

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification of SMaaS support for SNC1

Bulletin Number: EOL-SW-Y2026M6D26-R0

Date: June 26th, 2026

END OF LIFE NOTICE

Sensormatic Solutions Management hereby announces the end of support for Synergy Network Card 1 (SNC1) within the SMaaS platform.

SNC1 have previously reached their End of Sale (EOS), End of Support (EOS), and End of Life (EOL), milestones. This notice serves as formal confirmation that support for these devices within the SMaaS platform will also be discontinued.

Customers currently utilizing SNC1 systems within SMaaS are advised to begin planning migration to supported systems.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	Not Applicable	June 26 th , 2026
End of Support (EOSupport)	Not Applicable	September 11 th , 2026
End of Life (EOLife)	Not Applicable	September 11 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
☒	☒	☒	☒

Customers wishing to maintain the same functionality must migrate to the corresponding device replacements: **SNC4K** to ensure continued support within the SMaaS platform.

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 details about the impacted hardware product codes (P/Ns) impacted, please consider the Product Mapping list hereunder.

Product Mapping			
Impacted Product P/N	Description	Replacement Product P/N	Description
ZESP-NETWRK	Synergy Network Card Version 1	ZESP-NETWRK4K	Synergy Network Card Version 4K

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.