

Technical Bulletin

RPS, RPS-LITE send invalid panel account issue



Issue severity

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

Products affected

- ▶ RPS v6.00 through v6.04
- ▶ RPS-LITE v6.00 through v6.04
- ▶ B9512G, B8512G control panels
- ▶ B6512, B5512, B4512, B3512 control panels
- ▶ D9412GV4 v2, D7412GV4 v2 control panels

April 20, 2018

Issue

Bosch found that if an RPS operator starts more than one RPS session at the same time, it is possible to send an invalid configuration to an affected control panel (see Products affected above).

The invalid configuration makes the control panel non-functional. The control panel must be returned to Bosch for repair.

In the following scenario an RPS operator inadvertently sends an invalid configuration to an affected control panel.

1. The RPS operator opens a panel account for an affected panel.
RPS shows the account in the Panel View window and makes a temporary copy of the account data. When RPS connects to the control panel it compares this temporary copy to the data in the control panel.
2. The RPS operator leaves the Panel View window open and starts a second RPS session.
3. In the second RPS session, the operator attempts to open a panel account for any affected panel.
RPS opens a popup window showing, "One instance already running" and overwrites the temporary copy of the account data it made in step 1 with invalid data.

Important! The operator does not have to attempt to open the same panel account opened in step 1. It does not have to be a panel account for the same panel type.

4. The operator clicks Ok in the popup window and then closes the second RPS session.
5. In the Panel View window of the original RPS session, the operator connects to the control panel. Because the temporary copy of the account data was overwritten with invalid data in step 3, the Panel Synchronization window shows "The panel data and RPS are different".
6. The operator clicks "Send RPS data to Panel". RPS sends invalid account data to the panel. The panel is no longer functional. The panel must be returned to Bosch for repair.

Workaround

- Do not open a second session of RPS.
- If you start a second RPS session, attempt to open an account, and then connect to the affected control panel (as described in the scenario), **do not** click "Send RPS data to Panel". Instead, disconnect from the panel and exit RPS. Restart RPS to resume normal operation.

Use the Bosch Advance Exchange program to order a replacement control panel for any affected panel that was sent invalid account data and is no longer functional. Call 1-800-289-0096, option 5, or send an email to repair@us.bosch.com.

Resolution, RPS 6.00 – 6.04 service pack

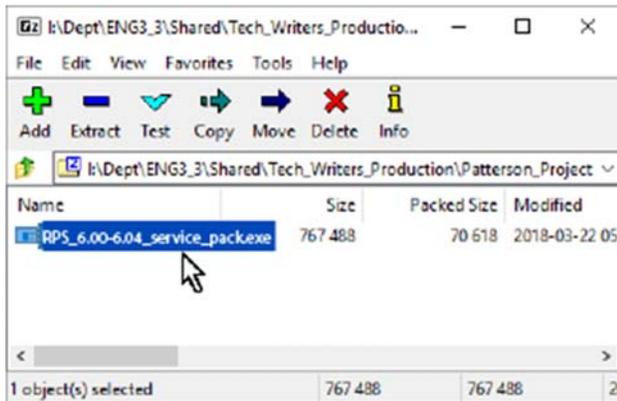
Installing the RPS 6.00 – 6.04 service pack resolves the issue for RPS or RPS-LITE version 6.00 to version 6.04. If you attempt to start a second RPS session after installing the service pack, a popup window shows, “There is an active RPS session on this workstation (computer). RPS allows one RPS session at a time on a single workstation.”

A second RPS session does not start.

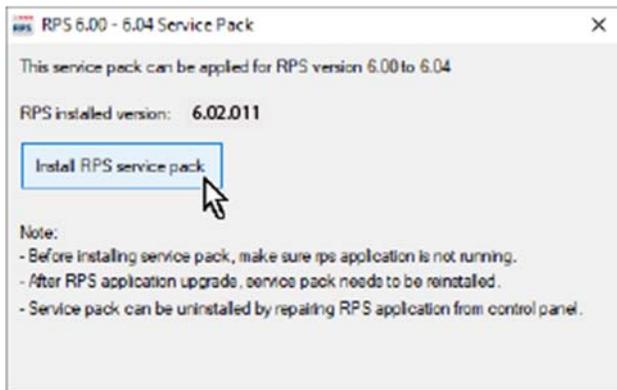
Download the RPS 6.00 – 6.04 service pack from either the RPS or RPS-LITE product page, Software Downloads tab.

Open the RPS_6.00-6.04_service_pack.zip file.

Click RPS_6.00-6.04_service_pack.exe.



Click Install RPS service pack.

**Resolution, RPS version 6.05**

This issue is resolved in RPS and RPS-LITE version 6.05. If you attempt to start a second RPS session, a popup window shows, “There is an active RPS session on this workstation (computer). RPS allows one RPS session at a time on a single workstation.” A second RPS session does not start.