

To: Distribution
From: Solutions Management
Subject: Inventory Intelligence Portfolio – End of Life Update Notification for TrueVUE Enterprise
Date: October 18, 2024

GLOBAL END OF LIFE UPDATE NOTICE

Sensormatic Solutions have previously announced the End of Life of **TrueVUE Enterprise** software (on-premises). The purpose of this bulletin is to provide an update to the previous EoL Notice, namely introducing the End of Service milestone.

To drive your business forward, products need to be replaced with technologies that provide enhanced capabilities to meet the needs of today's modern and scalable architecture designs and business requirements. After thorough consideration and planning, we have transitioned to providing a more advanced, scalable, and efficient solution with our new Inventory Intelligence software – TrueVUE Cloud.

To enable a smoother transition to TrueVUE Cloud, Sensormatic Solutions would like to **announce the introduction of the End of Service milestone** for TrueVUE Enterprise on **March 31, 2025**.

Please review milestones and dates as outlined below.

Milestone	Date
End of Sale (EOSale)	June 30, 2024
End of Service (EOService)	March 31, 2025
End of Life (EOL)	June 30, 2025

What does End of Sale mean?

After the End of Sale on June 30, 2024, Sensormatic stops selling TrueVUE Enterprise software and any of its product codes. While the product is no longer sold to new customers, it may still be available to existing customers for support or additional purchases (e.g., additional store licenses or add-ons). With the End of Sale, the product does no longer receive feature updates but keeps being supported. Sensormatic recommends transitioning to TrueVUE Cloud before this date to ensure continued access to the latest innovations.

What does End of Service mean?

After the End of Service on March 31, 2025, Sensormatic stops offering technical support, maintenance, or updates to the TrueVUE Enterprise. After this date, customers may no longer receive fixes for bugs, patches, or other forms of support or maintenance, but the product may continue to operate. In the event of a failure or incident, a migration to our current software offering – TrueVUE Cloud – will be required. Existing customers will be offered a migration path to TrueVUE Cloud, for which Sales and Professional Services teams are available to further support.

What does End of Life mean?

After the End of Life on June 30, 2025, the product is officially retired. This means it is no longer available for sale, service, or use.

If you have any questions on the **End of Life Notice for the TrueVUE Enterprise**, please reach out to your nearest Sales, Professional Services or Solutions Manager representative.

INVENTORY INTELLIGENCE PORTFOLIO Affected Product Codes	
Product Code/ Product Number	Description
TV-RFID-MAINT	MAINTENANCE FOR PERPETUAL RFID
TV-RFID-D	TRUEVUE PLATFORM DEMO
TV-RFID-FITRM-D	TRUEVUE FITROOM MODULE DEMO
TV-RFID-FIXED-D	TRUEVUE FIXEDINF MODULE DEMO
TV-RFID-MARKDN-D	TRUEVUE MARKDN MODULE DEMO
TV-RFID-MOBILE-D	TRUEVUE MOBILEPREM MODULE DEMO
TV-RFID-SHRINK-D	TRUEVUE SHRINKVIS MODULE DEMO
TV-RFID-P-50	TRUEVUE RFID PERPETUAL LICENSE
TV-RFID-P-100	TRUEVUE PERP TO 100K TAGS
TV-RFID-P-OV100	TRUEVUE PERP OVER 100K TAGS
TV-RFID-P-FITRM	TRUEVUE PERP FITROOM MODULE
TV-RFID-P-FIXED	TRUEVUE PERP FIXED INF MODULE
TV-RFID-P-MARKDN	TRUEVUE PERP MARKDN MODULE
TV-RFID-P-MOBILE	TRUEVUE PERP MOBILEPREM MODULE
TV-RFID-P-SHRINK	TRUEVUE PERP SHRINKVIS MODULE
TV-RFID-S-50	TRUEVUE SUB TO 50K ITEMS
TV-RFID-S-100	TRUEVUE SUB TO 100K ITEMS
TV-RFID-S-OV100	TRUEVUE SUB OVER 100K ITEMS

INVENTORY INTELLIGENCE PORTFOLIO Affected Product Codes	
TV-RFID-S-FITRM	TRUEVUE SUB FITROOM MODULE
TV-RFID-S-FIXED	TRUEVUE SUB FIXED INF MODULE
TV-RFID-S-MARKDN	TRUEVUE SUB MARKDN MODULE
TV-RFID-S-MOBILE	TRUEVUE SUB MOBILEPREM MOBILE
TV-RFID-S-SHRINK	TRUEVUE SUB SHRINKVIS MODULE
TV-RFID-SP-FIT	TRUEVUE SUB FITRM MOD YR1
TV-RFID-SP-FIX	TRUEVUE SUB FIXED MOD YR1
TV-RFID-SP-MDN	TRUEVUE SUB MARKD MOD YR1
TV-RFID-SP-MOB	TRUEVUE SUB MOBILEPREM MODYR1
TV-RFID-SP-OV100	TRUEVUE SUB OVER 100K YR1
TV-RFID-SP-SHR	TRUEVUE SUB SHRINKVIS MOD YR1