

Technical Bulletin

RPS/RPS LITE v6.14.100 firmware upgrade wizard fails during control panel update

Issue severity	Products affected
<input type="checkbox"/> High. Act immediately	▶ Remote Programming Software (RPS) v6.14.100
<input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below.	▶ Remote Programming Software Lite (RPS LITE) v6.14.100
<input type="checkbox"/> Low. Advisory	

February, 2024

Issue

Some customers may encounter failures when attempting to upgrade or downgrade a control panel using the RPS Firmware Update Wizard in RPS/RPS-LITE v6.14.100. The update process will begin to process and then fail, stopping with a **Could not update firmware** error message.

Customer Impact

Customers that have upgraded their current RPS install to RPSv6.14.100 will most likely NOT encounter this issue.

Customers that are installing RPSv6.14.100 on a PC for the first time, may encounter this firmware failure issue due to a missing Microsoft Windows C++ redistributable package.

This is due to the RPS CRC check functionality failing. RPS uses standard Windows dll runtime libraries for the CRC check. Microsoft provides the required libraries as part of the Microsoft Visual C++ 2005 Redistributable package. If the package is not installed on the machine running RPS/RPS LITE v6.14.100, the failures will occur.

Resolution

Visit [Bosch.com](https://commerce.boschsecurity.com/us/en/Remote-Programming-Software) for the Microsoft Visual C++ 2005 Redistributable package to install on the machine running RPS:

<https://commerce.boschsecurity.com/us/en/Remote-Programming-Software>

For technical issues contact the Bosch Technical Support Team at 800-289-0096.

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