TECHNICAL BULLETIN
Intrusion

B Series/GV4 v2.03
Control Panels

Incorrect report delivery confirmation, and keypad inactivity

July 29, 2014

Issue Severity:

☒ High: Act immediately

☐ Medium: Bosch Security Systems strongly recommends you take the action(s) described below.

☐ Low: Advisory

Products Affected:

- B5512/B5512E, B5412/B4512E, B3512/B3512E with firmware v2.03.002
- B9412GV4/B7412GV4 with firmware v2.03.009 (downloaded from the website) and v2.03.010 (downloaded from the website or received on a GV4-ROM-KEY)
- B942
- B942W

1.0   Issue 1

Bosch Security Systems, Inc. has identified the potential for a reporting error.   Specifically, it is possible, although highly unlikely that, when attempting to send a network report to the central station, the control panel may misinterpret a receiver supervision poll response as a report transmission response. Although all local devices provide proper event indications (e.g. keypad displays, sounders, and bells), the report may not be received at a central station receiver. While we have received no indications of such an occurrence, if such a rare and unlikely scenario were to occur, the control panel would receive an erroneous message that a report was properly received by the central station. If this occurs, a report would not be received and there could be no fire, police or medical response to an emergency. This issue only affects customers using Ethernet or cellular as a primary or backup device with the Receiver Supervision Time set to a value other than "No Polling".

2.0   Issue 2

A B942/B942W keypad (no keys or icons pressed) might show flashing text or might reset. As part of the reset process, the keypad stops responding to the control panel for approximately 15 seconds, and then resumes normal operation. The control panel creates a missing keypad event, and if points are assigned to that keypad, missing point events, followed by their restorals.

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3.0 Resolution

Bosch Security Systems, Inc. will replace all previously purchased GV4-ROM-KEYs with an updated version, at no charge to the customer.

Required by You - Customer!

- Destroy all GV4-ROM-KEYs produced with v2.03.010.
- Update all affected firmware for control panels (with firmware v2.03.002, v2.03.009 or v2.03.010) with new firmware (v2.03.018). Directions provided below. All newly produced control panels will use the new firmware (v2.03.018).
- Only use B942/B942W keypads with control panels using v2.03.018 or higher.

Update Firmware - Directions!

- To upgrade the control panel to v2.03.018 firmware, go to us.boschsecurity.com. In the Search box in the upper right corner of the page, enter D9412GV4, D7412GV4, B5512, B4512, or B3512 and press [ENTER]. Click the Product Page button for the control panel type and then click the Software tab. Click on the link for the v2.03.018 file to download it.

Notice!   GV4 control panels v1.xx.xxx are not affected.   Only GV4 v1.xx.xxx that were updated to v2.03.009 or v2.03.010 are affected.

If you have any questions or concerns regarding this Technical Bulletin, please contact our Technical Support department.

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130 Perinton Parkway, Fairport, NY 14450-9199 USA
 (800) 289-0096

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