

# DIVAR IP all-in-one 4000 | 6000 | 7000\*

\*List of applicable products inside document





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# 1 Introduction

You can connect DIVAR IP all-in-one devices to Remote Portal, which allows you to easily monitor and maintain them remotely.

## 1.1 Applicable products

This manual is applicable to these products:

- DIVAR IP all-in-one 4000
  - DIP-4420IG-00N
  - DIP-4424IG-2HD
  - DIP-4428IG-2HD
  - DIP-442IIG-2HD
- DIVAR IP all-in-one 6000
  - DIP-6440IG-00N
  - DIP-6444IG-4HD
  - DIP-6448IG-4HD
  - DIP-644IIG-4HD
- DIVAR IP all-in-one 7000
  - DIP-7380-00N
  - DIP-7384-8HD
  - DIP-7388-8HD
  - DIP-738C-8HD
  - DIP-73G0-00N
  - DIP-73G8-16HD
  - DIP-73GC-16HD

## 1.2 Prerequisites

To connect DIVAR IP all-in-one devices to Remote Portal observe the prerequisites:

- DIVAR IP System Manager 2.0 must be installed on the device.
- A Remote Portal account must be created.

## 2 Preparing DIVAR IP all-in-one devices to connect to Remote Portal

### 2.1 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices to connect to Remote Portal

#### 2.1.1 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have DIVAR IP System Manager 1.5 installed

DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have DIVAR IP System Manager 1.5 installed must be upgraded to DIVAR IP System Manager 2.0 to be able to connect to Remote Portal.

To upgrade DIVAR IP System Manager:

1. Go to <https://downloadstore.boschsecurity.com/>.
2. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
3. Locate the ZIP file **SystemManager\_2.0.0.zip** and save it to a storage medium such as a USB stick.
4. Unzip the file on the storage medium.
5. Connect the storage medium to your DIVAR IP all-in-one device.
6. Start DIVAR IP System Manager:
  - If you are signed in to Windows with the **BVRAdmin** administrator account, double-click the DIVAR IP System Manager icon on the Windows desktop.  
DIVAR IP System Manager starts.
  - If your system is running in BVMS operation mode, click the DIVAR IP System Manager icon on the BVMS desktop and sign in to the BVRAdmin administrator account. DIVAR IP System Manager opens in a full screen dialog box (You can exit the dialog box by pressing Alt+ F4).
7. The **Software packages** page is displayed. Select the software package **DIVAR IP System Manager Commander**, and then click **Next** to continue.  
The installation dialog box is displayed.
8. In the installation dialog box, click **Install** to continue.  
The installation starts and the user interface is being updated. This process may take a few minutes. Do not turn off the system and do not remove the storage medium. Observe the notifications that are displayed at the top of the page. If reconnecting fails, reload the page.
9. After the installation has been successfully completed, on the **Software packages** page, select the software package **DIVAR IP System Manager Executor**, and then click **Next** to continue.  
The installation dialog box is displayed.
10. In the installation dialog box, click **Install** to continue.  
The installation starts.  
The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process. Observe the notifications that are displayed at the top of the page.
11. After the installation has been successfully completed, you will see the tab **Remote Portal connection** next to the **Software packages** tab.

## 2.1.2 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have no system software installed

DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have no system software installed and have not yet been setup can be connected to Remote Portal only after DIVAR IP System Manager 2.0 and the respective operation mode software packages have been installed on the device.

To install DIVAR IP System Manager 2.0 and the respective operation mode software packages:

1. Turn on the unit.  
Setup routines for Microsoft Windows Server IoT 2022 for Storage Workgroup are performed. This process can take several minutes. Do not turn off the system.  
After the process is completed, the Windows language selection screen is displayed.
2. Select your country/region, the desired operating system language and the keyboard layout from the list, then click **Next**.  
The Microsoft software license terms are displayed.
3. Click **Accept** to accept the license terms and wait until Windows restarts. This can take several minutes. Do not turn off the system.  
After restart, the Windows sign-in page is displayed.
4. Set a new password for the administrator account **BVRAdmin** and confirm it.  
Password requirements:
  - Minimum 14 characters.
  - At least one upper case letter.
  - At least one lower case letter.
  - At least one digit.Then press Enter.  
The **Software Selection** page is displayed.
5. Go to <https://downloadstore.boschsecurity.com/>.
6. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
7. Locate the ZIP file **SystemManager\_2.0.0.zip** and save it to a storage medium such as a USB stick.
8. Unzip the file on the storage medium by making sure that the folder **BoschAppliance** is placed in the root of the storage medium.
9. Connect the storage medium to your DIVAR IP all-in-one device.  
The system automatically scans the local drive and any connected external storage media for the DIVAR IP System Manager installation file. The scan may take some time. Wait for it to complete.  
Once the scan is complete, on the **Software Selection** page two DIVAR IP System Manager installation files will be displayed, one for DIVAR IP System Manager 1.5 and one for DIVAR IP System Manager 2.0.
10. Click the bar that displays the installation file for DIVAR IP System Manager 2.0 to start the installation.
11. Proceed with the setup and the operation mode selection as described in the DIVAR IP all-in-one 4000 and the DIVAR IP all-in-one 6000 Installation manual, in chapter *First sign-in and initial system setup*.

