

# Technical Bulletin

## RPS/RPS-LITE update is required prior to December 11, 2023 to improve login security and avoid service disruptions

Issue severity	Products affected
<input type="checkbox"/> High. Act immediately	▶ Remote Programming Software (RPS) v6.14, v6.12, v6.11, v6.10, v6.09, v6.08
<input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below.	
<input type="checkbox"/> Low. Advisory	

**November 8, 2023**

### Issue

On December 11<sup>th</sup> 2023, Bosch is implementing improved login security to our Installer Services Portal and Remote Programming Software.

For Installer Services Portal customers, RPS and RPS-LITE software requires a shared service pack to avoid RPS log in and RPS Installer Service connection related disruptions.

This service pack is available to download from our Bosch Remote Programming Software download page.

This issue affects Installer Service Portal customers using RPS v6.14, v6.12, v6.11, v6.10, v6.09, v6.08 and will result in service-related communication errors.

- For current installations of RPSv6.14, RPSv6.12 or RPSv6.11, the RPS/RPS-LITE Bosch Installer Services Secure Login Service Pack must be applied.
- For current installations of RPSv6.10 and older that are connected to the Installer Services Portal, upgrade to the latest version of RPS first. Then, apply the RPS/RPS-LITE Bosch Installer Services Secure Login Service Pack.

If you have any questions, please contact our Technical Support Team at 800-289-0096.

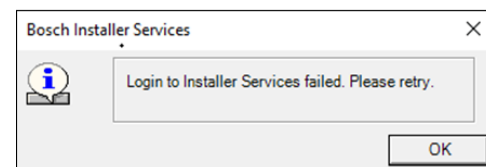
### Resolution

- Apply the RPS/RPS-LITE Service Pack (BoschInstallerSecureLoginServicePack.exe) for Bosch Installer Services Secure Login. The Service Pack and the latest RPS/RPS-LITE releases are available on Bosch.com: <https://commerce.boschsecurity.com/xf/en/Remote-Programming-Software/p/2595124747/>
- Customers using the Bosch Security Manager (BSM) mobile app will need to update to version 1.2 once available through the Android Google Play Store and Apple App Store.

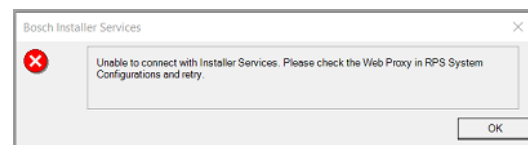
### Error Messages

The following errors will occur when using RPS with the Installer Services Portal if the service pack is not applied.

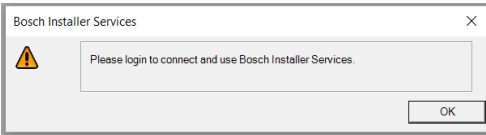
- Installer Services login failure



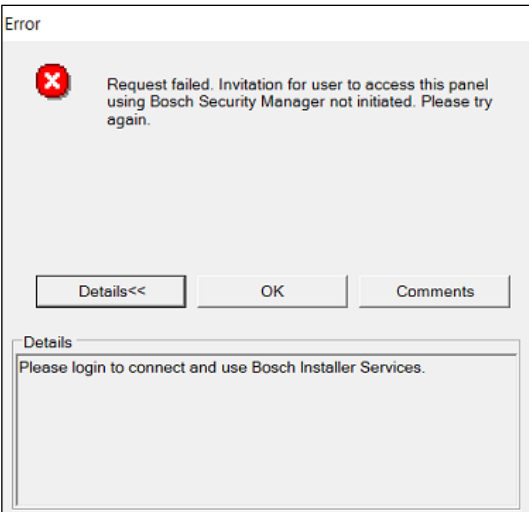
- Installer Services connection failure



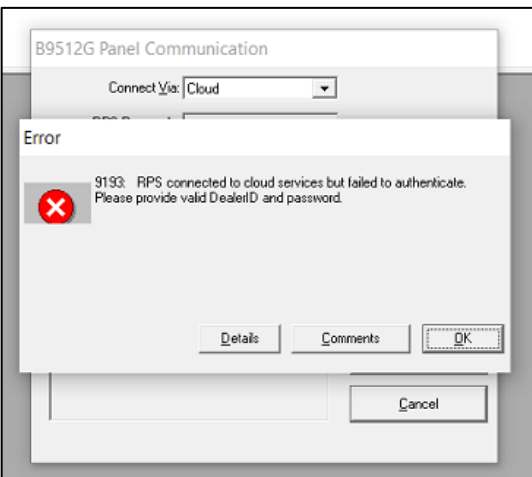
- Manage Bosch Security Manager Users function



- Bosch Security Manager invite failure



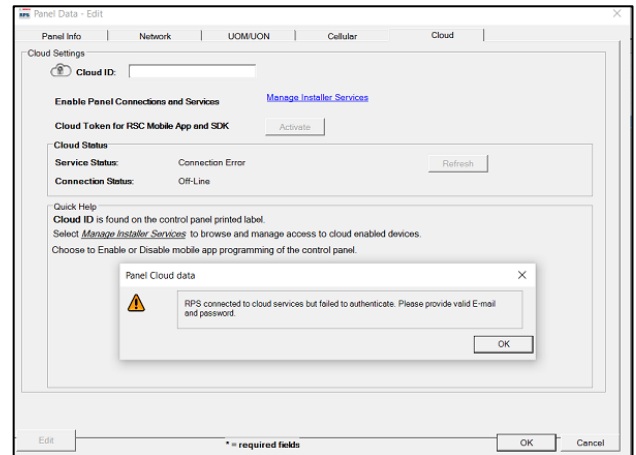
- Panel connection via Cloud failure



- RPS Panel Data View service connection failures

This error occurs for these conditions:

- Cloud Status: Connection Error
- Connection Status: Off-Line
- Cloud refresh button selected



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