

Technical Bulletin

RPS Change Password prompt continues to show after password is changed

Issue severity	Products affected
<input type="checkbox"/> High. Act immediately <input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below. <input type="checkbox"/> Low. Advisory	▶ Remote Programming Software (RPS) v6.14.100 and higher

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Issue

In RPS 6.14.100, a feature was added that allows users to set a password validity period. If you enabled this feature, RPS users are prompted to update their passwords on that validity date.

An issue was discovered that when the user password expiration date passes (Validity Period) or a user password is changed before the password expires, the user is still prompted to change their password on each subsequent log in to RPS.

This does not occur on every installation of RPS. The following are the prerequisites for the issue to occur on an RPS installation:

- An RPS Database upgrade was done for RPS version 6.14.100 or higher.
- A Validity Period rule for user passwords was defined and enabled for RPS.

Workarounds

A patch is available to resolve this issue. If you are using the password validity period feature and experience this issue, follow the workaround instructions in this bulletin to obtain and apply the patch.

Contact Tech Support at 1-800-289-0096, Option 4 to get the patch. Once you have the patch, use Option 1 (SQL Management Studio) or Option 2 (Windows Command Prompt) to apply it.

Products affected

- ▶ Remote Programming Software (RPS)
v6.14.100 and higher

Option 1-Use SQL Server Management Studio

Only use this option if you already have SQL Management Studio. If you do not, follow *Option 2 Use the Use the Windows Command Prompt to run SQL commands*.

1. Open SQL server Management Studio (SSMS).
2. Connect to the server where the RPS Database resides.
3. Click **New Query**, then select the database used for RPS from the drop-down menu. To find the RPS Database name access **Config>System** in RPS.
4. Copy the content from Passwordpolicyupdate.sql and paste into the SQLQuery editor window.
5. Click **Execute**. Make sure the query finishes successfully.

Option 2- Use the Windows Command Prompt to run SQL commands

Option 2 runs the script from a Windows Command Prompt on the machine where the RPS database resides. Follow these steps to apply the patch using this method:

1. On the workstation where the RPS database resides select **[Windows+R]** to access the Run dialog box.
2. Type **cmd** and press **Enter** to access the command prompt.

3. There are two methods to connect to the database and run the patch, either with Windows Authentication Mode (which the default installation of RPS supports) or SQL Authentication Mode (which requires the System Admin User login and password).

Try the Windows Authentication Mode method (a) first.

- a. **Windows Authentication Mode**

Type:

```
sqlcmd -S server_name -d  
database_name -i  
"path>Passwordpolicyupdate.sql"
```

EXAMPLE: This is the default information except for the path to the file:

```
sqlcmd -S .\BOSCHSQL2017 -d RPSDB1 -i  
"C:\temp\RPS>PasswordPolicyPatch>Passwordp  
olicyupdate.sql"
```

- b. **SQL Authentication Mode**

Type:

```
sqlcmd -S server_name -U username -P  
password -d database_name -i  
"path>Passwordpolicyupdate.sql"
```

4. Once the command finishes successfully, close the command prompt.

Resolution

The issue will be fixed in RPS version 6.16.

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