## 2.2 Preparing DIVAR IP all-in-one 7000 devices to connect to Remote Portal

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

DIVAR IP all-in-one 7000 devices that have DIVAR IP Software Center installed can be connected to Remote Portal only after DIVAR IP Software Center has been replaced by DIVAR IP System Manager 2.0.

During the DIVAR IP System Manager 2.0 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation.

#### Replacing DIVAR IP Software Center by DIVAR IP System Manager 2.0

To replace DIVAR IP Software Center by DIVAR IP System Manager 2.0:

1. Start DIVAR IP Software Center.
2. Upgrade the operation mode software 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.

3. Go to <https://downloadstore.boschsecurity.com/>.
4. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**. A list of all available software packages is displayed.
5. Locate the ZIP file **SystemManager\_2.0.0.zip** and save it to a storage medium such as a USB stick.
6. Unzip the file on the storage medium.
7. Connect the storage medium to your DIVAR IP all-in-one device.
8. On the storage medium, locate the installation file **SystemManager\_x64\_2.0.0.exe** and double-click it to start the installation.
9. Before the installation starts, a license agreement dialog box is displayed. Read the license agreement, select the checkbox to accept it, and then click **Next** to continue. The **DIVAR IP System Manager setup** dialog box is displayed requesting a SuperDoctor update.

#### Notice!

Update of the SuperDoctor service

DIVAR IP System Manager 2.0 requires an update of the SuperDoctor service. 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 service will be deactivated and the SuperDoctor password will be reset to the default password **DivaripSD5**. Bosch strongly recommends to change the default password immediately after the first sign-in to SuperDoctor.



10. Click **Install** to continue.

The DIVAR IP System Manager installation starts.

The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process.

**Note:** During the DIVAR IP System Manager 2.0 installation, DIVAR IP Software Center is automatically uninstalled.

### Activating the SuperDoctor service

To activate the SuperDoctor service:

1. On the desktop, in the **Tools** folder, right-click the **startSD5Service** script, and then click **Run with PowerShell**.
2. Double-click the **SuperDoctor 5 Web** icon on the desktop.
3. Sign in to the web interface using the following default credentials:
  - User name: **admin**
  - Password: **DivaripSD5**
4. Click the **Configuration** tab, and then click **Account Setting** and change the default password.  
**Note:** Bosch strongly recommends to change the default password immediately after the first sign-in to **SuperDoctor**.
5. Reapply the SuperDoctor settings that were applied before the DIVAR IP Software Center replacement.

## 2.2.2


### Preparing DIVAR IP all-in-one 7000 devices that have no system software installed

DIVAR IP all-in-one 7000 devices that have no system software installed and have not yet been setup can be connected to Remote Portal only after DIVAR IP System Manager 2.0 and the respective operation mode software packages have been installed on the device.

To install DIVAR IP System Manager 2.0 and the respective operation mode software packages:

1. Turn on the unit.  
Setup routines for Microsoft Windows Server IoT 2019 for Storage Standard are performed. This process can take several minutes. Do not turn off the system.  
After the process is completed, the Windows language selection screen is displayed.
2. Select your country/region, the desired operating system language and the keyboard layout from the list, then click **Next**.  
The Microsoft software license terms are displayed.
3. Click **Accept** to accept the license terms and wait until Windows restarts. This can take several minutes. Do not turn off the system.  
After restart, the Windows sign-in page is displayed.
4. Set a new password for the administrator account **BVRAdmin** and confirm it.  
Password requirements:
  - Minimum 14 characters.
  - At least one upper case letter.
  - At least one lower case letter.
  - At least one digit.Then press Enter.  
The **Software Selection** page is displayed.
5. Go to <https://downloadstore.boschsecurity.com/>.
6. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
7. Locate the ZIP file **SystemManager\_2.0.0.zip** and save it to a storage medium such as a USB stick.
8. Unzip the file on the storage medium by making sure that the folder **BoschAppliance** is placed in the root of the storage medium.



