

Release Notes

DIVAR IP System Manager 2.4.0

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Table of Contents

1 Document History	3
2 DIVAR IP System Manager 2.4.0	4
2.1 Installation prerequisites and operation notes DIVAR IP all-in-one 4000/6000, DIVAR IP all-in-one 7000 (DIP-74xx)	4
2.2 Installation prerequisites and operation notes DIVAR IP all-in-one 7000 (DIP-73xx)	5
2.2.1 DIVAR IP all-in-one 7000 that have DIVAR IP Software Center installed	5
2.2.2 DIVAR IP all-in-one 7000 that have no system software installed	5
2.3 Installation prerequisites and operation notes DIVAR IP all-in-one 5000/7000 (DIP-72xx)	5
2.4 Remote Portal connectivity prerequisites for all DIVAR IP all-in-one families	6
2.5 General remarks	6
2.6 New functions and Fixed issues	6
2.7 Known limitations and issues	6

1 Document History

Date	Version	Changes
25.03.2025	1.0	Initial Release

2 DIVAR IP System Manager 2.4.0

DIVAR IP System Manager 1.5 application has introduced a central user interface that offers an easy system setup, configuration and application software upgrade for **DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000** systems. DIVAR IP System Manager 2.0.0 extended these capabilities by adding the **support for DIVAR IP all-in-one 7000 systems (DIP-73xx only)** and doing so replacing and taking over the responsibilities of *DIVAR IP Software Center* (DIP-73 DSC Setup 02.00.0115).

DIVAR IP System Manager 2.1.0 extended these capabilities to **DIVAR IP all-in-one 5000 and DIVAR IP all-in-one 7000 (DIP-72xx)** systems.

DIVAR IP System Manager 2.3.0 featured new functionality and improvements in the user interface for all the above **DIVAR IP all-in-one** family systems. **DIVAR IP all-in-one 7000 (DIP-74xx) systems** were introduced and also supported by this version.

DIVAR IP System Manager 2.4.0 is a next release for all the above **DIVAR IP all-in-one** family systems, introducing new functionality, improvements, and bugfixes.

Note: It is always recommended and for some operations required to use the latest version of DIVAR IP System Manager. The latest version supersedes the previous ones and is the only supported version.

DIVAR IP System Manager 2.4.0 is a web-based application and is easily accessible (after installation) through the shortcut available on the BVRAdmin user desktop on the DIVAR IP all-in-one family systems. The ***DIVAR IP - System setup*** page is intended to initially setup and configure the operation mode of the factory default DIVAR IP all-in-one. This page is not available for DIVAR IP all-in-one 5000/7000 (DIP-72xx), as their operation mode is set-up via scripts after initial system setup before installation of the DIVAR IP System Manager application.

The ***Software packages*** page is used to keep the DIVAR IP all-in-one up-to-date and install new application software versions and patches.

Microsoft Windows operating system updates are not part of the intended functionality of DIVAR IP System Manager, standard Windows mechanisms should be used for this purpose.

The ***Network drives*** page is used to add network drives that will be scanned by the DIVAR IP System Manager for software packages (along with removable drives and "Images" partition) .

The ***Remote Portal connection*** page allows the user to optionally register the DIVAR IP to **Remote Portal** to remotely monitor and maintain the video system via the cloud. Please refer to the dedicated Application Note "DIVAR IP all-in-one Remote Portal connectivity" in the product catalog for details, as well as the corresponding **Remote System Management** service offering (CTN: CBS-RM-DIPx) and **VideoView+ for DIVAR IP** service offering (CTN: CBS-MOBILE-DIPx). Additional helpful content can be found in the [Knowledge Base](#).

The ***About this DIVAR IP system*** page contains information about DIVAR IP system model, serial number, operating system type and build level, version of the DIVAR IP System Manager application. It also contains link and QR-code for easy registration of the DIVAR IP system as a product.

2.1 Installation prerequisites and operation notes DIVAR IP all-in-one 4000/6000, DIVAR IP all-in-one 7000 (DIP-74xx)

A factory default DIVAR IP all-in-one 4000/6000 or DIVAR IP all-in-one 7000 (DIP-74xx) should be booted up and configured up to the Software Selection screen. To be automatically detected by the Software Selection screen, the DIVAR IP System Manager installation file SystemManager_x64_2.4.0.exe must be located in a folder with the following structure: Drive root\BoschAppliance\ (for example F:\BoschAppliance\ of an attached USB drive). Drive C: and Data drive(s) shall not be used for this purpose.

For further details on installation and operation procedures please refer to the DIVAR IP all-in-one 4000/6000 or DIVAR IP all-in-one 7000 (DIP-74xx) User manuals.

