

# DIVAR IP all-in-one 4000 | 5000 | 6000 | 7000\*

\*List of applicable products inside document





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# 1 Introduction

You can connect DIVAR IP all-in-one devices to Remote Portal, which allows you to easily monitor and maintain them remotely.

## 1.1 Applicable products

This document is applicable to these products:

- DIVAR IP all-in-one 4000
  - DIP-4420IG-00N
  - DIP-4424IG-2HD
  - DIP-4428IG-2HD
  - DIP-442IIG-2HD
- DIVAR IP all-in-one 6000
  - DIP-6440IG-00N
  - DIP-6444IG-4HD
  - DIP-6448IG-4HD
  - DIP-644IIG-4HD
- DIVAR IP all-in-one 7000
  - DIP-74 series
    - DIP-74C0-00N
    - DIP-74C4-8HD
    - DIP-74C8-8HD
    - DIP-74CI-8HD
    - DIP-74CI-12HD
    - DIP-74G0-00N
    - DIP-74GI-16HD
  - DIP-73 series:
    - DIP-7380-00N
    - DIP-7384-8HD
    - DIP-7388-8HD
    - DIP-738C-8HD
    - DIP-73G0-00N
    - DIP-73G8-16HD
    - DIP-73GC-16HD
  - DIP-72 series:
    - DIP-72G0-00N
    - DIP-72G8-16HD
    - DIP-72GC-16HD
    - DIP-7280-00N
    - DIP-7284-8HD
    - DIP-7288-8HD
    - DIP-728C-8HD
- DIVAR IP all-in-one 5000
  - DIP-5240GP-00N
  - DIP-5244GP-4HD
  - DIP-5248GP-4HD
  - DIP-524CGP-4HD
  - DIP-5240IG-00N
  - DIP-524CIG-4HD
  - DIP-5248IG-4HD

- DIP-5244IG-4HD

## 1.2 Prerequisites

### Remote Portal connection

To connect DIVAR IP all-in-one devices to Remote Portal, observe the prerequisites:

- DIVAR IP System Manager 2.3 must be installed on the device.
- To install DIVAR IP System Manager 2.3, your DIVAR IP all-in-one system must run BVMS 11.1.1 or higher.
- A Remote Portal account must be created.

### Remote Portal communication

Observe the following connectivity requirements for the Remote Portal communication.

**Note:** All connections are outbound only. No port forwarding is required!

### HTTPS (Port 443)

- `https://api.remote.boschsecurity.com/rest/iot/devices`
- `https://sw-repo-remote.s3.eu-central-1.amazonaws.com`

### MQTTS (Port 8883)

- `tls://a1j83emmuys8gs-ats.iot.eu-central-1.amazonaws.com:8883`



### Notice!

To enhance security and user experience, Bosch has upgraded its cloud and service infrastructure. As a result, existing connections between DIVAR IP all-in-one systems and Remote Portal have been terminated and must be restored.

If your DIVAR IP all-in-one system is affected, follow the instructions in the upgrade guide to restore your Remote Portal connection. Refer to the article “How-to: DIVAR IP cloud and service infrastructure upgrade” in the [Knowledge Base](#).

## 2 Preparing DIVAR IP all-in-one devices to connect to Remote Portal

### 2.1 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices to connect to Remote Portal

#### 2.1.1 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have DIVAR IP System Manager 1.5 installed

DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have DIVAR IP System Manager 1.5 installed must be upgraded to DIVAR IP System Manager 2.3 to be able to connect to Remote Portal.

To upgrade DIVAR IP System Manager:

1. Go to <https://downloadstore.boschsecurity.com/>.
2. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
3. Locate the ZIP file **SystemManager\_[software version 2.3.0 or higher].zip** and save it to a storage medium such as a USB stick.
4. Unzip the file on the storage medium.
5. Connect the storage medium to your DIVAR IP all-in-one device.
6. Start DIVAR IP System Manager:
  - If you are signed in to Windows with the **BVRAdmin** administrator account, double-click the DIVAR IP System Manager icon on the Windows desktop.  
DIVAR IP System Manager starts.
  - If your system is running in BVMS operation mode, click the DIVAR IP System Manager icon on the BVMS desktop and sign in to the BVRAdmin administrator account. DIVAR IP System Manager opens in a full screen dialog box (You can exit the dialog box by pressing Alt+ F4).
7. The **Software packages** page is displayed. Select the software package **DIVAR IP System Manager**, and then click **Next** to continue.  
The installation dialog box is displayed.
8. In the installation dialog box, click **Install** to continue.  
The installation starts and the user interface is being updated. This process may take a few minutes. Do not turn off the system and do not remove the storage medium.  
Observe the notifications that are displayed at the top of the page. If reconnecting fails, reload the page.
9. After the installation has been successfully completed, you will see the tab **Remote Portal connection** next to the **Software packages** tab.

