

# Technical Bulletin

## Remote Security Control with B443



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### Issue severity

- High. Act immediately
- Medium. Bosch Security Systems strongly recommends you take the action(s) described below.
- Low. Advisory

### Products affected

- ▶ Remote Security Control (RSC)
- ▶ B443
- ▶ B9512G
- ▶ B8512G

**June 24, 2016**

#### Issue

Remote Security Control (RSC) cannot connect to a B9512G/B8512G v3.02 or v3.03 control panel over an on-board Ethernet connection when a B443 is plugged into an on-board communication port.

This issue affects only B9512G/B8512G control panels with a B443 plugged in directly to the control panel and using RSC.

#### This issue **does not occur**:

- With B443 modules connected to the control panel through a B450
- With the B440/B441/B442 cellular modules
- Using a B426 instead of the on-board port for the Ethernet connection
- With the control panels that do not have on-board Ethernet (for example, B9512G-E)
- B Series control panels (for example, B6512).

#### Resolution

To resolve this issue, do **one of the following**:

1. Connect and configure a B450, and then move the B443 from the on-board connection to the B450.
2. Connect and configure a B426, and then move the Ethernet cable from the on-board Ethernet port to the B426.
3. Using RPS, generate a new Remote Access Profile (RAP) for users. Include in the RAP support for both Ethernet and cellular, or cellular only. If you enable both, the Ethernet connection fails and RSC falls back to the cellular connect. Cellular charges apply.

**Bosch Security Systems, Inc.**  
130 Perinton Parkway  
Fairport, NY 14450 USA  
[www.boschsecurity.com](http://www.boschsecurity.com)