Remote Security Control

Remote Security Certificate Builder

BOSCH

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1 Introduction

Remote Security Certificate Builder (RSCB) is an account management utility for Microsoft Windows operating systems. It is designed to create certificates granting permissions to users to access specific control panels with Remote Security Control (RSC), which is an app for Android and Apple iOS devices.

This document contains instructions for a trained installer to properly obtain, install, configure, and operate the Remote Security Certificate Builder v1.3 and higher and basic information for RSC. Review this document and those listed in this section for more information. This document contains information on all available features for the most recent version of RSCB. Refer to your control panel and remote programming software documentation for information on the features they support.

1.1 About documentation

Throughout this document, the words "remote programming software" refer to all Bosch programming applications compatible with Remote Security Certificate Builder (RPS and A-Link Plus). Throughout this document, the words "control panel" refer to all Bosch control panels compatible with Remote Security Certificate Builder.

This document provides specific steps for the latest version of Remote Security Certificate Builder, RPS, and A-Link Plus.

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Trademarks

All hardware and software product names used in this document are likely to be registered trademarks and must be treated accordingly.

1.1.1 Related documentation

To obtain any of the documents listed in this section, download them from the web.

Downloading documentation:

1. Go to the Bosch website (us.boschsecurity.com).
2. In the Search text box on the right side of the page, enter the name for the product for which you want to download the documentation.
3. Press [ENTER].
4. If you see the desired document in the search results, click the link for the document to open it. Otherwise, click the desired product's Product Page button. The product page opens with the Details tab selected.
5. Click on the Documents tab, and then click the desired language listed to the right of the desired document.

Call Bosch Security Systems, Inc., Technical Support (1-800-289-0096) if you need additional assistance.

To obtain any of the documents listed in this section, download them from the web.

Downloading documentation:

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 for the product for which you wish to download the documentation.
3. Press [ENTER].

4. If you see the desired document in the search results, click the link for the document to open it. Otherwise, click the desired product's Product Page button. The product page opens with the Details tab selected.
5. Click on the Documents tab, and then click the desired language listed to the right of the desired document.

Call Bosch Security Systems, Inc., Technical Support (1-800-289-0096) if you need additional assistance.

Documents

Remote Security Certificate Builder Datasheet (P/N: 5903555851)#
Remote Security Certificate Builder Installation Guide (P/N: F01U262845)#
Remote Security Control Reference Guide (P/N: F01U281304)# (this document)
*Remote Security Certificate Builder Help**
*RPS (D5500CU) Help**
ITS-ALINK-PLUS User Guide (P/N: F01U165466)#
*Within the application. #On www.boschsecurity.com.

2   Planning

This section includes compatibility, requirements, and configuration information for an RSC system.

2.1   Compatibility

Compatible control panels

Remote Security Certificate Builder can create certificates for the following control panels:

–   B9512G/B8512G, B9512G-E/B8512G-E ("E" variants require an Ethernet or cellular module)

–   B5512/B4512/B3512, B5512E/B4512E/B3512E ("E" variants require an Ethernet or cellular module)

–   D9412GV4/D7412GV4/D7212GV4

–   Solution 2000/3000 (ICP-SOL2-P/ICP-SOL3-P) (requires an Ethernet module)

Hardware requirements

–   A wireless router

–   For WAN applications, a wireless router connected to the internet

–   For WAN applications, a 3G or 4G plan for the Android or Apple iOS device

Compatible devices for certificates

RSC and Remote Security Certificate Builder support both Android and iOS devices:

–   Android devices with Android version 4.0.3 (Ice Cream Sandwich) and higher

–   iPhone, iPod Touch, iPad with Apple iOS 6.0 and higher

Compatible remote programming software

Remote Security Certificate Builder uses the remote programming software database to create certificates:

–   Remote Programming Software v5.15.4 and higher

–   A-Link Plus Remote programming Software v4.5 and higher

Note that your control panel and the latest Remote Security Control features might require the latest version of remote programming software.

Required software

A complete system with certificates requires the following, located at www.boschsecurity.com:

–   Remote Security Control

–   Remote Security Certificate Builder

–   Remote programming software

> **Notice!**
>
> Refer to the Remote Security Certificate Builder or the remote programming software datasheet or installation guide for computer hardware requirements for those programs.