#### 2.1.2 Preparing DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have no system software installed

DIVAR IP all-in-one 4000 and DIVAR IP all-in-one 6000 devices that have no system software installed and have not yet been setup can be connected to Remote Portal only after DIVAR IP System Manager 2.3 and the respective operation mode software packages have been installed on the device.

To install DIVAR IP System Manager 2.3 and the respective operation mode software packages:

1. Turn on the unit.  
Setup routines for Microsoft Windows Server IoT 2022 for Storage Workgroup are performed. This process can take several minutes. Do not turn off the system.  
After the process is completed, the Windows language selection screen is displayed.
2. Select your country/region, the desired operating system language and the keyboard layout from the list, then click **Next**.  
The Microsoft software license terms are displayed.
3. Click **Accept** to accept the license terms and wait until Windows restarts. This can take several minutes. Do not turn off the system.  
After restart, the Windows sign-in page is displayed.
4. Set a new password for the administrator account **BVRAdmin** and confirm it.  
Password requirements:
  - Minimum 14 characters
  - The password must contain characters from three of the following four categories:
    - At least one uppercase letter.
    - At least one lowercase letter.
    - At least one digit.
    - At least one special character.Then press Enter.  
The **Software Selection** page is displayed.
5. Go to <https://downloadstore.boschsecurity.com/>.
6. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
7. Locate the ZIP file **SystemManager\_[software version 2.3.0 or higher].zip** and save it to a storage medium such as a USB stick.
8. Unzip the file on the storage medium by making sure that the folder **BoschAppliance** is placed in the root of the storage medium.
9. Connect the storage medium to your DIVAR IP all-in-one device.  
The system automatically scans the local drive and any connected external storage media for the DIVAR IP System Manager installation file. The scan may take some time.  
Wait for it to complete.  
Once the scan is complete, on the **Software Selection** page the DIVAR IP System Manager 1.5 installation files as well as all available DIVAR IP System Manager higher versions' installation files will be displayed.
10. Click the bar that displays the installation file for DIVAR IP System Manager 2.3 to start the installation.
11. Proceed with the setup and the operation mode selection as described in the DIVAR IP all-in-one 4000 and the DIVAR IP all-in-one 6000 Installation manual, in chapter *First sign-in and initial system setup*.

## 2.2

### Preparing DIVAR IP all-in-one 5000 and DIVAR IP all-in-one 7000 (DIP-72 series) devices to connect to Remote Portal

DIVAR IP all-in-one 5000 and DIVAR IP all-in-one 7000 (DIP-72 series) devices can be connected to Remote Portal only after DIVAR IP System Manager 2.3 has been installed. During the DIVAR IP System Manager 2.3 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation.

**Notice!**

Prerequisites

- If your system is running in BVMS operation mode, upgrade the BVMS version to **BVMS 11.1.1**.
- If your system is running in VRM operation mode, upgrade the VRM version to **VRM 4.03.0025**.

**Installing DIVAR IP System Manager 2.3**

To install DIVAR IP System Manager 2.3:

1. Go to <https://downloadstore.boschsecurity.com/>.
2. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**. A list of all available software packages is displayed.
3. Locate the ZIP file **SystemManager\_[software version 2.3.0 or higher].zip** and save it to a storage medium such as a USB stick.
4. Unzip the file on the storage medium.
5. Connect the storage medium to your DIVAR IP all-in-one device.
6. On the storage medium, locate the installation file **SystemManager\_x64\_[software version].exe** and double-click it to start the installation.
7. Before the installation starts, a license agreement dialog box is displayed. Read the license agreement, select the checkbox to accept it, and then click **Yes, install** to continue.  
The **DIVAR IP System Manager setup** dialog box is displayed requesting a SuperDoctor update.

**Notice!**

Update of the SuperDoctor service

DIVAR IP System Manager 2.3 (or higher) requires an update of the SuperDoctor service. The update will overwrite the existing SuperDoctor settings. You must reapply any specific settings after the update. Make sure to note down your settings before you start the update.

After the update, the SuperDoctor service will be deactivated and the SuperDoctor password will be reset to the default password **DivaripSD5**. Bosch strongly recommends to change the default password immediately after the first sign-in to SuperDoctor.

