

# Technical Bulletin

## RPS-control panel USB connection on Windows 10



### Issue severity

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

### Products affected

- ▶ RPS v6.03 and lower
- ▶ RPS-LITE v6.03 and lower
- ▶ B9512G/B9512G-E
- ▶ B8512G/B8512G-E
- ▶ B6512
- ▶ B5512/B5512E
- ▶ B4512/B4512E
- ▶ B3512/B3512E

**August 9, 2016**

#### Issue

A Windows 10 update affected USB drivers and the RPS USB connection to the control panels listed in the *Products affected* section above.

Attempting to connect to these panels using the B99 USB Direct Connect Cable might produce the RPS error 5025. RPS does not connect.



#### Resolution

This issue will be resolved in future versions of RPS and RPS-LITE.

#### Workaround

If RPS is installed on a computer running Windows 10 and cannot connect to a control panel listed above using the B99 USB Direct Connect Cable, use one of the following connection alternatives:

- Network
- IP Direct
- Modem
- Cellular
- Cellular Callback

**Bosch Security Systems, Inc.**

130 Perinton Parkway

Fairport, NY 14450 USA

**[www.boschsecurity.com](http://www.boschsecurity.com)**