2.2   Software download and installation

Download and install the Remote Security Control app and Remote Security Certificate Builder.

2.2.1   Remote Security Control

Downloading Remote Security Control for Apple:

–   Using Apple iTunes, download the app from the iTunes store by searching for Remote Security Control, and then sync to your Apple iOS device.

- or -

–   Using the App Store on your Apple iOS device, locate and install the Remote Security
        Control.

Downloading Remote Security Control for Android:
–   Using the Play Store on your Android device, locate and install BoschRemote Security
        Control.

You must have a valid certificate prior to connecting to your control panel with Remote
Security Control.

2.2.2   Remote Security Certificate Builder

Downloading the installation files:
1.   Go to the Bosch website (us.boschsecurity.com).
2.   Click on the Products tab and select Intrusion Alarm Systems.
3.   On the right side of the page, under Online Tools, click the Remote Security Certificate
        Builder link.
4.   After reviewing the required prerequisites, click Install.
5.   Save the install file to your computer hard drive.

Installing Remote Security Certificate Builder:
1.   After completing the download, double-click the setup.exe file.
2.   When the Application Install dialog box appears, click Install.
3.   The Installing Remote Security Certificate Builder dialog box indicates the installation
        progress.
4.   When the installation finishes, Remote Security Certificate Builder launches.

2.2.3   Remote Security Certificate Builder application updates

Every time you launch Remote Security Certificate Builder, it checks for updated application
versions. If the Remote Security Certificate Builder locates a new version, the Update Available
dialog box appears.
Click OK to install the update or click Skip if you do not wish to update at this time. The
Remote Security Certificate Builder application window opens.

2.3   Configure the network

–   When configuring a wireless router in a WAN configuration, the data sent from the
        Android or iOS device to the public IP needs to be port forwarded to the internal LAN IP.
        For use with a GV4 v1.xx control panel, port forward UDP port 7700. For other control
        panels, port forward UDP and TCP port 7700. Refer to the port forwarding section in your
        router instruction manual for more information.
–   When configuring a wireless router to connect to an Android or an iOS device in a WAN
        configuration for use with B9512G/B8512G, GV4 2.xx, B Series, and Solution 2000/3000
        control panels, enable UPnP in the router configuration settings. This automatically
        configures connected devices. Refer to the port forwarding section in your router
        instruction manual for more information on UPnP.
For required parameters in remote programming software, refer to *Wireless networking
parameters, page 8*.

2.4 Remote programming software parameters

Certificate data

To create a valid certificate for the Remote Security Control user, Remote Security Certificate Builder collects information from the control panel account (in remote programming software). If you change the parameters listed in the following table, you must create a new certificate and add the certificate to the Remote Security Control device.

Parameter	B9512G/ B8512G	GV4 2.xx	GV4 1.xx	B Series	Solution 2000/3000
RPS passcode			X		
Application passcode	X	X		X	
A-Link Plus/RSC passcode					X
Control panel IP address or host name*	X	X	X	X	X
Control panel port number*	X	X	X	X	X
Datalock code			X		
Network Encryption (enabled and key)			X		
Cellular IP address**	X	X		X	
Cellular Port**	X	X		X	
*For Ethernet certificates **For cellular certificates					

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Notice!

In RPS, set the Application passcode from within the control panel account. Go to Automation to find the Application Passcode entry. The default passcode is "Bosch_RSC".

In A-link Plus, set the A-Link Plus/RSC passcode within Control Panel Configuration > Comm > Network Config > A-Link/RSC Password. The default passcode is "0000000000".

All changes to the Application Passcode within RPS or the A-Link /RSC Password in A-Link Plus require a new certificate for the Android or iOS device.

For information on locating and setting other required parameters, refer *Build Remote Certificate wizard overview and use, page 9*.

Wireless networking parameters

The certificate automatically validates the IP address settings configured in the control panel account. Before building a certificate, ensure the IP Address/HostName in the control panel account matches the IP Address/HostName set in the destination control panel or interface module.

In RPS, find these settings in the RPS Panel List window. Select the control panel account, click View and select the Network tab.

In A-Link Plus, find these settings in Customer List. Double-click the control panel account and set the IP and Port.

