

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for **TVC Xamarin Store Mobile Apps**

Bulletin Number: EOL-SW-Y2025M8D1-R0

Date: Aug 1th, 2025

END OF LIFE NOTICE

With Microsoft announcing the End of Life (EOL) for Xamarin, Sensormatic Solutions will begin transitioning all mobile development for TrueVUE Cloud to native Android and iOS platforms. As part of this shift, we are announcing the formal End of Life timeline for TrueVUE Cloud Xamarin Store Mobile Applications(iOS&Android).

This transition is aimed at enhancing long-term product performance, stability, and alignment with industry trends. Native apps also enable deeper and more reliable integration with hardware vendors, many of whom now provide only native SDKs for their mobile platforms. Please review milestones and dates as outlined below.

Milestones

Milestone	Date	Description
EoL Notification Date (EOND)	August 1 st , 2025	Xamarin Apps enter Phase out from this date
End of General Support	December 31 st , 2025	Xamarin apps enter Deprecated Support Mode . Only critical issues addressed on a best-effort basis.
End of Full Support and Retirement	June 30 th , 2026	Xamarin apps are fully retired, removed from Google Play Store and Apple App Store . No further updates or support.

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice. Announcement for DC Apps will be sent separately.

Recommended Actions

- Engage with your Sensormatic Solutions support/contact person to understand the transition plan and timelines.
- Identify existing device dependencies or customizations to factor into your migration plan.
- Begin validation and testing of native apps upon their availability to ensure operational continuity.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

If you have any questions on the **End of Life Notice for Xamarin Apps** please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

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, firmware enhancements, or bug fixes will be provided for the eligible products. Certification that ensured compatibility and performance with the application will no longer apply, meaning the hardware may not operate optimally with future app updates. 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.

From the End of Service/Support date, the product will enter Deprecated Support Mode (DSM).

Deprecated Support Mode (DSM)

Deprecated Support Mode is the transitional phase between the End of Service/Support and the official End of Life (EOL). In this mode:

- **No New Updates:** The product(hw/sw) will no longer receive bug fixes, optimizations, enhancements, or firmware/software updates.
- **Limited Technical Support:** Assistance may be provided on a best-effort basis, but without service level guarantees or formal escalation.
- **Security Risks:** Security patches and vulnerability fixes may no longer be issued, increasing the risk profile of continued usage.
- **Certification Void:** Previously validated compatibility with core applications is no longer guaranteed.
- **Migration Recommended:** Customers are strongly recommended to migrate to fully supported alternatives.

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. Additionally, any certification for compatibility with the application will no longer be valid, meaning the eligible products may face performance or compatibility issues with future software updates. Customers are strongly advised to transition to newer hardware solutions to ensure ongoing reliability and application compatibility.