Technical Bulletin
B9512G / B8512G Authority Level Names incorrect

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Issue severity

☐ High. Act immediately

☒ Medium. Bosch Security Systems strongly recommends you take the action described below.

☐ Low. Advisory

Products affected

▶ RPS / RPS-LITE v6.00, v6.01, v6.02
▶ B9512G, B8512G control panels

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Issue 1: With RPS v6.00, the Authority Level Name parameters are incorrect for B9512G or B8512G control panel accounts for control panels with firmware v3.01 or v3.02.

The text for Authority Level 1 is shifted to Authority Level 2, the text for level 2 is shifted to level 3, and so on. The Authority Level Name for Authority Level 1 is blank.
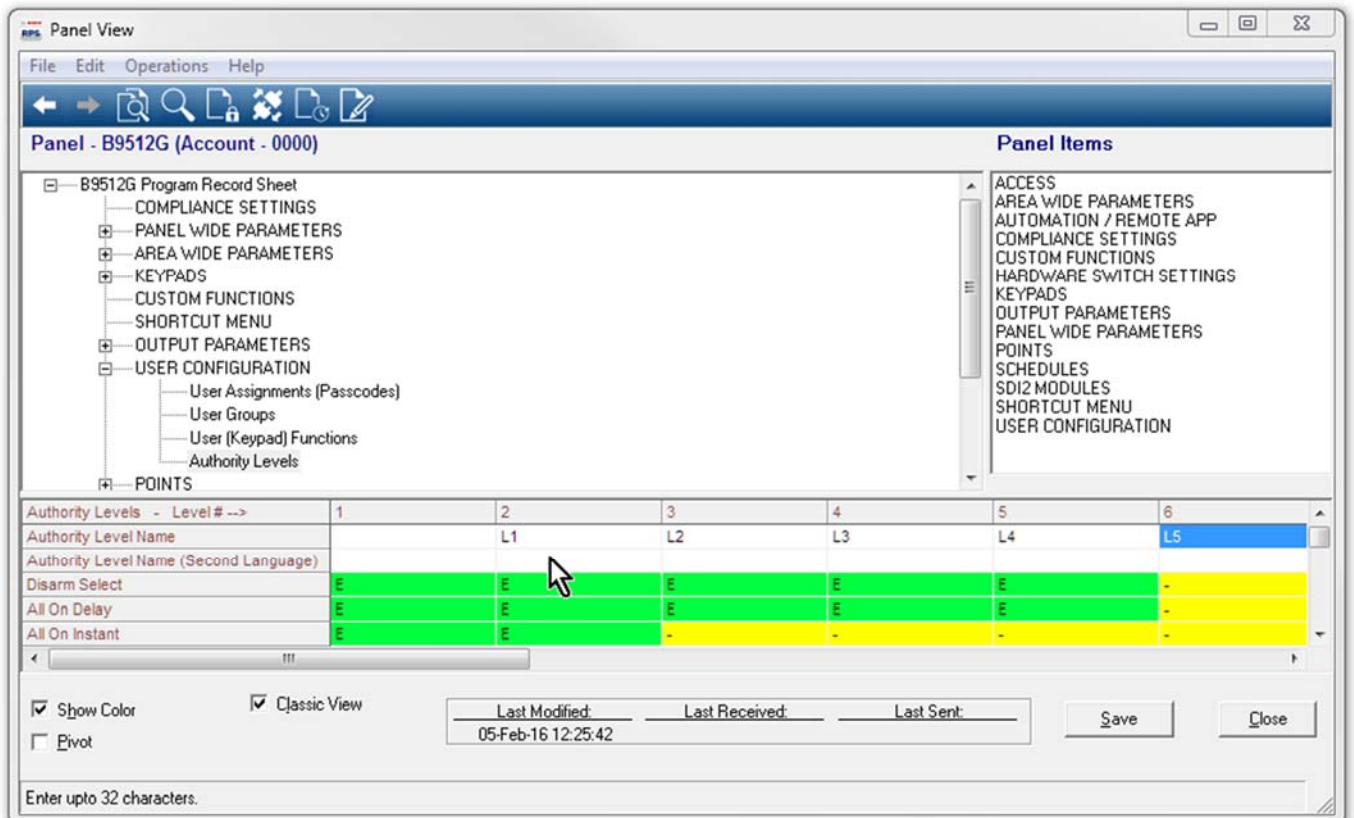

Figure 1: Authority Level Name parameters, RPS v6.00

Resolution, Issue 1

B9512G or B8512G control panels with firmware v3.01 require RPS v6.01 to configure all of the features available in the firmware. Control panels with firmware v3.02 require RPS v6.02.

