Application Note
Remote Programming Software
RPS/RPS-LITE Bosch Installer Services Secure Login Service Pack

1. Overview

This service pack is required to support the improved Single Sign On (SSO) login security for existing and new users of the Installer Services Portal. Installer Services Portal customers running RPS and RPS-LITE software require this service pack to avoid RPS log in and RPS Installer Service connection related disruptions.

This issue affects Installer Service Portal customers using RPS v6.14, v6.12, v6.11, v6.10, v6.09, v6.08

Service Pack applicability

The service pack applies to full installations and service pack versions:

- RPS versions: 6.11 and higher

- RPS-LITE version: 6.11 and higher

- RPSv6.10 and older:

    1. Upgrade to a supported version of RPS (RPSv6.14, RPSv6.12 or RPSv6.11).

    2. Apply the RPS/RPS-LITE Secure Login Service Pack.

2. Service Pack installation

The service pack installation will update an existing RPS or RPS-LITE application. Apply the service pack to a computer running RPS or RPS-LITE versions 6.11 and higher.

To install the service pack:

1. Close the RPS or RPS-LITE application on the computer where you are installing.
2. Double-click the service pack 7-Zip archive package named **BoschInstallerSecureLoginServicePack.exe**.
3. Provide the path for the extract folder where you want to copy the extracted files.
4. Click **Extract**.
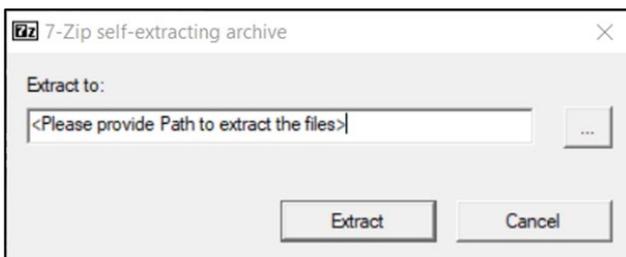
5. Locate the **RPSSecureLoginSP.exe** executable file in the extract folder.
6. Right-click and select **Run as Admin** on **RPSSecureLoginSP.exe** to run the installer.
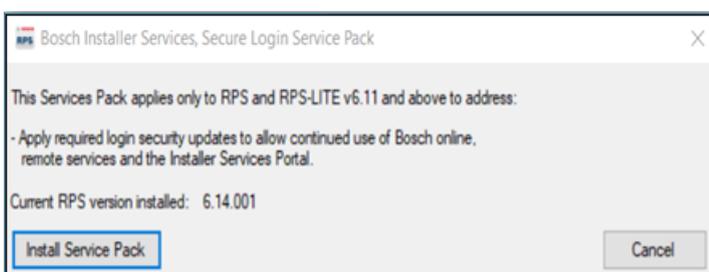
7. When the installer screen opens, click **Install**.
8. When the installation has finished successfully, click **OK** to exit the installer.
9. You can view the **RPSInstallation.log,** which shows detailed information about the service pack installation process and any errors. Information contains all the steps performed by User. An extensive log also shows information about database operations and errors. For example, rolling back RPS to the prior version or cancelling the installation of the service pack.
10. When you open RPS, the About screen will show the service pack version.

3. Access Bosch Single Sign on user profile from RPS

You can access your user profile information directly within RPS.

To access your user profile:

1. Log into RPS using your Single Sign on account.
2. Select **File>My Profile**.
3. A browser window will open for you to access your user profile options.

Note: For operators that change their Bosch SSO user password while logged into RPS, they are recommended to log out and log in using their new password.

4. Errors

This section shows some error messages that operators might encounter when using RPS or connecting to Installer Services without this Bosch Installer Services Secure Login service pack installed.

