

To: Distribution

From: Solutions Management –Software Portfolio

Subject: End of Life Notification for Apigee-X – TrueVUE Cloud

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END OF LIFE NOTICE

As part of our platform modernization initiative, Sensormatic Solutions shall be retiring our Apigee-based API platform and fully transitioning to Sensormatic Postman Hub.

This strategic shift is designed to deliver a significantly improved developer experience and greater operational flexibility:

- **Enhance Developer Experience:** Leverage Postman’s industry-leading interface and collaboration features to accelerate onboarding, streamline testing, and simplify API consumption.
- **Improve Observability & Control:** Gain deeper insights into API performance and traffic patterns through native integration with Kubernetes observability tools, enabling more proactive monitoring and troubleshooting.
- **Manage Vendor Lock-in:** By transitioning to Sensormatic Postman Hub we’re unlocking greater flexibility and embracing a future-ready, multi-cloud strategy.

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

Milestones

Milestone	Date
Apigee-X to Sensormatic Postman Hub Transition Notification Date (EOND)	September 09, 2025
End of Support (EOSupport) Apigee-X Developer Portal	November 12, 2025
End of Life (EOL) Apigee-X Developer Portal	November 12, 2025
Sensormatic Postman Hub Transition Date	November 12, 2025

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

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

If you have any questions on the End of Life Notice of Apigee-X Developer Portal and Transition to Sensormatic Postman Hub Developer Portal please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

Frequently Asked Question – Apigee-X to Sensormatic Postman Hub Transition

What's is coming?

- New API documentation will be hosted on Sensormatic Postman hub.
- Improved onboarding with Sensormatic Postman Hub Collections and Workspaces.
- No changes to existing API endpoints or keys published.
- Existing users need to register to the new Sensormatic Postman hub. The registration invite link shall be sent to existing users to register into the Sensormatic Postman hub.
- New users who need access to the Sensormatic Postman hub need to send a registration request.
- A support ticket needs to be initiated for API key request for classified APP Collection.

What is the process for generating API keys after the transition?

The process for obtaining an API key during this phase is as follows:

1. **Developer Registration:** Developers must sign up or log in to the Sensormatic Postman hub.
2. **API Key Request:** After reviewing the available APP collections in the Sensormatic Postman hub, developers to create a support ticket containing the details: E-mail ID, BU URL, App Name, Product(s) for generating an API Key.
3. **Key Provisioning and Delivery:** Our support team will generate the API key and securely share it with the developer via their registered email address.

What is the process for Adding or Removing products To or From the existing API keys during the interim period?

The process for accomplishing it is as follows:

- After reviewing the available APP collections in the Sensormatic Postman hub, developers should create a support ticket containing the details: E-mail ID, BU URL, App Name, Product(s) for **Adding/Removing** new APPs **To/From** the existing API Key.

What is the process for revoking the API keys during the interim period?

The process for accomplishing it is as follows:

- To revoke the API Keys a support ticket with E-mail ID, BU URL, App Name to be shared with support. Once revoked the API key cannot be retrieved or used. For such cases a new API key needs to be requested.

What is the process for existing User Registration to the Sensormatic Postman Hub?

To ensure a smooth transition to the new Sensormatic Postman Hub developer, all existing users are required to register on the new platform. This process helps maintain secure and up-to-date access control.

Registration Process for Existing Users

- **Registration Invite**
 1. A **registration invite link** will be sent to all existing users via email.
 2. This link is unique to each user and is valid for a limited time.
- **Action Required:** Upon receiving the invite, users must:
 1. Click the registration link.
 2. Complete the registration on the new Sensormatic Postman Hub.
 3. Set a secure password.
- **Access Grant**
 1. Once registered, users will gain access to the new Sensormatic Postman Hub.

2. User roles and permissions will be provisioned based on existing mappings or as defined in the invite process.

Important Notes

- **Timely Registration:** Users should complete their registration within the validity period of the invite link.
- **No Auto-Migration:** User accounts will not be automatically transitioned. Manual registration via the invite is mandatory.
- **Support:** For any issues observed during registration, please contact your Sensormatic's Professional Services representative.

What is the process for New User Registration to the Sensormatic Postman Hub?

New users who need access to the Sensormatic Postman Hub must register through an invite-based workflow to ensure authorized onboarding and role-based access provisioning.

Registration Process for New Users

- **User Registration Request**
 1. Please contact bts-global-tve.license@jci.com from your organization E-mail ID.
- **Registration Invite**
 1. A **registration invite link** is generated and sent to the user's email. This link is unique and expires after a set duration.
- **User Action**
 1. Click the registration invite link.
 2. Complete the registration process.
 3. Accept the terms of use and privacy policy.
- **Access Activation**
 1. After registration, the user is granted access.

Important Notes

- **No Direct Sign-Up:** Self-registration without an invite is not supported.
- **Support:** For any issues observed during registration, please contact your Sensormatic's Professional Services representative.

For any additional questions you might have please reach out to your accounts team.

What does End of Support mean?

Effective September 30, 2025, we will no longer provide technical support or updates for the Apigee-based API developer portal. We strongly encourage all consumers to complete their migration to Sensormatic Postman Hub before this date to ensure uninterrupted access and support.

What does End of Life mean?

Effective September 30, 2025, our Apigee-based API platform will be permanently decommissioned. All access, documentation, and support related to Apigee will cease. Please ensure you have fully transitioned to our Sensormatic Postman Hub-based platform before this date to avoid service disruption.