8. Click **Yes, install** to continue.  
During the installation the DIVAR IP System Manager setup will display a dialog box with the detected operation mode. Verify if this operation mode matches the intended use of this DIVAR IP device.
9. In case a wrong operation mode is displayed, click **No, cancel** to terminate the setup and use the batch files on the Windows desktop to change the operation mode accordingly and restart the setup program.  
**Note:** Once DIVAR IP System Manager has applied the operation mode, it can only be changed by resetting the DIVAR IP device to factory defaults.
10. Click **Next** to continue the installation.  
The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process.

**Activating the SuperDoctor service**

To activate the SuperDoctor service:

1. On the desktop, in the **Tools** folder, right-click the **startSD5Service** script, and then click **Run with PowerShell**.
2. Double-click the **SuperDoctor 5 Web** icon on the desktop.
3. Sign in to the web interface using the following default credentials:
  - User name: **admin**
  - Password: **DivaripSD5**
4. Click the **Configuration** tab, and then click **Account Setting** and change the default password.

**Note:** Bosch strongly recommends to change the default password immediately after the first sign-in to the **SuperDoctor** application.
5. Reapply the SuperDoctor settings that were applied before the DIVAR IP System Manager 2.3 installation.

## 2.3 Preparing DIVAR IP all-in-one 7000 (DIP-73 series) devices to connect to Remote Portal

### 2.3.1 Preparing DIVAR IP all-in-one 7000 (DIP-73 series) devices that have DIVAR IP Software Center installed

DIVAR IP all-in-one 7000 (DIP-73 series) devices that have DIVAR IP Software Center installed can be connected to Remote Portal only after DIVAR IP Software Center has been replaced by DIVAR IP System Manager 2.3.

During the DIVAR IP System Manager 2.3 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation.

To replace DIVAR IP Software Center by DIVAR IP System Manager 2.3:

1. Start DIVAR IP Software Center.
2. Upgrade the operation mode software as follows:
  - If your system is running in BVMS operation mode, upgrade the BVMS version to **BVMS 11.1.1**.
  - If your system is running in VRM operation mode, upgrade the VRM version to **VRM 4.03.0025**.

For more details about upgrading software with DIVAR IP Software Center, refer to Upgrading software using Software Center in the DIVAR IP all-in-one 7000 (DIP-73 series) User manual.
3. Go to <https://downloadstore.boschsecurity.com/>.
4. Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**. A list of all available software packages is displayed.
5. Locate the ZIP file **SystemManager\_[software version 2.3.0 or higher].zip** and save it to a storage medium such as a USB stick.
6. Unzip the file on the storage medium.
7. Connect the storage medium to your DIVAR IP all-in-one device.
8. On the storage medium, locate the installation file **SystemManager\_x64\_software version].exe** and double-click it to start the installation.
9. Before the installation starts, a license agreement dialog box is displayed. Read the license agreement, select the checkbox to accept it, and then click **Yes, install** to continue.

The **DIVAR IP System Manager setup** dialog box is displayed requesting a SuperDoctor update.

**Notice!**

Update of the SuperDoctor service

DIVAR IP System Manager 2.3 (or higher) requires an update of the SuperDoctor service.

The update will overwrite the existing SuperDoctor settings. You must reapply any specific settings after the update. Make sure to note down your settings before you start the update.

After the update, the SuperDoctor service will be deactivated and the SuperDoctor password will be reset to the default password **DivaripSD5**. Bosch strongly recommends to change the default password immediately after the first sign-in to SuperDoctor.

10. Click **Install** to continue.

The DIVAR IP System Manager installation starts.

The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process.

**Note:** During the DIVAR IP System Manager 2.3 installation, DIVAR IP Software Center is automatically uninstalled.

During the DIVAR IP System Manager 2.3 installation, the SuperDoctor monitoring service will be deactivated. You must activate it after the installation.

**Activating the SuperDoctor service**

To activate the SuperDoctor service:

1. On the desktop, in the **Tools** folder, right-click the **startSD5Service** script, and then click **Run with PowerShell**.
2. Double-click the **SuperDoctor 5 Web** icon on the desktop.
3. Sign in to the web interface using the following default credentials:
  - User name: **admin**
  - Password: **DivaripSD5**
4. Click the **Configuration** tab, and then click **Account Setting** and change the default password.

**Note:** Bosch strongly recommends to change the default password immediately after the first sign-in to the **SuperDoctor** application.
5. Reapply the SuperDoctor settings that were applied before the DIVAR IP Software Center replacement.