Installer Services login failure
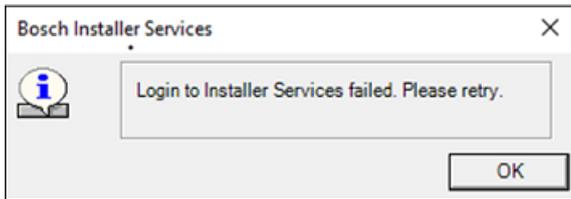
Installer Services connection failure
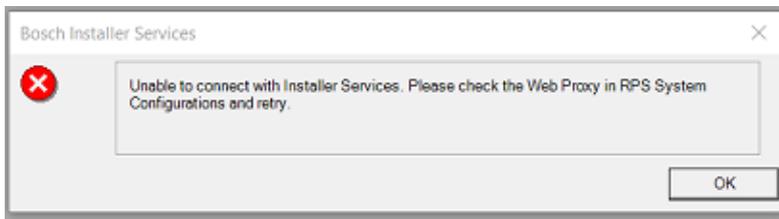
Manage Bosch Security Manager users functions
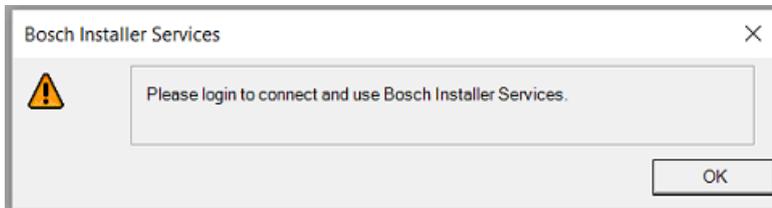
Bosch Security Manager invite failure
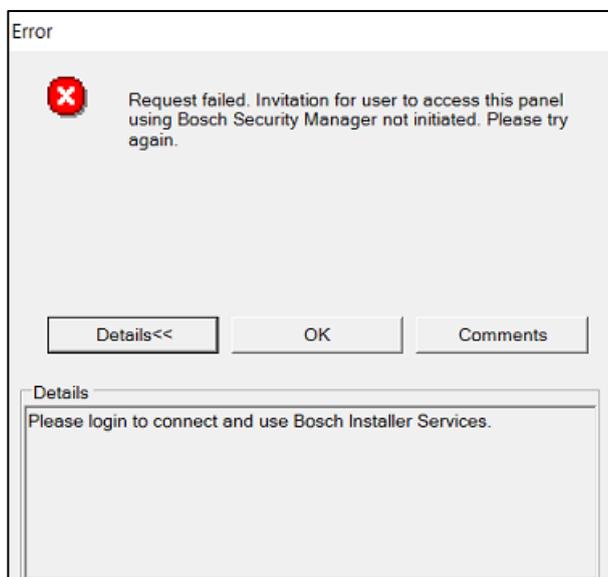
Panel connection via Cloud failure
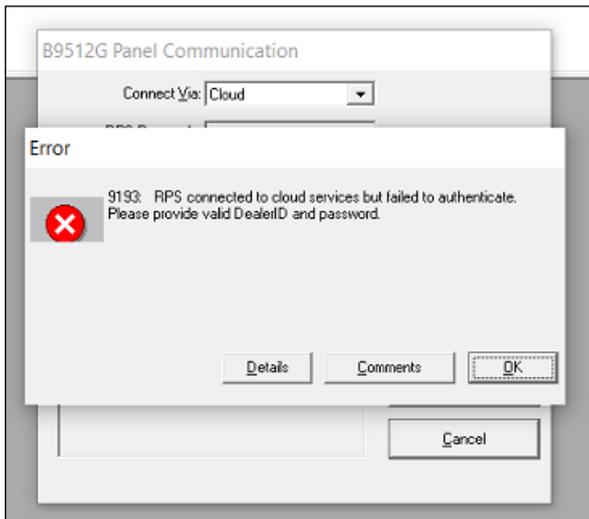
RPS Panel Data View service connection failures

This error occurs for these conditions:

- Cloud Status: Connection Error
- Connection Status: Off-Line
- Cloud refresh button selected
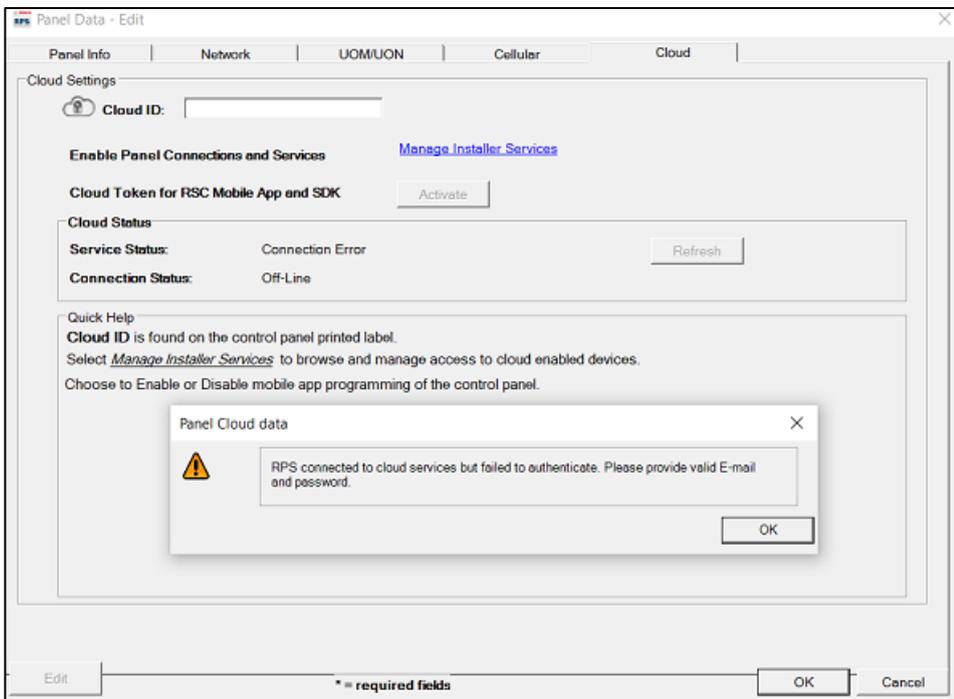
5. Notes

Startup error

RPS will encounter a startup error if the **Windows>Add or remove programs>Repair** is used to repair the RPS software after the service pack is installed.

To resolve this issue, you must uninstall and then re-install the service pack.

1. Re-run the **BoschInstallerSecureLoginServicePack.exe** and select to uninstall the service pack.
2. Re-run the **BoschInstallerSecureLoginServicePack.exe** to install the service pack.

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