

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for Shrink Visibility TrueVUE Cloud Add-ons

Bulletin Number: EOL-SW-Y2025M11D14-R0

Date: November 14th, 2025

END OF LIFE NOTICE

Sensormatic Solutions Management announces the End of Life of **Shrink Visibility Add-ons for TrueVue Cloud**. 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 this add-on . To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	Phased Out	November 14 th , 2025
End of Sale (EOS)	EOL	December 31 st , 2025
End of Support/Service (EOSupport)	EOS	June 30 th , 2026
End of Life (EOL)	OBS	September 30 th , 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 Truevue Cloud add-ons and corresponding apis will be deprecated by the indicated dates. We encourage you to consider transitioning to Senormatic’s new offering, Shrink Analyzer.

If you have any questions on the **End of Life Notice for Shrink Visibility Add-ons for TrueVue Cloud**, please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com. Transition details will be made available shortly.

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	New Product P/N	Description
TVC-EXS-AD-MO	TrueVUE Cloud Exit System Integration - Monthly	SA-DESK-MO	Shrink Analyzer Desk
TVC-VID-AD-MO	TrueVUE Cloud Exit Video integration - Monthly		
TVC-EV-AD-MO	TrueVUE Cloud Exit Data Visibility per store - Monthly		
TVC-SVA-AD-MO	TrueVUE Cloud Shrink Visibility Analytics - Monthly		

What does End of Sale Mean?

Once the End of Sale date is reached, this add-on will no longer be available for purchase. Existing customers may continue to use it until the specified End of Support or End of Life date.

What does End of Support mean?

After the End of Support date, no further engineering updates, or bug fixes will be provided for the feature. Although feature will continue to work till End of Life, users are advised to plan transition to avoid compatibility and performance issues as technology, software and standards evolve.

What does End of Life mean?

This means that once the End of Life date for add-on is reached, Sensormatic Solutions will permanently withdraw the add-on and corresponding apis. Customers are strongly advised to transition to ensure smooth feature transition.