KNOWLEDGE BASE ARTICLE

What Happens When Your Vitextra Trial or Subscription Expires

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Overview

Every Vitextra product for **SharePoint Online** and **Microsoft Teams** is licensed per **Microsoft 365 tenant** and starts with a free 14-day trial. Sooner or later every administrator asks the same questions: what exactly stops working when the trial ends, is anything deleted, what do users see, and how quickly can access be restored. This article answers them for the trial and for a paid subscription that is cancelled or not renewed.

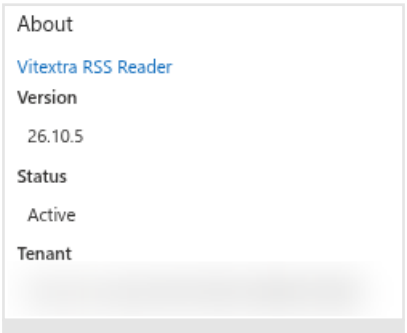
The short version: **nothing is deleted and nothing is uninstalled**. The web parts of the product show a license message instead of their content until a valid license is assigned to the tenant; your pages, settings, lists and data stay where they are.

How the trial works

When does the trial start? Automatically, when the product is deployed in your tenant and a **web part** of it is opened for the first time. No purchase, registration or key is needed. The trial is tied to the tenant and the product: each Vitextra product has its own 14-day trial, and the trial of one product does not affect another.

What is included? Everything. The trial version has the full functionality of the paid version, for all users and all sites of the tenant, in SharePoint Online and in Microsoft Teams.

How do I see how many days are left? Open the page with the web part in edit mode, open the property pane and scroll to the **About** group. The **Status** field shows *Trial version* and, below it, the message *You have N day(s) remaining on your trial subscription*.



The About group during the trial

Can the trial be extended or restarted? Reinstalling the package, deleting and re-adding the web part or installing from **AppSource** instead of the Download Center does not restart the trial: the trial period belongs to the tenant. If 14 days were not enough for your evaluation, contact Vitextra support and explain the situation.

What users see when the trial ends

On the day after the trial ends, the license status of the product changes to **Expired**. From that moment every instance of its web parts - on every page of every **site**, and in Teams - shows a red message bar instead of the content:

Markdig.Syntax.QuoteBlock

The **Buy It** link opens the product page on vitextra.com. The message is shown to all users, including those who cannot edit the page; page editors additionally see the **Expired** status in the **About** group of the property pane.

What does **not** change:

- The package stays in the **App Catalog**, the app stays on the sites and the web parts stay on the pages.
- The settings of every web part are kept. When a license is assigned, the web parts come back exactly as they were configured.
- Data created by the product - absence requests and balances, polls and votes, questions and answers, announcements, vault entries - stays in your **SharePoint** lists and OneDrive. Lists remain accessible as ordinary SharePoint lists.

Warning

Plan the purchase before the trial ends if the product is already on a live page. The license message replaces the web part for everybody, and a home page that depends on Smart Tiles or Employee Directory looks broken to employees from the first day after the trial.

What happens when a paid subscription ends

A subscription renews automatically at the end of each monthly or annual period until it is cancelled. Two situations end it:

You cancel the subscription. Cancelling in **Account** → **My Subscriptions** turns off automatic renewal. Access remains available until the end of the paid period. After that period ends, the web parts show the license message unless a valid license is available. See KB10037. How to Manage Your Vitextra Subscription.

The renewal payment fails. If the payment method on file cannot be charged, the subscription cannot renew. Update the payment details in your account; if the status of the product changes to **Expired**, the web parts stop showing content until the payment goes through.

Packages, pages, settings and data remain unchanged. Cancellation alone does not interrupt access during the paid period. The license message replaces the content when the web part receives **Expired**.

The license statuses

The **Status** field of the **About** group shows one of these values:

Status	Meaning	Web parts
Trial version	The free trial is running; the remaining days are shown below the status	Work
Active	A paid license is assigned to the tenant	Work
Expired	The trial or the paid subscription period has ended without a valid license	Show the license message
Suspended	The subscription is on hold on the Vitextra side, for example because of a payment problem	Check your account or contact support

Note

The status is checked when a web part loads, by a request from the user's browser to the Vitextra license service. If the service cannot be reached - for example, because `vitextra.com` is blocked by a proxy - the web part keeps working with its content and the **About** group shows no license information. The web parts never block because of a network problem, only because of an expired or missing license.

Restoring access

1 Purchase the product (or a new subscription) at vitextra.com: choose the product, the billing period and the currency, and complete the checkout.

2 Sign in, open **Account** → **My Subscriptions**, select the subscription and assign the license to your tenant by entering the **Tenant ID**. The Tenant ID is shown in the

About group of any Vitextra web part and can be looked up with the free Tenant ID Lookup tool.

3 Reload a page with the web part. The status changes to **Active** within a few minutes; if it does not, wait 5–10 minutes and reload again.

The complete purchase and activation procedure is in KB10206. Vitextra Licensing and Account: How to Buy and Activate a License; finding the Tenant ID is described in KB10034. How to Find Your Microsoft 365 Tenant ID for Vitextra Licensing.

Tip

One license covers the whole tenant - all sites, all users and Microsoft Teams. You never need a second license for the same product in the same tenant, whatever the number of pages it is used on.

Frequently asked questions

Will my data be deleted when the trial ends? No. Vitextra products store data in your SharePoint lists, OneDrive and web part settings, and none of it is touched by the license status.

Do I have to reinstall or reconfigure anything after buying? No. Assign the license to the tenant and reload the pages; the web parts resume with their existing settings.

Does the trial run separately in SharePoint and in Teams? No. The product has one license status per tenant, and it applies in SharePoint Online and in Microsoft Teams alike.

I bought the license, but the web part still shows the message. Make sure the license is assigned to the correct Tenant ID (compare it with the **Tenant** field in the **About** group) and wait 5–10 minutes. The common causes are described in KB10365. Why Does a Vitextra Web Part Show "We Hope You Enjoyed Your Free Trial"? License Messages and Fixes.

Can I move the license to another tenant? Yes. Remove the license assignment from the old tenant in **My Subscriptions** and assign it to the new Tenant ID; see KB10037. How to Manage Your Vitextra Subscription.

I want to remove the product completely after the trial. Follow KB10362. How to Remove a Vitextra Solution from SharePoint Online and Microsoft Teams.

Terms

App Catalog
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

AppSource
Microsoft AppSource is a global online marketplace with applications and services created for Microsoft 365, Dynamics 365, Power BI, Power Platform, and other Microsoft services. AppSource allows you to find, purchase, and deploy applications in your organization's tenant.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Teams
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

SharePoint Online
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

Site

Terms

A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.