**2.3.2****Preparing DIVAR IP all-in-one 7000 (DIP-73 series) devices that have no system software installed**

DIVAR IP all-in-one 7000 (DIP-73 series) devices that have no system software installed and have not yet been setup can be connected to Remote Portal only after DIVAR IP System Manager 2.3 and the respective operation mode software packages have been installed on the device.

To setup the system:

1. Connect the DIVAR IP all-in-one unit and the cameras to the network.
2. Turn on the unit.

Setup routines for Microsoft Windows Server IoT 2019 for Storage Standard are performed. This process can take several minutes. Do not turn off the system. After the process is completed, the Windows language selection screen is displayed.
3. Select your country/region, the desired operating system language and the keyboard layout from the list, then click **Next**.

The Microsoft software license terms are displayed.

4. Click **Accept** to accept the license terms and wait until Windows restarts. This can take several minutes. Do not turn off the system.  
After restart, the Windows sign-in page is displayed.
5. Set a new password for the administrator account **BVRAdmin** and confirm it.  
Password requirements:
  - Minimum 14 characters.
  - At least one upper case letter.
  - At least one lower case letter.
  - At least one digit.Then press Enter.  
The **Software Selection** page is displayed.
6. The system automatically scans the local drive and any connected external storage media for the installation file **BoschAppliance\_Setup\_DSC\_[software version].exe**, which is located in a folder with the following structure: `Drive root\BoschAppliance\`. The scan might take some time. Wait for it to complete.
7. To prepare the unit for the installation of DIVAR IP System Manager, first the **BoschAppliance\_Setup\_DSC\_10.01.0001.exe** needs to be installed.  
Once the system has detected this installation file, it is displayed on the **Software Selection** page. Click the bar that displays the installation file to start the installation.  
If this installation file is not detected, proceed as follows:
  - Go to <https://downloadstore.boschsecurity.com/>.
  - Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**.  
A list of all available software packages is displayed.
  - Locate the ZIP file **SystemManager\_[software version 2.3.0 or higher].zip** and save it to a storage medium such as a USB stick.
  - Unzip the file on the storage medium by making sure that the folder **BoschAppliance** is placed in the root of the storage medium.
  - Connect the storage medium to your DIVAR IP all-in-one device.  
The system will automatically scan the storage medium for the installation file **BoschAppliance\_Setup\_DSC\_10.01.0001.exe**.  
The scan may take some time. Wait for it to complete.
  - Once the system has detected the installation file, it is displayed on the **Software Selection** page. Click the bar that displays the installation file to start the installation.  
**Note:** To be automatically detected, the installation file must be located in a folder with the following structure: `Drive root\BoschAppliance\` (for example `F:\BoschAppliance\`).If the installation file is located at another location that does not match the pre-defined folder structure, click  to navigate to the respective location. Then click the installation file to start the installation.
8. The installation starts. The installation process may take a few minutes. Do not turn off the system and do not remove the storage medium during the installation process. After the installation has been successfully completed, the system will restart and you will be directed to the Windows sign-in page.
9. Sign in to the administrator account BVRAdmin.  
The **Software Selection** page is displayed, showing the DIVAR IP System Manager installation file **SystemManager\_x64\_[software version].exe**.
10. Click the bar that displays the installation file to start the installation.

11. Before the installation starts, the **End User License Agreement (EULA)** dialog box is displayed. Read the license terms, then click **Accept** to continue.  
The installation starts.  
After the installation has been successfully completed, the system will restart and you will be directed to the Windows sign-in page.
12. Sign in to the administrator account BVRAdmin.  
The Microsoft Edge browser opens and the **DIVAR IP - System setup** page is displayed. The page shows the device type and the device serial number, as well as the three operation modes and the available software versions for each operation mode.  
You must choose the desired operation mode and the desired software version to configure your DIVAR IP all-in-one system.
13. If the desired software version for the respective operation mode is not available on a local drive, proceed as follows:
  - Go to <https://downloadstore.boschsecurity.com/>.
  - Under the **Software** tab, select **BVMS Appliances** from the list, then click **Select**. A list of all available software packages is displayed.
  - Locate the ZIP files of the desired software packages, for example **BVMS\_[BVMS version]\_SystemManager\_package\_[package version].zip**, and save them to a storage medium such as a USB stick.
  - Unzip the files on the storage medium. Do not change the folder structure of the unzipped files.
  - Connect the storage medium to your DIVAR IP all-in-one device.