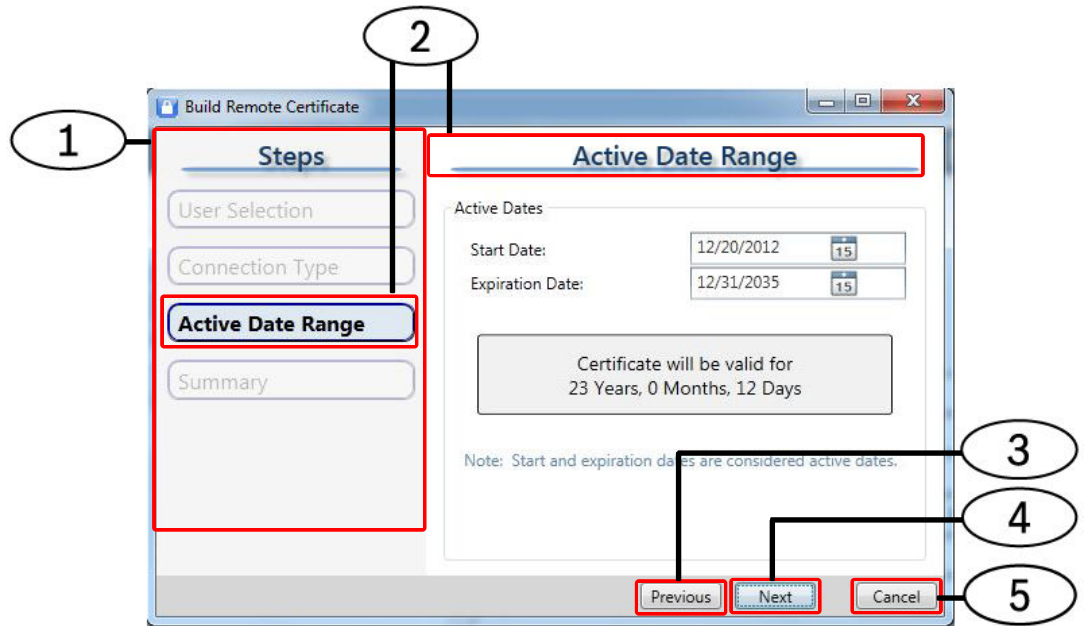# 3   Build Remote Certificate wizard overview and use

Figure 3.1: Build Remote Certificate wizard overview

Callout — Description
1 — Steps pane. Lists the steps in the wizard
2 — Current step indicators. Indicate the current step
3 — Previous button. Move to the previous step
4 — Next button. Move to the next step
5 — Cancel button Close the Build Remote Certificate wizard

Launch the Build Remote Certificate wizard to create a certificate. In the Compatible Panel
Accounts area, locate the account for which you wish to make a certificate. Then, double-click
on the account, or highlight the account and then click the Build Certificate button or select
File > Build Certificate. The Build Remote Certificate wizard opens.
The Steps pane lists all the steps in the wizard, and highlights the current step. The field on
the right side of the wizard allows you to configure the certificate. Use the Next and Previous
buttons, when enabled, to move through the wizard.

Notice!

For B9512G/B8512G, GV4, and B Series control panels, the Build Remote Certificate wizard
requires specific programming parameters set in the Panel Data section of RPS. From RPS –
Panel List, select the control panel account and click View. Click Edit to modify these
parameters. These parameters are:
- For GV4 1.xx control panels, an IP address and a Datalock code.
- For GV4 2.xx control panels, an IP address.
- For B9512G/B8512G and B Series control panels, a cellular IP address (for a cellular
certificate) or an Ethernet IP address (for an Ethernet certificate).

Notice!