Update RPS from v6.00 to v6.02 to fully support control panels with either firmware v3.01 or v3.02.

Issue 2: With RPS v6.01 or v6.02, the Authority Level Name parameters are incorrect for B9512G or B8512G control panel accounts for control panels with firmware v3.00.

The text for Authority Level 2 is shifted to Authority Level 1, the text for level 3 is shifted to level 2, and so on. The Authority Level Name for Authority Level 15 is blank.
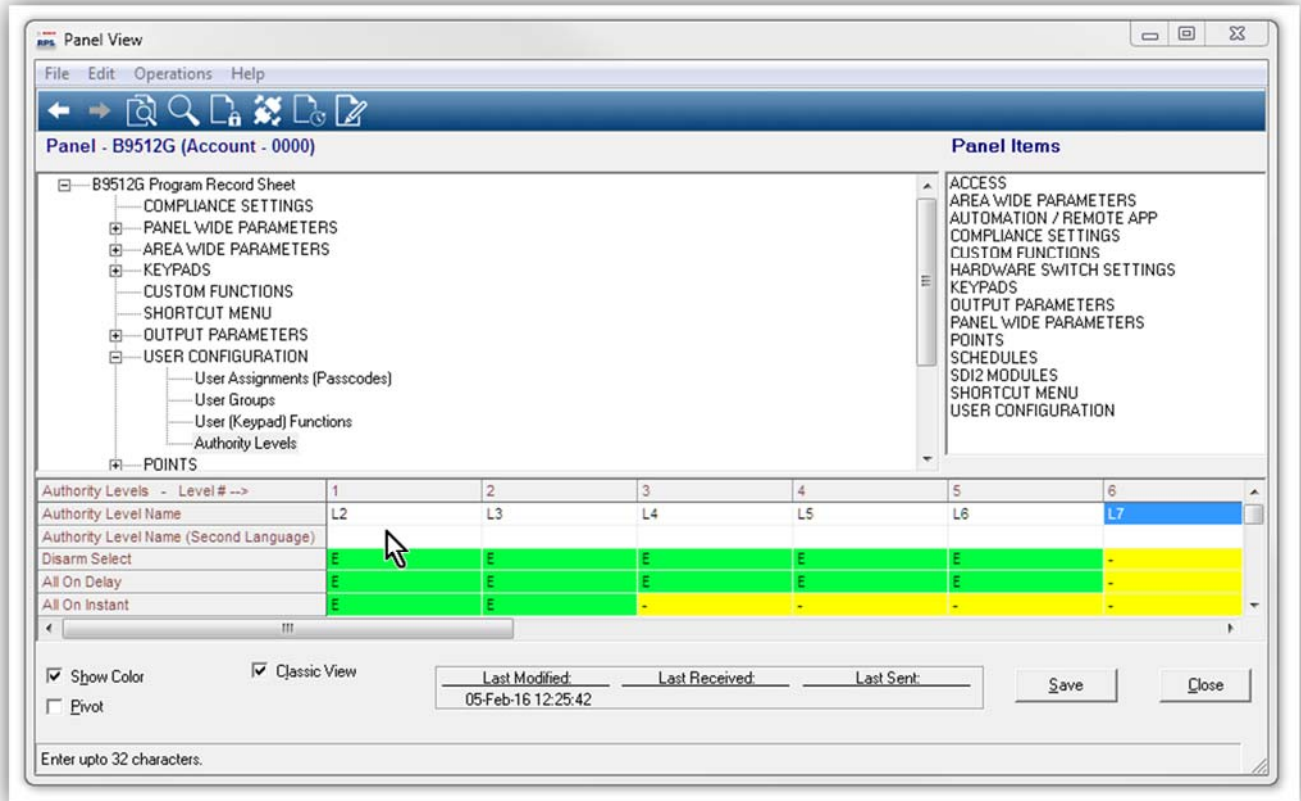

Figure 2: Authority Level Name parameters, RPS v6.02

The shift of Authority Level Names also occurs for B9512G or B8512G control panel accounts with firmware version 3.01 updated from firmware version 3.00.

There is no Authority Level Name issue when:

- Control panel accounts for panels with firmware version 3.00 are opened with RPS v6.00.
- Control panel accounts for panels with firmware version 3.01 (not updated from firmware v3.00) are opened with RPS v6.01 or v6.02.
- Control panel accounts for panels with firmware version 3.02 (not updated from firmware v3.00) are opened with RPS v6.01 or v6.02.
- Control panel accounts for panels with firmware version 3.02 (updated from firmware v3.00 *and* received from the control panel after the firmware update) are opened with RPS v6.01 or v6.02.

