

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for **RF-based exit systems connectivity to SMaaS**

Bulletin Number: EOL-SW-Y2026M5D22-R0

Date: May 22nd, 2026

END OF LIFE NOTICE

Sensormatic Solutions Management announces the End of Life of the connectivity of the RF-based exit systems from RAKO to SMaaS, which requires the SMaaS Subscription code **SM-RDC-EXIT-RF**. 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) dates for the correspondent software subscription. 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	May 22 nd , 2026
End of Sale (EOS)	EOL	June 30 th , 2026
End of Support (EOSupport)	EOS	September 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 connectivity of the Rako RF devices to SMaaS is being removed by the indicated dates. RAKO RF Pedestals will **no longer be supported within the SMaaS platform** after the EOSupport date. There's no **impact to customers using RAKO RF Pedestals outside SMaaS**.

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-EXIT-RF	Proactive remote monitoring & diagnostic service of RF exit system's health to help improve system uptime with 24/7 device health monitoring & remote service via Sensormatic's Global Network of Remote Diagnostics Centers (RDC).

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.