**Notice!**

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. You can find the latest software and available upgrade packages in the Bosch Security and Safety Systems download store under: <https://downloadstore.boschsecurity.com/>.

**Choosing operation mode BVMS**

To operate the DIVAR IP all-in-one system as a full video recording and management system:

1. On the **DIVAR IP - System setup** page, select the operation mode **BVMS** and the desired BVMS version that you want to install, then click **Install operation mode**.  
The BVMS license agreement is displayed.
2. Read and accept the license agreement, then click **Yes, install** to continue.  
The installation starts and the installation dialog box shows the installation progress.  
Do not turn off the system and do not remove the storage media during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the BVMS desktop.
4. On the BVMS desktop, click the desired application to configure your system.

**Notice!**

For further details, refer to the respective DIVAR IP all-in-one web-based training and to the BVMS documentation.

You can find the training under: [www.boschsecurity.com/xc/en/support/training/](http://www.boschsecurity.com/xc/en/support/training/)

**Choosing operation mode VRM**

To operate the DIVAR IP all-in-one system as a pure video recording system:

1. On the **DIVAR IP - System setup** page, select the operation mode **VRM** and the desired VRM version that you want to install, then click **Install operation mode**.  
The VRM license agreement is displayed.
2. Read and accept the license agreement, then click **Yes, install** to continue.  
The installation starts and the installation dialog box shows the installation progress.  
Do not turn off the system and do not remove the storage media during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the Windows sign-in screen.

**Notice!**

For further details, refer to the VRM documentation.

**Choosing operation mode iSCSI storage**

To operate the DIVAR IP all-in-one system as an iSCSI storage expansion:

1. On the **DIVAR IP - System setup** page, select the operation mode **iSCSI storage** and the desired iSCSI storage version that you want to install, then click **Install operation mode**.  
The installation dialog box is displayed.
2. In the installation dialog box, click **Yes, install** to continue.  
The installation starts and the installation dialog box shows the installation progress.  
Do not turn off the system and do not remove the storage medium during the installation process.
3. After all software packages have been installed successfully, the system restarts. After restart, you are directed to the Windows sign-in screen.
4. Add the system as an iSCSI storage expansion to an external BVMS or VRM server using BVMS Configuration Client or Configuration Manager.

**Notice!**

For further details, refer to the BVMS or Configuration Manager documentation.

## 2.4

### Preparing DIVAR IP all-in-one 7000 (DIP-74 series) devices to connect to Remote Portal

DIVAR IP all-in-one 7000 (DIP-74 series) devices are delivered with DIVAR IP System Manager 2.3. After the system has been set up and the respective operation mode software packages have been installed, the devices are ready to be connected to Remote Portal. Refer to the DIVAR IP all-in-one 7000 (DIP-74 series) Installation manual.

## 2.5

### Creating a Remote Portal account

To create a Remote Portal account:

1. Go to <https://remote.boschsecurity.com/login>.
2. Click **Sign up**.
3. Enter your company name and your email.
4. Select your company region.

5. Read the terms and conditions and the data protection notice, and then select the checkboxes to accept them.
6. Click **Sign up** to create an account.

### 3 Registering DIVAR IP all-in-one devices to Remote Portal

To register a DIVAR IP all-in-one device to Remote Portal:

1. Start DIVAR IP System Manager.
2. Click the **Remote Portal connection** tab.
3. If you have an existing Remote Portal account, enter your email and password, and then click **Register**. to register your DIVAR IP all-in-one device to Remote Portal.
4. If your email is assigned to multiple company accounts with administrator privileges, a selection dialog is displayed showing the respective company accounts.  
In the selection dialog, select the desired company account to which you want to register your DIVAR IP all-in-one device.



#### Notice!

SingleKey ID

Bosch has introduced SingleKey ID as an identity provider (IdP) to allow a central sign-in to all Bosch applications, services and platforms.

To connect the device to Remote Portal by using SingleKey ID, follow the instructions on the screen.

5. If you do not have a Remote Portal account yet, click **Create account** to create a Remote Portal account first. Refer to *Creating a Remote Portal account*, page 13.

## 4 Unregistering DIVAR IP all-in-one devices from Remote Portal

To unregister a DIVAR IP all-in-one device from Remote Portal:

1. Start DIVAR IP System Manager.
2. Click the **Remote Portal connection** tab.
3. Click **Unregister** to unregister your DIVAR IP all-in-one from Remote Portal.

**Note:** Unregistering the device from Remote Portal does not delete the device configuration in Remote Portal. To delete the device configuration, sign in to the corresponding Remote Portal company account.







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