual attachments. If you are required to download all attachments in bulk, please reach out to our technical support team. We will try to assist to the best of our capabilities, but please note: transfer costs may apply.

Q. What will happen to my community?

- A. Once you have exported all your data and planned for community shut down, we will deactivate your community once your contract expires. Users will no longer be able to access the system once this occurs. If you wish to deactivate/shutdown your community sooner, please file a VMware technical [support request](#) or reach out to our team at socialcastEOL@vmware.com.

Q. If I am using an on-premise version of Socialcast, can I continue to use the product since I own the licenses?

- A. Yes, you can continue using the product for as long as you like. However, we will cease to offer any feature updates, bug fixes, or security patches past the End of General Support Date. Your experience may degrade over time.

Q. Can I migrate my company's data into another social collaboration solution?

- A. Unfortunately, we will not offer migration support into any third-party solution. Please reach out to the third-party to see if they can provide any type of technical assistance.

Q. I currently use a free version of Socialcast. What will happen to my community?

- A. You can export your community data and request for deactivation at any time. Since technical support is not available with the free version, you will not be able to file any technical support requests through the VMware Support portal. You can continue using the software until August 1, 2018, in which after that, we will automatically deactivate your community.

Q. I am currently running a Socialcast trial. Can I continue using my pilot/trial community?

- A. Socialcast will not be available for purchase after the End of Availability date. Therefore, we will be shutting down our trial program shortly after the End of Availability. If you are currently piloting our software, please plan to export your data at your earliest convenience. We will automatically deactivate your community by March 31, 2018.

Q. I am currently using a sponsored/goodwill instance of Socialcast. Can I continue using my community?

- A. Socialcast will not be available for purchase after the End of Availability date. Therefore, we will be shutting down our goodwill program shortly after the End of Availability. You can export your community data and request for deactivation at any time. Since technical support is not available with the free version, you will not be able to file any technical support requests through the VMware Support portal. You can continue using the software until August 1, 2018, in which after that, we will automatically deactivate your community..

Q. I currently don't have an active support contract because I didn't renew my licenses; can I still receive technical support?

- A. If you are an existing customer, you can renew your licenses co-termed to the End of General Support date. Once the renewal is processed, you should have access to VMware Technical Support. If you decide not to renew your licenses, you can continue using the software until August 1, 2018, in which after that, we will automatically deactivate your community.

Q. Can I shut down my community sooner?

A. Yes, you can reach out to us at any time to deactivate your community. Please file a VMware technical [support request](#) or reach out to us at socialcastEOL@vmware.com and provide your community URL and we'll be happy to take care of your request.

Q. Who can I contact for general questions?

A. You can reach out to us at socialcastEOL@vmware.com for any general inquiries. All technical support requests must go through VMware's official [support portal](#).