DIVAR IP all-in-one 4000, DIVAR IP all-in-one 6000, and DIVAR IP all-in-one 7000 (DIP-74xx) devices that have DIVAR IP System Manager 2.3.2 or lower are upgraded to DIVAR IP System Manager 2.4.0 via the **Software packages** page.

2.2 Installation prerequisites and operation notes DIVAR IP all-in-one 7000 (DIP-73xx)

2.2.1 DIVAR IP all-in-one 7000 that have DIVAR IP Software Center installed

To replace DIVAR IP Software Center by DIVAR IP System Manager 2.4.0, the operation mode software must be upgraded as follows:

- If your system is running in BVMS operation mode, upgrade the BVMS version to BVMS 11.1.1.
- If your system is running in VRM operation mode, upgrade the VRM version to VRM 4.03.0025.

For more details about upgrading software with DIVAR IP Software Center, refer to chapter "Upgrading and updating software" in the DIVAR IP all-in-one 7000 User manual.

Run the DIVAR IP System Manager installation file `SystemManager_x64_2.4.0.exe` as described in more details in the Application Note "DIVAR IP all-in-one Remote Portal connectivity"

Notice: DIVAR IP System Manager 2.4.0 requires an update of the SuperDoctor service to version 5.19.0.1080. The update will overwrite the existing SuperDoctor settings. You must reapply any specific settings after the update. Make sure to note down your settings before you start the update. After the update, the SuperDoctor password will be reset to the default password *DivaripSD5*. During the DIVAR IP System Manager 2.4.0 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation. Bosch strongly recommends to change the default password immediately after the first sign-in to SuperDoctor.

2.2.2 DIVAR IP all-in-one 7000 that have no system software installed

A factory default DIVAR IP all-in-one 7000 should be booted up and configured up to the Software Selection screen. From there, an installation file `BoschAppliance_Setup_DSC_10.04.0001.exe` must be run. This file is part of the `SystemManager_2.4.0.zip` package. To be automatically detected by the Software Selection screen, the `BoschAppliance_Setup_DSC_10.04.0001.exe` installation file must be located in a folder with the following structure: Drive root\BoschAppliance\ (for example `F:\BoschAppliance\` of an attached USB drive). After the installation of `BoschAppliance_Setup_DSC_10.04.0001.exe` has been successfully completed, the system will restart. After signing in to the administrator account `BVRAdmin`, the Software Selection page is displayed again, showing the DIVAR IP System Manager 2.4.0 installation file `SystemManager_x64_2.4.0.exe`.

Proceed further with the DIVAR IP System Manager 2.4.0 and Operation mode installation as described in more details in the Application Note "DIVAR IP all-in-one Remote Portal connectivity".

2.3 Installation prerequisites and operation notes DIVAR IP all-in-one 5000/7000 (DIP-72xx)

To install DIVAR IP System Manager 2.4.0, the operation mode software must be upgraded as follows:

- If your system is running in BVMS operation mode, upgrade the BVMS version to BVMS 11.1.1.
- If your system is running in VRM operation mode, upgrade the VRM version to VRM 4.03.0025.

For BVMS 11.1.1, no additional steps are required when upgrading BVMS on these DIVAR IP systems with regular BVMS installer.

Make sure to verify that operation mode of the system matches the intended use of this DIVAR IP device. Once DIVAR IP System Manager has applied the operation mode, it can only be changed by resetting the DIVAR IP device to factory defaults.

Run the DIVAR IP System Manager installation file `SystemManager_x64_2.4.0.exe` as described in more details in the Application Note "DIVAR IP all-in-one Remote Portal connectivity"

Notice: DIVAR IP System Manager 2.4.0 requires an update of the SuperDoctor service to version 5.19.0.1080. The update will overwrite the existing SuperDoctor settings. You must reapply any specific settings after the update. Make sure to note down your settings before you start the update. After the update, the SuperDoctor password will be reset to the default password *DivaripSD5*. During the DIVAR IP System Manager 2.4.0 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation. Bosch strongly recommends to change the default password immediately after the first sign-in to SuperDoctor.

2.4 Remote Portal connectivity prerequisites for all DIVAR IP all-in-one families

DIVAR IP System Manager 2.3.0 was the **minimum version** for all the DIVAR IP all-in-one family systems to connect to Remote Portal **after 2024-02-15**. The background is an infrastructure upgrade in Remote Portal performed on the date mentioned. A detailed how-to guide with step-by-step guidance is available in the [Knowledge Base](#) (title: [How-to: DIVAR IP cloud and service infrastructure upgrade](#)).

Users need to have the *administrator* role in their Remote Portal account(s) to connect a DIVAR IP system.

