Sensormatic by Johnson Controls

**To:** Distribution

**From:** Solutions Management

**Subject:** End of Life Notification for ShopperTrak Orbit ES

**Bulletin Number:** EOL-HW-Y2026M10D1-R0

**Date:** October 1st, 2026

# END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of ShopperTrak Orbit ES**. 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 | October 1st, 2026 |
| End of Sale (EOS) | EOL | December 31st, 2021 |
| End of Support (EOSupport) | EOS | September 30th, 2027 |
| End of Life (EOL) | OBS | December 31st, 2030 |

*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 **hardware** as part of a long-term technology strategy.

| TRAFFIC Affected Product Codes | | | |
|---|---|---|---|
| Existing Product | | **Replacement Product** | |
| Product Code/ Product Number | Description | Product Code/ Product Number | Description |
| H1001-6 | Orbit ES | SEVATDVMGBG3 | Orbit AI |
| | | H1001-8 | Orbit 8 |

**What does End of Sale Mean?**
Once the End of Sale date is reached, this hardware 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 variance 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.

**What does End of Life mean?**
When the End-of-Life (EOL) date for Orbit ES is reached, Sensormatic Solutions will permanently discontinue all connectivity, services, and support for these devices. Customers are strongly encouraged to upgrade to replacement products well before the EOL date to ensure a smooth transition.

If you have any questions on the End-of-Service Life and End-of-Life Notification for the Orbit ES devices, please reach out to your nearest Regional Solutions Management Team member.