Technical Bulletin
RPS/RPS-LITE v6.10 not able to generate RAP and connect to panels using RSC

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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

▶ **Remote Programming Software (RPS & RPS-LITE) v6.10 linked with Installer Services Portal AND either:**
  - ○ **End users with the Remote Security Control (RSC) app using Cloud Type connections.**
 - ○ **SDK Integrations using Cloud Type connections.**

Sept 22, 2020

Issue

This issue affects select accounts after a dealer installs RPS/RPS-LITE 6.10.001 and connects using the Bosch Installer Services Portal. End users using the RSC mobile app or SDK panel integrations over Cloud Type connections are affected.

Remote connections using Ethernet and Cellular Panel types are not affected and do not require the RPS or RPS-LITE 6.10 SP1 service pack.

Connected customers that use Build Remote Access Profile (RAP) for Cloud Type connections may notice the message: "Cloud token is missing"
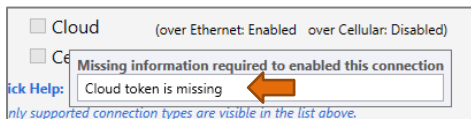
Background Detail

Once RPS is connected to the Installer Services Portal by working with Bosch Installer Services support, RPS operators will see the **Manage Installer Services** hyperlink has replaced the **Activate** buttons for Remote
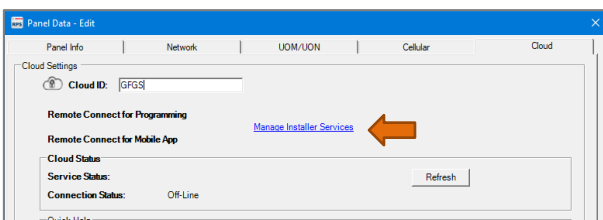

Connect for Programming and Remote Connect for Mobile App in Panel Data – View> Cloud settings.

Selecting the Manage Installer Services hyperlink opens a browser and connects the RPS operator with the Installer Services Portal dealership using the RPS operator's BoschID single sign-on. Using Installer Services, operators have self-service access to browse, activate, manage and submit invoice payments.

Resolution

To fix this issue and enable RPS to build a RAP for Cloud connections, customers must install the RPS or RPS-LITE 6.10SP1 service pack.

Once installed, the *Cloud Token for RSC Mobile App and SDK* **Activate / Deactivate** button is available. This option enables or disables the RPS menu and builds a RAP for the Cloud Type Connection.
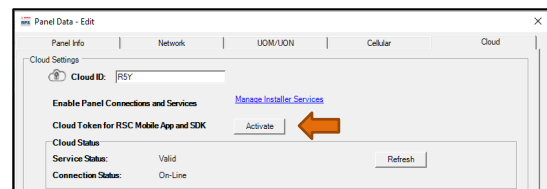
1. Open RPS and navigate to **Operations > Panel Data – View** and access the **Cloud** tab.

2. To enable building a RAP for RSC or SDK using Cloud type connections, select **Activate**

3. Select **Deactivate** to deactivate Cloud connections for users of the RSC app and SDK integrations.

Installation Notes

- RPS or RPS-LITE v6.10.001 must be installed to apply the SP1 service pack.
- RPS/RPS LITE must be closed before the install or uninstall of the service pack.
- Successful installations of the service pack will be logged in the RPSInstallation.log file (<Installed path>\Log\ RPSInstallation.log).
- If using the Windows Repair Installation process for the RPS application, the RPS 6.10 SP1 will not be removed.
- **Easy Series V3 and higher (RPS 6.10.001 only)** The RPS SP1 service pack also addresses customers experiencing issues when saving Easy Series V3+ panel configurations using SQL 2017.