For Solution 2000/3000 control panels, the Build Remote Certificate wizard requires specific programming parameters set in the Panel Data section of A-Link Plus. From the A-Link Plus Customer List, double-click the control panel account to modify these parameters. These parameters are:

- Control panel IP address
- Control panel port
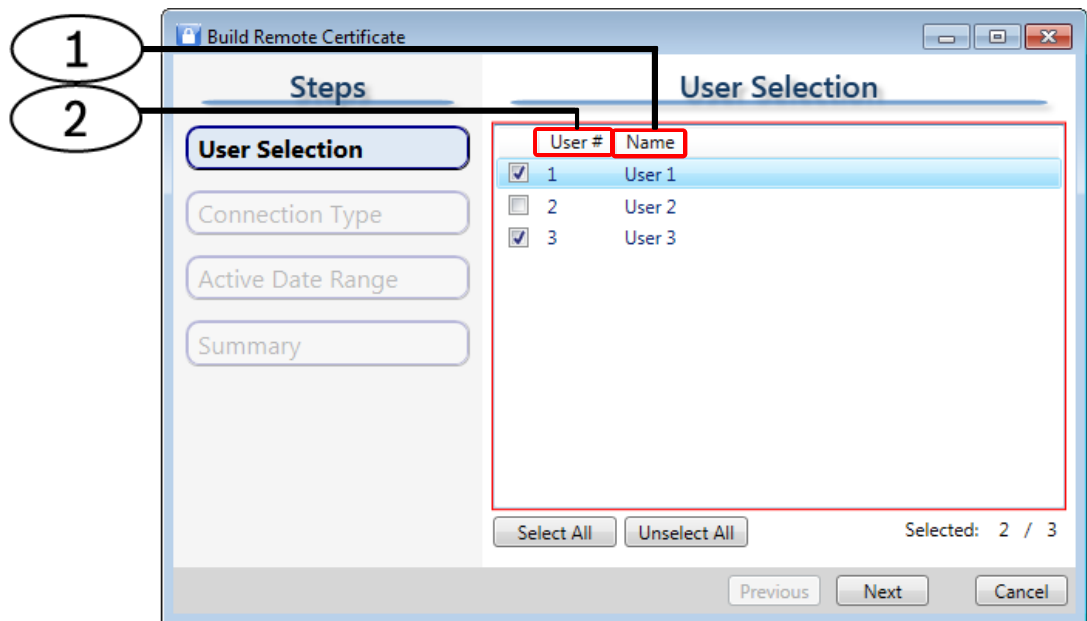
3.1   User Selection page

Figure 3.2: User Selection page

Callout — Description
1 — User # column. Locate users by number
2 — Name column. View the User Name for the corresponding number

In the first step of the wizard, select the user for whom you wish to create a certificate, and then click Next. You can identify users by User # or Name.

