

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for **SMaaS Subscriptions Product Codes**

Bulletin Number: EOL-SW-Y2026M7D10-R0

Date: July 10th, 2026

END OF LIFE NOTICE

Sensormatic Solutions Management announces the End of Life of SMaaS Product Codes which are currently not in use. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOS), End of Support (EOSupport) and the End of Life (EOL) for these software subscriptions.

As part of our ongoing commitment to delivering a more streamlined and value-driven customer experience, we are announcing the End-of-Life (EOL) of our current subscription structure. This update allows us to consolidate our offerings, simplify product selection, and ensure that our customers benefit from a clearer and more scalable subscription framework.

To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	PHO	July 10 th , 2026
End of Sale (EOS)	EOL	July 31 st , 2026
End of Support (EOSupport)	EOS	July 31 st , 2026
End of Life (EOL)	OBS	July 31 st , 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, the SMaaS product codes will be removed and or replaced by the indicated dates. If you have any questions, please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

For more detail about of the product codes (P/Ns) impacted please consider the Product Mapping list hereunder.

Product Mapping	
Impacted Product P/N	Description
SM-RDC-AMG	Monthly Proactive Remote Service Alert Systems (per device)
SM-RDC-VIDEO	Monthly Proactive Remote Service Exacq DV (per VMS)
SM-REP-VIDEO	Reporting Access Video Link (per store)
SM-REP-ANOM	ANOMALY DETECTION - SMAAS
SM-REP-ORC	ORC LIKELIHOOD

What does End of Sale Mean?

Once the End of Sale date is reached, the eligible products will no longer be available for purchase. Existing customers may continue to receive technical support and maintenance as outlined in their support agreements until the specified End of Service/Support date.

What does End of Service/Support mean?

After the End of Service/Support date, no further engineering updates, or bug fixes will be provided for the eligible product code. Although the eligible products may continue to function, users are advised to plan its replacement to avoid compatibility and performance issues as technology, software and standards evolve.

What does End of Life mean?

After the End-of-Life date, the eligible products will be officially retired. This means that once the End-of-Life date is reached, Sensormatic Solutions will permanently withdraw all support, including technical assistance and customer service. Customers are strongly advised to transition to newer solutions to ensure ongoing reliability and application compatibility.