9. Connect the storage medium to your DIVAR IP all-in-one system.  
The system will automatically scan the storage medium for the installation file **BoschAppliance\_Setup\_DSC\_10.01.0001.exe**.  
The scan may take some time. Wait for it to complete.
10. Once the system has detected the installation file, it is displayed on the **Software Selection** page. Click the bar that displays the installation file to start the installation.  
**Note:** To be automatically detected, the installation file must be located in a folder with the following structure: Drive root\BoschAppliance\ (for example F:\BoschAppliance\).  
If the installation file is located at another location that does not match the pre-defined folder structure, click  to navigate to the respective location. Then click the installation file to start the installation.  
The installation starts. The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process.  
After the installation has been successfully completed, the system will restart and you will be directed to the Windows sign-in page.
11. Sign in to the administrator account BVRAdmin.  
The **Software Selection** page is displayed, showing the DIVAR IP System Manager 2.0 installation file **SystemManager\_x64\_2.0.0.exe**.
12. Click the bar that displays the installation file to start the installation.
13. Before the installation starts, the **End User License Agreement (EULA)** dialog box is displayed. Read the license terms, then click **Accept** to continue.  
The installation starts.  
After the installation has been successfully completed, the system will restart and you will be directed to the Windows sign-in page.
14. Sign in to the administrator account BVRAdmin.  
The Microsoft Edge browser opens and the **DIVAR IP - System setup** page is displayed. The page shows the device type and the device serial number, as well as the three operation modes and the available software versions for each operation mode. You must choose the desired operation mode and the desired software version to configure your DIVAR IP all-in-one system.
15. If the desired software version for the respective operation mode is not available on a local drive, proceed as follows:
  - Go to <https://downloadstore.boschsecurity.com/>.
  - Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**. A list of all available software packages is displayed.
  - Locate the ZIP files of the desired software packages, for example **BVMS\_[BVMS version]\_SystemManager\_package\_[package version].zip**, and save them to a storage medium such as a USB stick.
  - Unzip the files on the storage medium. Do not change the folder structure of the unzipped files.
  - Connect the storage medium to your DIVAR IP all-in-one system.

### Choosing operation mode BVMS

To operate the DIVAR IP all-in-one system as a full video recording and management system:

1. On the **DIVAR IP - System setup** page, select the operation mode **BVMS** and the desired BVMS version that you want to install, then click **Next**.  
The BVMS license agreement is displayed.

2. Read and accept the license agreement, then click **Install** to continue.  
The installation starts and the installation dialog box shows the installation progress. Do not turn off the system and do not remove the storage media during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the BVMS desktop.
4. On the BVMS desktop, click the desired application to configure your system.

**Notice!**

For further details, refer to the respective DIVAR IP all-in-one web-based training and to the BVMS documentation.

You can find the training under: [www.boschsecurity.com/xc/en/support/training/](http://www.boschsecurity.com/xc/en/support/training/)

**Choosing operation mode VRM**

To operate the DIVAR IP all-in-one system as a pure video recording system:

1. On the **DIVAR IP - System setup** page, select the operation mode **VRM** and the desired VRM version that you want to install, then click **Next**.  
The VRM license agreement is displayed.
2. Read and accept the license agreement, then click **Install** to continue.  
The installation starts and the installation dialog box shows the installation progress. Do not turn off the system and do not remove the storage media during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the Windows sign-in screen.

**Notice!**

For further details, refer to the VRM documentation.

**Choosing operation mode iSCSI storage**

To operate the DIVAR IP all-in-one system as an iSCSI storage expansion:

1. On the **DIVAR IP - System setup** page, select the operation mode **iSCSI storage** and the desired iSCSI storage version that you want to install, then click **Next**.  
The installation dialog box is displayed.
2. In the installation dialog box, click **Install** to continue.  
The installation starts and the installation dialog box shows the installation progress. Do not turn off the system and do not remove the storage medium during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the Windows sign-in screen.
4. Add the system as an iSCSI storage expansion to an external BVMS or VRM server using BVMS Configuration Client or Configuration Manager.

**Notice!**

For further details, refer to the BVMS or Configuration Manager documentation.

## 2.3

### Creating a Remote Portal account

To create a Remote Portal account:

1. Go to <https://remote.boschsecurity.com/login>.
2. Click **Sign up**.
3. Enter your company name and your email.
4. Select your company region.
5. Read the terms and conditions and the data protection notice, and then select the checkboxes to accept them.
6. Click **Sign up** to create an account.

### 3 Registering DIVAR IP all-in-one devices to Remote Portal

To register a DIVAR IP all-in-one device to Remote Portal:

1. Start DIVAR IP System Manager.
2. Click the **Remote Portal connection** tab.
3. If you have an existing Remote Portal account, enter your email and password, and then click **Register** to register your DIVAR IP all-in-one device to Remote Portal.



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**Notice!**

SingleKey ID

Bosch has introduced SingleKey ID as an identity provider (IdP) to allow a central sign-in to all Bosch applications, services and platforms.

To connect the device to Remote Portal by using SingleKey ID, follow the instructions on the screen.



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**Notice!**

**Default commissioning company** setting

If your email is assigned to multiple company accounts, make sure that you register your DIVAR IP all-in-one device to the correct company account.

- Sign in to your Remote Portal account.

- Go to **User settings > My companies**, select the desired account, and then select the option

**Default commissioning company**.

**Note:** The **Default commissioning company** setting automatically expires after 12 hours.

- 
4. If you do not have a Remote Portal account yet, click **Create account** to create a Remote Portal account first. Refer to *Creating a Remote Portal account, page 11*.

## 4 Unregistering DIVAR IP all-in-one devices from Remote Portal

To unregister a DIVAR IP all-in-one device from Remote Portal:

1. Start DIVAR IP System Manager.
2. Click the **Remote Portal connection** tab.
3. Click **Unregister** to unregister your DIVAR IP all-in-one device from Remote Portal.

**Note:** Unregistering the device from Remote Portal does not delete the device configuration in Remote Portal. To delete the device configuration, sign in to the corresponding Remote Portal company account.





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