3.2   Connection Type page
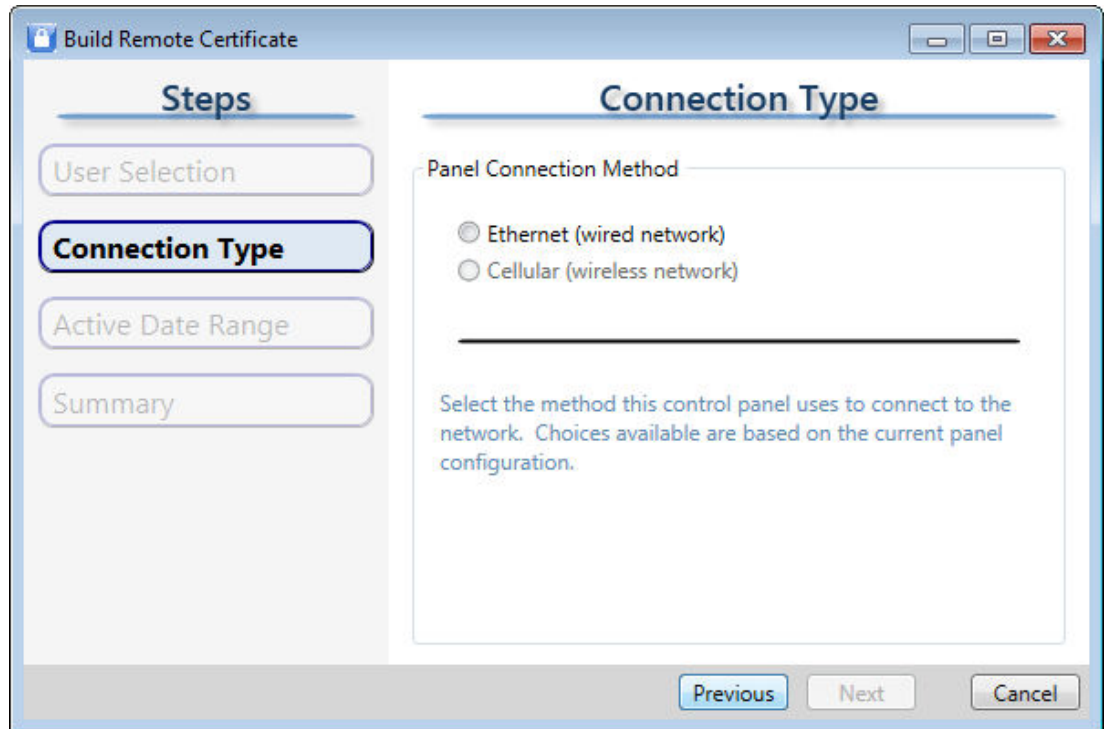
Figure 3.3: Connection Type page

In the second step of the wizard, select the connection method for the control panel to use to connect to the network, and then click Next.

The Connection Type page enables only the methods available for your control panel; unavailable connection types are disabled. Types are unavailable when either your control panel does not support them, or the type is not configured in remote programming software.
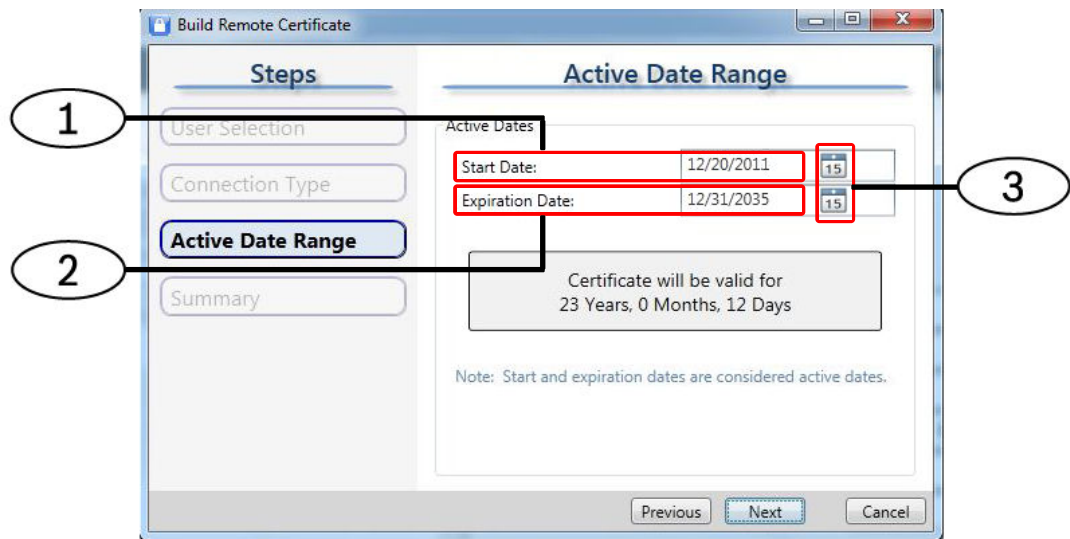
3.3   Active Date Range page

Figure 3.4: Active Date Range page overview

Callout ─ Description
1 ─ Start Date field. First active date for the certificate (default = current date)
2 ─ End Date field. Last active date for the certificate (default = 12/31/2035)
3 ─ Calendar button. Click to use the calendar to select a date

In the Active Date Range step of the wizard, set the dates you want the user's certificate to remain active, and click Next.

