Technical Bulletin B9512G / B8512G Authority Level Names incorrect



| Issue severity | Products affected |
|---|---|
| High. Act immediately | RPS / RPS-LITE v6.00, v6.01, v6.02 B9512G, B8512G control panels |
| 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.

| Panel View | | | | | | X 0 - |
|---|-----------------|--------------------------------------|----------------|------------|---|--|
| File Edit Operations Help | | | | | | |
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| Panel - B9512G (Account - 0000) | | | | | Panel Items | |
| B9512G Program Record Sheet COMPLIANCE SETTINGS PANEL WIDE PARAMETER AREA WIDE PARAMETER CUSTOM FUNCTIONS SHORTCUT MENU OUTPUT PARAMETERS USER CONFIGURATION User Assignments (F User Groups User (Keypad) Func Authority Levels POINTS | S Passcodes) | | | E | ACCESS AREA WIDE PARA AUTOMATION / R COMPLIANCE SET CUSTOM FUNCTION HARDWARE SWI KEYPADS OUTPUT PARAME PANEL WIDE PAR POINTS SCHEDULES SDI2 MODULES SHORTCUT MENL USER CONFIGURA | EMOTE APP TINGS DNS TCH SETTINGS TERS AMETERS |
| Authority Levels - Level #> | 1 | 2 | 3 | 4 | 5 | 6 |
| Authority Level Name | | L1 | L2 | L3 | L4 | L5 |
| Authority Level Name (Second Language) | | N | | | | |
| Disarm Select | E | E V | E | E | E | |
| All On Delay | E | E | E | E | E | |
| All On Instant | E | Ε | - | | - | |
| < [| | | | | | • |
| | View | Last Modified: 05-Feb-16 12:25:42 | Last Received: | Last Sent: | <u>S</u> av | e <u>C</u> lose |
| Enter upto 32 characters. | | | | | | |

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

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.

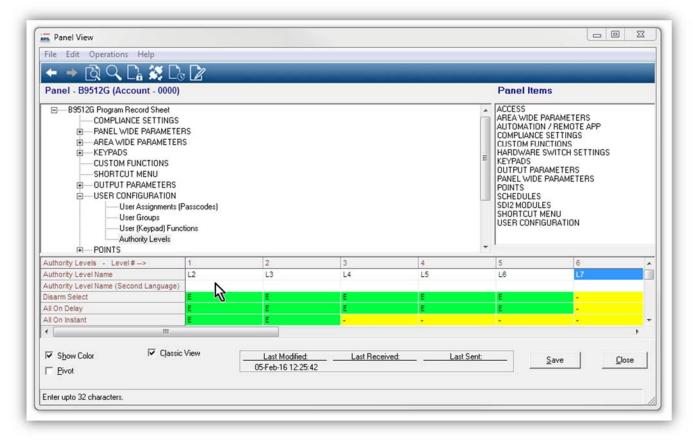


Figure 2: Authority Level Name parameters, RPS v6.02

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.

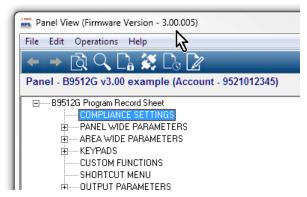


Figure 3: Panel View (Firmware Version)

| Lists Op a | Panel Data - View | | | 0 |
|--------------------------|-------------------|----------------------|--------------------|--------------------|
| emote | Panel Info | Network | UOM/UON | Cellular Cloud |
| - | Panel Name* | B9512G v3.00 example | Create Date | 08-Jan-15 14:00:04 |
| 国前の | Address | - | - Last Modified | 01-Mar-16 08:32 28 |
| w Panel | Street | | | 1 |
| - I-and | City | | - Last Connected | 16-Jun-15 15:38:29 |
| Panel Nan | State | | Last Received | 16-Jun-15 15:33:09 |
| B3512 v3.3 B4512 v3.3 | Zip Code | | Last Sent | 14-Apr-16 16:00:03 |
| B5512 v2.3 | Panel Phone | | Panel Type | 89512G |
| B5512 v33 | PanelPhone | | | |
| B5512_Pat | Contact | | - Firmware Version | 3.00.005 |
| B5512E Te | | | Datalock | 2 MARY |
| B8612G | Voice Phone | | | |
| B9612G | Description | - | Account Notes | |

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.
- 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.

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