

Technical Bulletin

RPS-control panel USB connection on Windows 10



Issue severity

- High. Act immediately
- Medium. Bosch Security Systems strongly recommends you take the action(s) described below.
- Low. Advisory

Products affected

- ▶ RPS v6.03 and lower
- ▶ RPS-LITE v6.03 and lower
- ▶ B9512G/B9512G-E
- ▶ B8512G/B8512G-E
- ▶ B6512
- ▶ B5512/B5512E
- ▶ B4512/B4512E
- ▶ B3512/B3512E

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Issue

A Windows 10 update affected USB drivers and the RPS USB connection to the control panels listed in the *Products affected* section above.

Attempting to connect to these panels using the B99 USB Direct Connect Cable might produce the RPS error 5025. RPS does not connect.



Resolution

This issue will be resolved in future versions of RPS and RPS-LITE.

Workaround

If RPS is installed on a computer running Windows 10 and cannot connect to a control panel listed above using the B99 USB Direct Connect Cable, use one of the following connection alternatives:

- Network
- IP Direct
- Modem
- Cellular
- Cellular Callback

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