3.4   Summary page
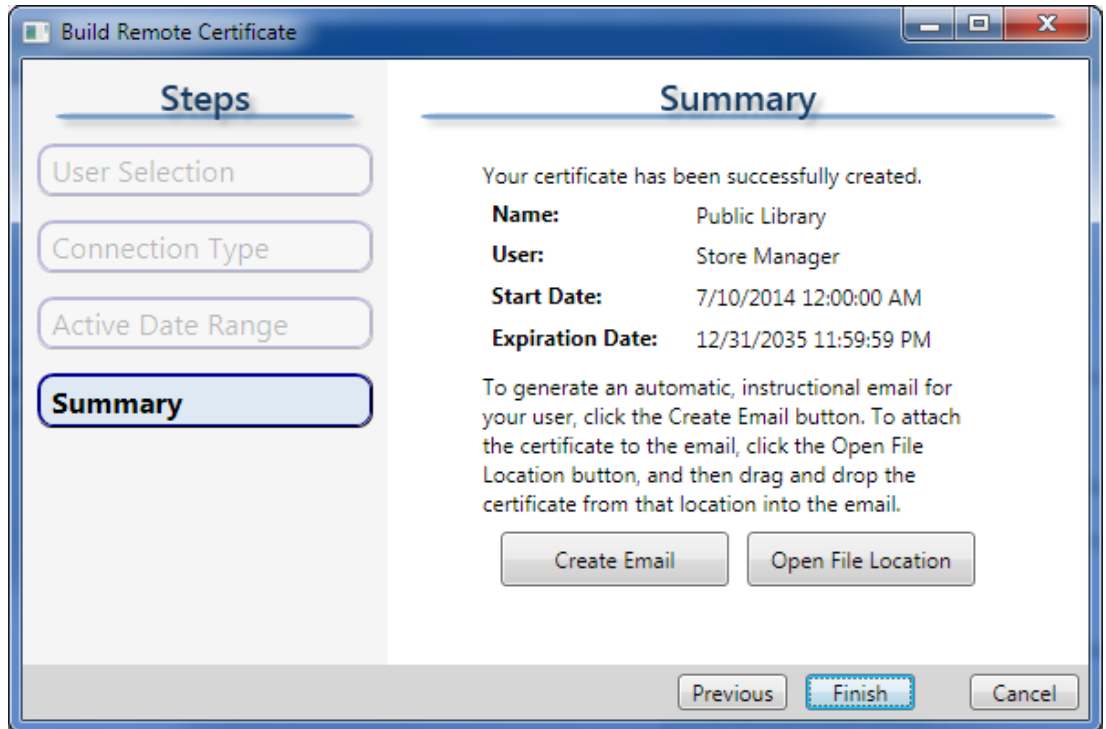
Figure 3.5: Summary page

In the final step of the wizard, use the Summary page to view a summary of your selections in the previous pages, and to confirm that the wizard successfully created the certificate with those selections. You can click the Previous button to make changes and recreate the certificate.

Sending the certificate to the user device using the Create Email button (requires an email client):
1. Create an email.
   Click Create Email to generate a prewritten email using your default email client and your client email account. This feature requires an email client installed and configured on the Remote Security Certificate Builder computer. The generated email includes the user name, account number, and instructions for copying the certificate to the Remote Security Control device and to install it.
2. Attach the certificate to the email.
   Tip. You can open Windows Explorer to the directory to which the wizard saved the certificate, with a single click by clicking Open File Location.
3. Send the email. Tip: The email client must be running when you send the email or the email remains in the outbox until you next run the client.

Sending the certificate to the user device without using an email client on the RSCB workstation:
1. Open Windows Explorer to the location to which the RSCB saved the certification by click Open File Location.
2. For web-based email (for example, Gmail) on the RSBC workstation, create an email manually and attach the certificate. Refer to *Sample email, page 14*.

3.   To email the certificate from a different workstation or device, copy the certificate to that device and generate an email using standard methods (for example, thumb drive and Gmail).

Notice!

Certificates created for B9512G/B8512G and B Series control panels with cellular configured include "_Cell" in the file name for identification (for example, B9512G_Site1_Cell).

When you finish creating the certificate for the desired account, click Finish.

Sample email

Copy and paste this email text for when you create a web-based email for sending the certificate to the user:

This certificate has been created especially for [fill in].

User Name: [fill in]

Account: [fill in].

To use this certificate, open the attachment on a supported smartphone or tablet after you install Remote Security Control from the appropriate app store (iTunes, Google Play).

To transfer the certificate from this email to the Remote Security Control application:

1. Scroll down to the bottom of this email to locate an attachment with a name that starts with your User Name.

2. Touch the attachment to reveal available options.

3. Touch the "Open in RS Control" button to automatically transfer the certificate to the Remote Security Control application.

4   Remote Security Control use

Prior to using Remote Security Control, open any certificates on the user's compatible devices. To open the certificate, the device must have an email client configured.

> **Notice!**
> You can open multiple certificates on a device, allowing for multiple users on each device. Additionally, you can create multiple-user certificates.