RPS stores the control panel firmware version

When RPS connects to a control panel it retrieves the control panel's firmware version and stores it in the panel account. You can see the firmware version in the upper left corner of the Panel View window, or in the Firmware Version field in the Panel Data – View window.

The firmware version is blank for control panel accounts that have not been used to connect to a control panel.
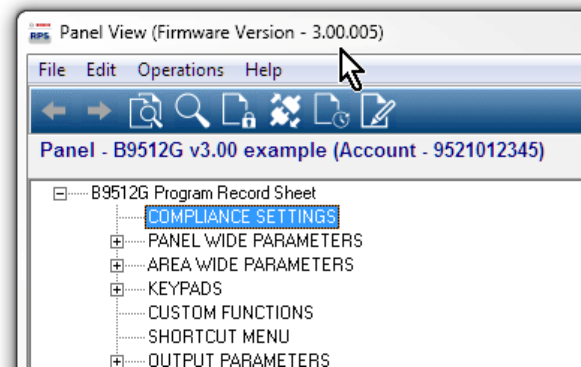

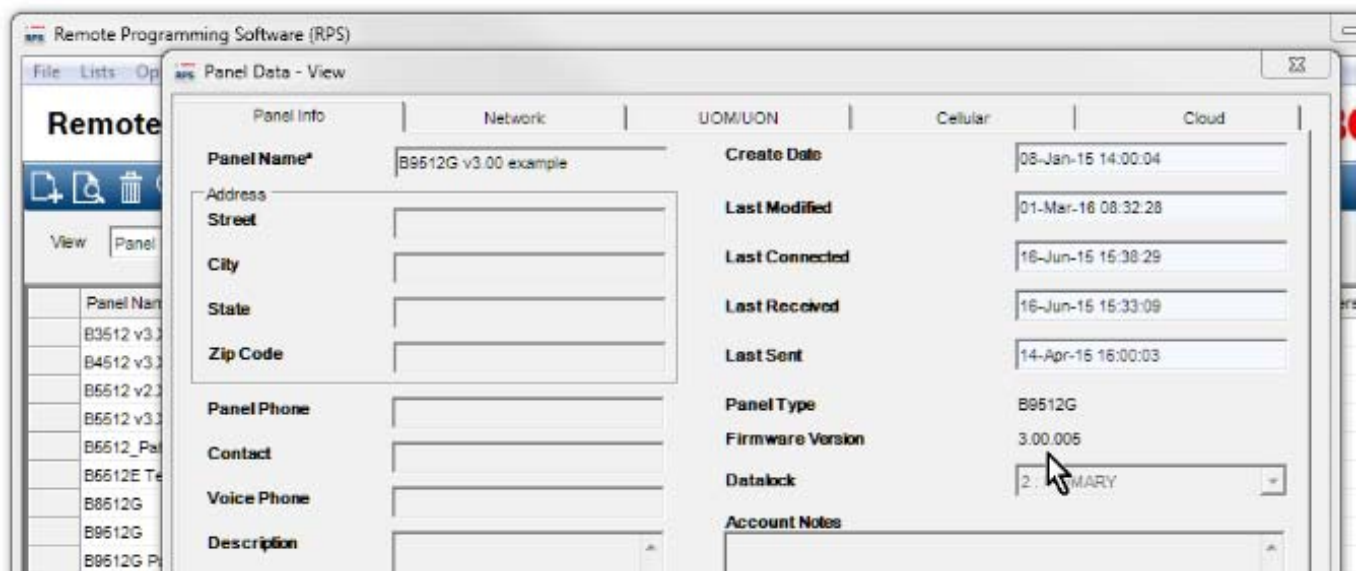Figure 3: Panel View (Firmware Version)

Figure 4: Panel Data – View, Firmware Version field

Resolution

There is no resolution for this Authority Level Name issue at this time.

Do not update control panel firmware from v3.00 to v3.01. Update from v3.00 to v3.02.

Important! When you update panel firmware from v3.00 to v3.02 be sure to receive the panel data from the control panel when you reconnect with RPS. Save the received panel data before you disconnect.

The workaround for the issue is:

1. Update RPS to v6.02.
2. For control panel accounts with firmware v3.00, update the control panel firmware to v3.02 and then receive and save the panel data from the control panel,
   – or –
   manually correct the Authority Level Names.
3. For control panel accounts with firmware v3.01 that was updated from v3.00, manually correct the Authority Level Names.

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