Technical Bulletin
UMM customers upgrading to RPSv6.10 should upgrade their existing SQL Express 2012 RPSDB database and not install new SQL Express 2017

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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

▶ **User Management Module (UMM) application v1.02 and older**
▶ **Remote Programming Software (RPS) v6.10 when installing new SQL Express 2017 RPS database**

July 15, 2020

Issue

This issue affects customers using User Management Module (UMM) software who want to install a new SQL Express 2017 database with the Remote Programming Software (RPS) v6.10 installer.

The RPS v6.10 installer gives customers the option to install a new SQL Express 2017 database during new RPS v6.10 installations. For customers upgrading from a previous RPS version, RPS will prompt the user to uninstall RPS **after** confirming a successful RPS backup. The backup ensures that RPS configuration and operations capability is restored to the newly installed RPS SQL Express 2017 database.

The RPS File>Backup and File>Restore processes do not include UMM Users or User Mappings content.

When UMM is runs, it will be pointed to the new SQL Express 2017 RPS database. UMM operators can restore Users name lists by importing a previously exported Users.csv file. Currently, UMM does not have the ability to import previously exported User Mappings.csv files.
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Resolution

UMM customers planning to upgrade to RPSv6.10

Do not choose to install a new SQL Express 2017 database during the RPS v6.10 upgrade. Proceed with upgrading to RPS v6.10 using your existing SQL Express 2012 database.

The RPS installer will upgrade the existing database for use with RPS v6.10. UMM will also continue to use the same upgraded SQL Express 2012 database.

UMM customers that have already upgraded to RPS v6.10 and have installed a new SQL Express 2017 RPS database

Continue using RPS v6.10. Reconfigure RPS to use the previously existing SQL Express 2012 RPS database by doing the following:

1. Create an export of any Panel Account(s) updated/created since installing RPSv6.10 and SQL Express 2017:
   a. Using RPSv6.10 File>Export>Selection
   b. Use <Shift> or <Ctrl> to select Multiple

Note: Alternately, customers may choose to create a new RPS File>backup that includes RPS configuration and Panel updates.

2. Point RPS v6.10 to the previously existing SQL Express 2012 RPS database for RPS v6.10 to use:

   a. Open RPS v6.10 and go to Config > System > Workstation Specific > Database Settings.

   b. Select or enter your prior SQL Express 2012 RPS Server name. RPS defaults are <localPCname>\BOSCHSQL

   c. Enter the previously existing SQL Express 2012 RPS Database Name. The RPS default database name is RPSDB

   d. Enter the previously existing SQL Express 2012 RPS Database Credentials. RPS defaults are available in RPS documentation.
      - Authentication: SQL Server Auth
      - User Name: sa
      - Password: RPSsql12345

   e. Click **Upgrade Database** to perform the necessary database updates for RPS v6.10.

   f. Select **OK** or **Apply** and restart RPS when prompted.
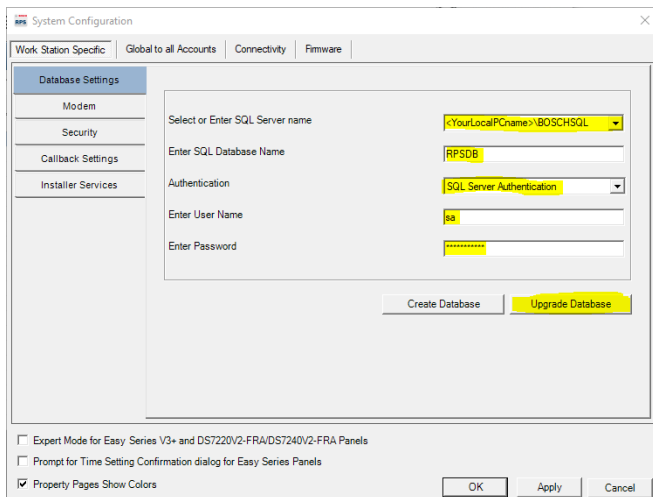
3. When RPS v6.10 runs, it will be pointed to the previously existing SQL Express 2012 RPS database, updated for v6.10, and contain prior records.

   a. If customers have recently exported panels, import the panel file using RPS v6.10 File > Import.

   b. If customers have recently created an RPS backup, restore the backup using RPSv6.10 File>Restore.

4. When UMM runs, it is pointed to the updated SQL Express 2012 RPS database with prior Users and User Mappings available for use.

Workaround(s) Summary

1. New installations of RPSv6.10 should use the existing SQL Express 2012 RPS database. Do not install a new SQL Express 2017 RPS database.

2. Completed installations of RPSv6.10 should edit the RPSv6.10 Config > System > Workstation Specific > Database Settings to point to the RPS SQL Express 2012 RPS Database, Upgrade Database, and then use the prior RPS SQL Express 2012 RPS database.

3. Customers can plan for UMM operator(s) to recreate Users and User Mappings in the new RPS database if choosing to install a new SQL Express 2017 RPS database.

4. Customers with Enterprise SQL Server deployments can avoid missing UMM data by using SQL Management Studio Tools to back up the entire SQL Server 2012 RPS database with all elements including UMM data. Then, restore to a new SQL Server 2017 installation.

5. During the RPSv6.10 client installation, operators will select to use the existing SQL Server 2017 database with all RPS and UMM data available.