Bosch Security Systems, Inc. | Intrusion

Technical Bulletin
B Series and New G Series Control Panels, Watchdog Reset – Cloud Remote Connect Issue

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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

▶ New G series (B9512G/B8512G) control panels, firmware versions 3.03 and 3.04
▶ B Series (B6512/B5512/B4512/B3512) control panels, firmware versions 3.03 and 3.04

September 6, 2017

Issue

This issue affects B Series and New G Series control panels with firmware version 3.03 or 3.04. When the Cloud Remote Connect (Ethernet) parameter is set to Enabled (the default setting), and the control panel is not registered for Remote Connect Cloud Service, intermittent Watchdog Reset events could occur. The control panel resets, adds a Watchdog Reset event to the log, sends a Watchdog Reset report, and then resumes normal operation.
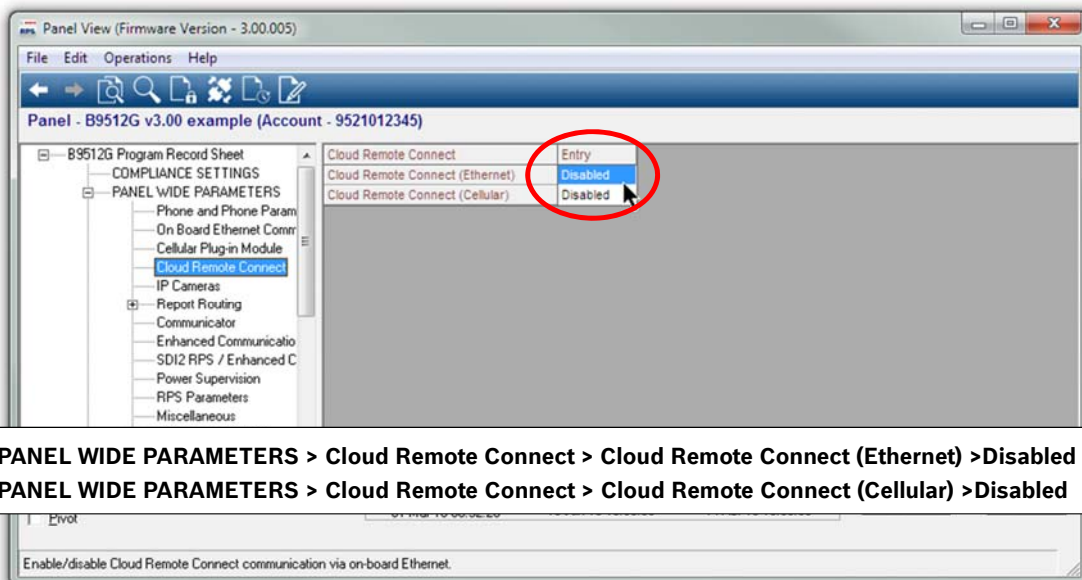
Resolution

This issue will be resolved in control panel firmware version 3.05.

Workaround

You can avoid the issue by subscribing to Bosch Installer Services, Remote Connect Cloud Service. You can register control panels for Remote Connect Cloud Service for RPS connections only free of charge. Go to https://installerservices.boschsecurity.com/.

If the control panel does not have an Ethernet or cellular connection, or you choose not to use Remote Connect Cloud Service, avoid the issue by setting the Cloud Remote Connect (Ethernet) and Cloud Remote Connect (Cellular) parameters to Disabled.

PANEL WIDE PARAMETERS > Cloud Remote Connect > Cloud Remote Connect (Ethernet) >Disabled
PANEL WIDE PARAMETERS > Cloud Remote Connect > Cloud Remote Connect (Cellular) >Disabled