To: Distribution

From: Solutions Management -Software Portfolio

Subject: End of Life Notification for Shoppertrak Analytics On Premise

Bulletin Number: EOL-SW-Y2026M8D14-R0

Date: August 14, 2026

END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of Shoppertrak Analytics – On-Premise**. 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 **software**. 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	August 14th, 2026
End of Sale (EOS)	EOL	April 1st, 2026
End of Support (EOSupport)	EOS	September 30th, 2026
End of Life (EOL)	OBS	September 30th , 2026

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

With this announcement, the software is being removed by the indicated dates. Where applicable, we encourage you to consider transitioning to the newer **software** as part of a long-term technology strategy.

What does End of Sale Mean?

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

What does End of Service Life mean?

After the End-of-Service Life date, no further engineering updates or bug fixes will be provided. Additionally, Shoppertrak support team will limit activity to troubleshooting missing data/no communication cases. Shoppertrak will no longer remotely troubleshoot variants and accuracy cases as contractual accuracy commitments will no longer be applicable. Although aspects of the hardware may continue to function until the End-of-Life date, users are advised to transition to the recommended replacement products to avoid compatibility and performance issues as technology, software and standards evolve.

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What does End of Life mean?
When the End-of-Life (EOL) date is reached your organization will no longer have access to Shoppertrak Analytics – On-Premise. Customers are strongly encouraged to upgrade to replacement products well before the EOL date to ensure a smooth transition.

If you have any questions, please reach out to your nearest Regional Solutions Management Team member.

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