

Application Note

Remote Programming Software RPS/RPS-LITE Bosch Installer Services Secure Login Service Pack

1. Overview

This service pack is required to support the improved Single Sign On (SSO) login security for existing and new users of the Installer Services Portal. Installer Services Portal customers running RPS and RPS-LITE software require this service pack to avoid RPS log in and RPS Installer Service connection related disruptions.

This issue affects Installer Service Portal customers using RPS v6.14, v6.12, v6.11, v6.10, v6.09, v6.08

Service Pack applicability

The service pack applies to full installations and service pack versions:

- RPS versions: 6.11 and higher
- RPS-LITE version: 6.11 and higher
- RPSv6.10 and older:
 - 1. Upgrade to a supported version of RPS (RPSv6.14, RPSv6.12 or RPSv6.11).
 - 2. Apply the RPS/RPS-LITE Secure Login Service Pack.

2. Service Pack installation

The service pack installation will update an existing RPS or RPS-LITE application. Apply the service pack to a computer running RPS or RPS-LITE versions 6.11 and higher.

To install the service pack:

- 1. Close the RPS or RPS-LITE application on the computer where you are installing.
- 2. Double-click the service pack 7-Zip archive package named **BoschInstallerSecureLoginServicePack.exe**.
- 3. Provide the path for the extract folder where you want to copy the extracted files.
- 4. Click Extract.

7-Zip self-extracting ar	chive	\times
Extract to:		
<please ext<="" path="" provide="" td="" to=""><td>ract the files></td><td></td></please>	ract the files>	
		-
	Extract	Cancel

- 5. Locate the RPSSecureLoginSP.exe executable file in the extract folder.
- 6. Right-click and select **Run as Admin** on **RPSSecureLoginSP.exe** to run the installer.

Bosch Installer Services, Secure Login Service Pack	×
This Services Pack applies only to RPS and RPS-LITE v6.11 and above to address:	
 Apply required login security updates to allow continued use of Bosch online, remote services and the Installer Services Portal. 	
Current RPS version installed: 6.14.001	
Install Service Pack	Cancel

- 7. When the installer screen opens, click Install.
- 8. When the installation has finished successfully, click **OK** to exit the installer.
- 9. You can view the **RPSInstallation.log**, which shows detailed information about the service pack installation process and any errors. Information contains all the steps performed by User. An extensive log also shows information about database operations and errors. For example, rolling back RPS to the prior version or cancelling the installation of the service pack.
- 10. When you open RPS, the About screen will show the service pack version.

Remote Programm	ing Software			×
BOSCH	Remote Pr	ogramming So	ftware (Rf	2S)
1100	Version: 6.1	4.001 Secure L	ogin SP	
Hist	Copyright 2	003-2023		
	Warning: Th copyright la Unauthorize program me	his computer pro w and internation of reproduction by result in civil	ogram is p onal treation or distribution and crimin	rotected by s. ition of this al penalties
	Third Party	Licensing Inform	nation	
Component Name			Installe	d Version
Remote Access Profile			v.2.5.0.0	
Account and Configuration Assistant			v.1.6.1.0	
Copy Version Info to	Clipboard	System Info		ок

3. Access Bosch Single Sign on user profile from RPS

You can access your user profile information directly within RPS.

To access your user profile:

- 1. Log into RPS using your Single Sign on account.
- 2. Select File>My Profile.
- 3. A browser window will open for you to access your user profile options.

Note: For operators that change their Bosch SSO user password while logged into RPS, they are recommended to log out and log in using their new password.

4. Errors

This section shows some error messages that operators might encounter when using RPS or connecting to Installer Services without this Bosch Installer Services Secure Login service pack installed.

Installer Services login failure

Bosch Insta	Iller Services	×
!	Login to Installer Services failed. Please retry.	
	ОК	

Installer Services connection failure

Bosch Install	ler Services	\times
8	Unable to connect with Installer Services. Please check the Web Proxy in RPS System Configurations and retry.	
	0	ĸ

Manage Bosch Security Manager users functions

Bosch Install	er Services	×
Δ	Please login to connect and use Bosch Installer Services.	
		ОК

Bosch Security Manager invite failure



Panel connection via Cloud failure

B9512	G Panel Communication
	Connect ¥ia: Cloud
Error	
8	9193: RPS connected to cloud services but failed to authenticate. Please provide valid DealerID and password.
	Details Comments
1	<u>C</u> ancel

RPS Panel Data View service connection failures

This error occurs for these conditions:

- Cloud Status: Connection Error
- Connection Status: Off-Line
- Cloud refresh button selected

	el Connections	and Services	Manage	nstaller Services			
Cloud Toke	n for RSC Mob	ile App and SDK	Activa	te			
Cloud Status							
Service Stat	us:	Connection Error			Re	fresh	
Connection	Status:	Off-Line					
	Panel Clo	ud data				×	
	⚠	RPS connected to and password.	o cloud services	but failed to authentic	ate. Please provide	valid E-mail	
						ОК	

5. Notes

Startup error

RPS will encounter a startup error if the **Windows>Add or remove programs>Repair** is used to repair the RPS software after the service pack is installed.

To resolve this issue, you must uninstall and then re-install the service pack.

- 1. Re-run the **BoschInstallerSecureLoginServicePack.exe** and select to uninstall the service pack.
- 2. Re-run the **BoschInstallerSecureLoginServicePack.exe** to install the service pack.

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