Opening the certificate for the user on the user's device:

1. Open the received email on the device. (Use the Gmail app on Android devices, if receiving the email to a Gmail account.)
2. Tap on the certificate file to open it.
3. Follow any prompts
4. Select the certificate you want to use and tap Connect.
5. Tap the empty numeric box to launch the keypad.
6. Enter the user passcode for the user you selected when building the certificate.
7. Tap Done.
8. Tap Connect to Panel.
9. Remote Security Control connects to the control panel, and the current status shows on the Security tab.

> **Notice!**
> For GV4 control panels, Remote Security Control and RPS cannot connect to the control panel at the same time.
> Only one RSC session can connect to a control panel at one time.

4.1   Remote Security Control operation

Once connected to the control panel, the Security screen shows. Remote Security Control can perform the following functions:

– Turn the security system on and off
– Secure, unlock, and cycle access doors (for systems with doors)
– Turn outputs on and off
– View security system faults*
– View area status
– View IP cameras (for systems with Bosch IP cameras)

*For Solution 2000/3000 control panels, the system faults shown are only: System low battery, Phone line fault, AC Fail, and RF receiver missing.

Remote Security Control uses the ≡ (hamburger or Menu) icon to open menus. For events and alarms, Remote Security Control uses an events (lightning bolt) icon and an alarms (bell) icon that appear in the upper-right corner of the app window and include a number to indicate the number of events or alarms available to view.

– To turn on (arm) or turn off (disarm) the system, from the Security screen, tap the lock icon. When you turn on the system, choose between Part On and All On.
– To view system faults, from the Security screen, tap See Details (when available).
– To work with the doors connected to the control panel, tap ≡ and then tap Doors. The Doors screen shows the status of each door. Tap on a listed door to change its status. Depending on the door's current status, tap Secure, Unlock, or Cycle, if desired.

- To work with the outputs connected to the control panel, tap ≡ and then tap Outputs. The Outputs screen shows the status of each output. A solid blue circle indicates the output is On, and an empty circle indicates the output if Off. Use the All, On, and Off buttons to change the outputs shown. Tap on a listed output to change its status.
- To view area status and turn on (arm) or turn off (disarm) specific areas in a multiple area system, tap ≡ and then tap Security and then tap Advanced.
- To view control panel events, tap ≡ and then tap Events.
- To view events, tap ≡ and then tap Events or tap the Events icon.
- To view active alarms, tap ≡ and then tap Events or tap the Alarms icon.
- To view IP cameras, tap ≡ and then tap Cameras.
- To view dealer information, tap ≡ and then tap Dealer.

When finished, tap ≡ and then tap Disconnect to disconnect from the control panel.

5   Troubleshooting

This section includes troubleshooting tips.

5.1   Remote Security Certificate Builder error messages troubleshooting

Login failed. Unable to authenticate or insufficient rights.
Verify that the operator User Name and password are correct.

Login failed. Unable to connect to the database.
Open the Database Settings and verify the server name, database name, and authentication User Name and password are correct.

5.2   Remote Security Control error messages

Cannot connect to the specified control panel
–   For GV4 2.xx, B Series, and Solution 2000/3000 control panels, verify that the application passcode setting located in the Automation section is set correctly. Refer to *Remote Security Certificate Builder, page 7*.
–   Verify the passcode for the selected user.
–   If using a wireless connection to connect to the control panel, verify the device is connected to the same network as the control panel or interface module.
–   If connecting to a GV4 v1.xx control panel over a WAN, verify that port forwarding is set correctly in the router.

Unable to reach network. Please check your connection.

Unable to connect to panel
–   Very the passcode entered.
–   If using cellular:
    –   Check the cellular connection.
    –   Check for a correct Wyless IP address in remote programming software and the certificate.
    –   Confirm that the device can reach the internet by pinging the device over your assigned VPN. If you can successfully ping the device, then contact Bosch Technical Support 800-289-0096, or email us at technical.support@us.bosch.com. If you cannot successfully ping the device please contact Wyless 24/7 support at 617-949-8900 or by creating a support ticket within Porthos.
    –   Confirm that the device can reach the internet.
–   If using Ethernet:
    –   Confirm the device has a wireless connection.
    –   Confirm that the wireless network is on the same subnet as the control panel.
    –   Check that there is a path to the control panel network through firewall/proxy.