
**Remote Security Control and User
Passcodes Ending in 0**

July 25, 2014

| Issue Severity: | Product Affected: |
|--|---|
| <input type="checkbox"/> High: Act immediately | <ul style="list-style-type: none">• D9412GV4 v1.xx |
| <input type="checkbox"/> Medium: Bosch Security Systems, Inc. strongly recommends you take the action(s) described below. | <ul style="list-style-type: none">• D7412GV4 v1.xx• D7212GV4 v1.xx |
| <input checked="" type="checkbox"/> Low: Advisory | <ul style="list-style-type: none">• Remote Security Control |

1.0 Issue

GV4 Series control panels with firmware version 1.xx do not support Remote Security Control connections for users with a 3-digit or 5-digit passcode ending in a zero (0). When a user with a 3-digit or a 5-digit passcode ending in a zero attempts to connect to the control panel with Remote Security Control, the connection fails.

2.0 Resolution

To resolve this issue, do one of the following:

- Change the number of digits in the user's passcode to something other than 3 or 5 digits. For users with Remote Security Control, you must then create a new certificate to replace the previous one on the user's device.
- Change the last digit of the user's passcode to any digit other than zero (use 1 through 9). For users with Remote Security Control, you must then create a new certificate to replace the previous one on the user's device.
- Upgrade the control panel to v2.xx firmware. **Important!** Before upgrading review the pre-upgrade notes on the following pages.

GV4 v2.xx Pre-update notes

- Upgrading the system sets the control panel to factory default configuration. Prior to the upgrade, disconnect the on-board relays, relay modules, and all keypads until the system is properly re-configured.
- Before upgrading a v1.xx GV4 control panel to a v2.xx, please understand: Full functionality is available only with the B Series keypads (B915/B920/B921C/B930/B942), SDI keypads only have limited functionality. Once you have upgraded an RPS account, you cannot down-grade the account. If you are down-grading the control panel, you are required to recreate the entire account in RPS.
- Upgrade an existing G Series control panel account to a GV4 v2.xx account using the latest version of RPS. Refer to the *RPS HELP* for the specific control panel for additional information on control panel account conversion. In the *RPS HELP* file, select: Panel Specific Information→Communicating with 9000 Series Panels→Upgrading a Panel Type.
- The GV4 control panel's terminal blocks, SDI quick-connect terminal, and accessory connector are all fully compatible with all G series and GV2 series control panel peripherals. Firmware version 2.xx updates are available via a network connection or Blue ROM update key (GV4-ROM-KEY), and are also available via a firmware download at: us.boschsecurity.com. Firmware version 2.xx updates may be performed via USB or serial connection using the DX4010V2. Perform the procedure below to access firmware updates from the website:
Downloading firmware updates:
 1. Go to the Bosch website (us.boschsecurity.com).
 2. In the Search text box on the right side of the page, enter the CTN (product name) for the product for which you wish to download the firmware.
 3. Press [ENTER].
 4. In the Search Results area, click the desired product's Product Page button. The product page opens with the Details tab selected.
 5. Click on the Software Downloads tab, and then click the desired language listed to the right of the desired firmware.Call Bosch Security Systems, Inc., Technical Support (1-800-289-0096) if you need additional assistance.
- Please reference the following procedure to convert a GV4 v1.xx account to a GV4 v2.xx account. Due to the fundamental differences in the firmware between the GV4 v1.xx and GV4 v2.xx, it is important to follow this process. Note that after the update of the firmware from v1.xx to v2.xx, the configuration values will be set to default.
 1. Use the latest version of RPS.
 2. To import the new firmware into RPS, follow Steps 3 through 5.
 3. From the Main menu, select Config > System. Select the GV4 Firmware Files tab, and then click Import.
 4. Click Select Firmware File ellipsis (browse) button and then browse to and select the firmware file to upload.
 5. Click Open and then Next. When the import finishes complete click Finish.
 6. To create a backup copy of the control panel account, follow Steps 7 through 9.
 7. From the Panel List window, click New.
 8. To create a new panel from one currently in the panel list, from the New Panel window, click the Existing tab. Select the control panel account from the list of existing panels, and click OK.
 9. Fill in the appropriate parameters to create the GV4 Version 2.xx control panel account and click OK.
 10. You can perform upgrades using RPS via a network connection, or a USB or serial connection using the DX4010V2.
 11. Open the GV4 v1.xx control panel account and connect to the GV4 v2.xx control panel.
 12. Click the Firmware Update Wizard icon. The Firmware Update Wizard opens.



13. Click Next and select the correct firmware file and click Next.
14. Select the Acknowledge to Continue check box and click Next to begin the upgrade. When the update finishes, the Disconnecting from the Control Panel message appears.
15. Click Close. The control panel reboots.
16. To update the RPS control panel account, follow Steps 17 through 20.
17. Close the control panel account by clicking the Close button. Select the upgraded control panel which is highlighted in the Panel List.
18. Right-click on the highlighted, updated control panel and select View.
19. In the control panel Data View window, click Edit and then select the drop-down arrow beside the Panel Type box.
20. From the Panel Type drop down list, select the correct control panel type with [V2.00 or greater] (i.e. D9412GV4 v2.00 or greater) and then click OK.
21. To reconnect to the control panel and send the update to the control panel, follow Steps 22 through 23.
22. Open the Version 2.xx control panel account and connect to the control panel. The Panel Sync dialog box appears.
23. Select Send Only Updated RPS Data to Panel. Note: Do not select Receive Panel Data, and click OK.
24. The firmware update completes and you can exit RPS.
25. Test the control panel for operation.

After system installation and any control panel programming, perform a complete system test (a UL864 requirement). A complete system test includes testing the control panel, all devices, and communication paths for proper operation