Note: It is always recommended to use the latest version of DIVAR IP System Manager. The latest version supersedes the previous ones and is the only supported version.

2.5 General remarks

When copying the content of the BoschAppliance folder, containing the DIVAR IP System Manager installation file SystemManager_x64_2.4.0.exe, make sure to copy also the rest of the folder and file structure (for example, Resources folder).

When a major application software (e.g. BVMS) is upgraded using the **Software packages** page, dependent components (e.g. for BVMS - VRM, VSG, Transcoder Service) will be also upgraded accordingly.

Downgrade of application software versions is not supported.

DIVAR IP System Manager 2.4.0 is supported on all **DIVAR IP all-in-one** family platforms. All other older DIVAR IP platforms are not supported and the application will not install on them.

Starting with DIVAR IP System Manager 2.3.0, it is represented on the **Software packages** page by one entry (as oppose to DIVAR IP System Manager versions below 2.3.0, that were represented by two key components: "DIVAR IP System Manager Commander" and "DIVAR IP System Manager Executor"). While upgrading DIVAR IP System Manager to version 2.4.0 from those previous versions, please chose this single entry "DIVAR IP System Manager" and follow instructions on the screen. The user interface will be also updates in the course of the upgrade.

2.6 New functions and Fixed issues

- DIVAR IP System Manager 2.4.0 introduces new functionality to conveniently add network drives, so that they will be scanned by the DIVAR IP System Manager for software packages. This operation is available on the new page **Network drives**.
- DIVAR IP System Manager 2.4.0 prompts the user to register the DIVAR IP as a product and provides a link and QR-code for easy access to the Product registration page. Timely product registration is essential to be able to receive appropriate service level for the product. The same action can also be fulfilled later from the **About this DIVAR IP system** page.
- DIVAR IP System Manager 2.4.0 displays in more details what package is being installed, as well as safeguards from starting the installation or upgrade when prerequisite of active network link is not met. It also displays the progress of downloading the packages before their installation.
- In the **Remote Portal connection** tab, users are able to select from a list of relevant Remote Portal company accounts when connecting the system, eliminating the need to define a "default commissioning company" in Remote Portal beforehand. This applies to *administrator* users whose email address is associated with multiple company accounts in Remote Portal.
- DIVAR IP System Manager application version 1.5.0 may become non-responsive while updating the user interface data, if many packages are installed. This issue is fixed in higher versions. Please make sure you update DIVAR IP System Manager application to the current version 2.4.0.
- DIVAR IP System Manager 2.4.0 fixes the issue that when DIVAR IP all-in-one 5000/7000 (DIP-72xx) are migrated under DIVAR IP System Manager 2.3.0 and then upgraded to BVMS 12.0.1 or BVMS 12.1.0, some of the DIVAR IP - specific software components may not be installed correctly. DIVAR IP System Manager 2.4.0 shall be used for this migration. Upgrade to BVMS 12.2.0 and higher also rectifies the issue.

2.7 Known limitations and issues

- DIVAR IP System Manager 2.4.0 can be run only locally on DIVAR IP system itself, it is limited to localhost connection only.

- When adding a network drive to DIVAR IP System Manager, a disconnected network drive appears in Windows File Explorer. This is the mapped network drive that is used by the DIVAR IP System Manager internally. Since DIVAR IP System Manager runs as a Windows service under the context of the “local system user” the network drive is only accessible to the “local system user” and shown as disconnected for all other users. The disconnected drive will disappear when the network drive is removed from the DIVAR IP System Manager.
- DIVAR IP System Manager does not check version compatibility of software applications being installed or upgraded. Please refer to the Release notes of corresponding Software packages or individual applications.
- On DIVAR IP all-in-one 5000 and DIVAR IP all-in-one 7000 (DIP-72xx) systems, after installation of the DIVAR IP System Manager application, the powershell scripts to enable and disable SuperDoctor service, as well as to collect DIVAR IP System Manager logs, require to be run as Administrator.
- On all DIVAR IP all-in-one systems, after installation of the BVMS 12.1.0 and higher SystemManager package, the powershell script to collect DIVAR IP System Manager logs requires to be run as Administrator.
- When installing specific packages (for example, LUN Formatter package), a network connection error message may appear for a short time. This is expected behavior due to specific operations, performed by this package.
- Remote Portal connection:
 - DIVAR IP System Manager 2.3.0 is the minimum version for all the **DIVAR IP all-in-one** family systems to connect to Remote Portal after 2024-02-15. Nevertheless, please use the most up-to-date currently available version of DIVAR IP System Manager.
 - Users need to have the *administrator* role in their Remote Portal account(s) to connect a DIVAR IP system.