Technical Bulletin B9512G / B8512G Authority Level Names incorrect



Issue severity

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

March 2, 2016

Issue 1: With RPS v6.00, the Authority Level Name parameters are incorrect for B9512G or B8512G control panel accounts for control panels with firmware v3.01 or v3.02.

The text for Authority Level 1 is shifted to Authority Level 2, the text for level 2 is shifted to level 3, and so on. The Authority Level Name for Authority Level 1 is blank.

Products affected

► RPS / RPS-LITE v6.00, v6.01, v6.02

▶ B9512G, B8512G control panels

0 23 Panel View File Edit Operations Help ← → [a] Q []; 💥 Panel - B9512G (Account - 0000) Panel Items ■ B9512G Program Record Sheet ACCESS AREA WIDE PARAMETERS --- COMPLIANCE SETTINGS AUTOMATION / REMOTE APP PANEL WIDE PARAMETERS COMPLIANCE SETTINGS AREA WIDE PARAMETERS CUSTOM FUNCTIONS ★ KEYPADS HARDWARE SWITCH SETTINGS **CUSTOM FUNCTIONS** KEYPADS **OUTPUT PARAMETERS** SHORTCUT MENU PANEL WIDE PARAMETERS - OUTPUT PARAMETERS POINTS - USER CONFIGURATION SCHEDULES SDI2 MODULES User Assignments (Passcodes) SHORTCUT MENU User Groups USER CONFIGURATION User (Keypad) Functions Authority Levels POINTS Authority Levels - Level # --> L2 L3 L4 Authority Level Name (Second Language) Disarm Select All On Delay All On Instant ▼ Classic View Show Color Last Modified: Last Received: Last Sent Close 05-Feb-16 12:25:42 Pivot

Figure 1: Authority Level Name parameters, RPS v6.00

Enter upto 32 characters.

Resolution, Issue 1

B9512G or B8512G control panels with firmware v3.01 require RPS v6.01 to configure all of the features available in the firmware. Control panels with firmware v3.02 require RPS v6.02.

Update RPS from v6.00 to v6.02 to fully support control panels with either firmware v3.01 or v3.02.

Issue 2: With RPS v6.01 or v6.02, the Authority Level Name parameters are incorrect for B9512G or B8512G control panel accounts for control panels with firmware v3.00.

The text for Authority Level 2 is shifted to Authority Level 1, the text for level 3 is shifted to level 2, and so on. The Authority Level Name for Authority Level 15 is blank.

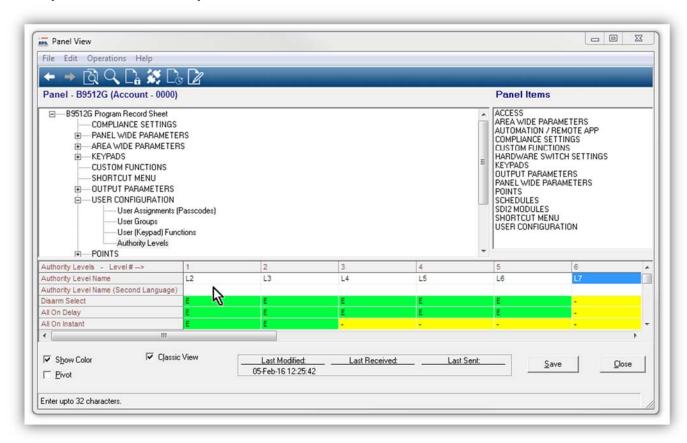


Figure 2: Authority Level Name parameters, RPS v6.02

The shift of Authority Level Names also occurs for B9512G or B8512G control panel accounts with firmware version 3.01 updated from firmware version 3.00.

There is no Authority Level Name issue when:

- Control panel accounts for panels with firmware version 3.00 are opened with RPS v6.00.
- Control panel accounts for panels with firmware version 3.01 (not updated from firmware v3.00) are opened with RPS v6.01 or v6.02.
- Control panel accounts for panels with firmware version 3.02 (not updated from firmware v3.00) are opened with RPS v6.01 or v6.02.
- Control panel accounts for panels with firmware version 3.02 (updated from firmware v3.00 and received from the control panel after the firmware update) are opened with RPS v6.01 or v6.02.

RPS stores the control panel firmware version

When RPS connects to a control panel it retrieves the control panel's firmware version and stores it in the panel account. You can see the firmware version in the upper left corner of the Panel View window, or in the Firmware Version field in the Panel Data – View window.

The firmware version is blank for control panel accounts that have not been used to connect to a control panel.

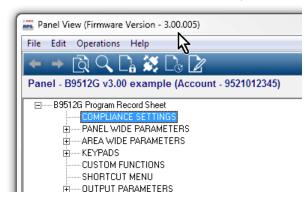


Figure 3: Panel View (Firmware Version)

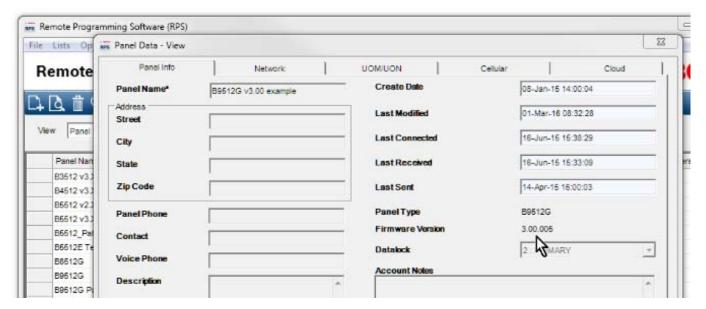


Figure 4: Panel Data - View, Firmware Version field

Resolution

There is no resolution for this Authority Level Name issue at this time.

Do not update control panel firmware from v3.00 to v3.01. Update from v3.00 to v3.02.

Important! When you update panel firmware from v3.00 to v3.02 be sure to receive the panel data from the control panel when you reconnect with RPS. Save the received panel data before you disconnect.

The workaround for the issue is:

- 1. Update RPS to v6.02.
- 2. For control panel accounts with firmware v3.00, update the control panel firmware to v3.02 and then receive and save the panel data from the control panel,
 - or –
 - manually correct the Authority Level Names.
- 3. For control panel accounts with firmware v3.01 that was updated from v3.00, manually correct the Authority Level Names.



Bosch Security Systems, Inc. 130 Perinton Parkway Fairport, NY 14450 USA www.boschsecurity.com