Building Technologies

BOSCH

Technical Information	Date:	16.12.2020
	Official:	Heckl
	Department:	BT-FIR/MKP3

Tech. Information No.	2343 / 2020
Subject:	FSM 5.6 (FSM-2500/5000/10k): Known bug and Workaround

Short Description:	A high number of active alarms generated at the same time might lead to an unexpected error at the Client. Workaround to prevent this issue is available.

Hardware ☐	☐ Device	☐ Module	☐ PCBA
Software ☒	☒ Application	☐ Driver / Extension	☐ Firmware

Affected Products (details)	CTN	SAP no.	Aff. version	New version
Fire Monitoring System	FSM-2500/5000/10k	YBFR: F.01U.314.990 F.01U.314.991 YESB: F.01U.374.278 F.01U.374.695 F.01U.374.694	Client 5.6. 0.2131	--

Number of delivered devices		
Period of delivery	from:	to:
Affected serial numbers	from:	to:

Priority Level		Criterion
I	☐	The change has to be made **immediately** (see dates below)
II	☐	The change has to be made during the next inspection.
III	☒	Change has to be made, if the error pattern recurs and with new installations.
None	☐	General Information (like new tool, new feature, new SW release)

Action Plan	
☒	Inform customers
☐	Arrange re-work of stock (CSO)
☐	Arrange re-work of stock (customer)
☐	Arrange re-work of installed products
☒	See detailed actions on following pages

Start Date		**Completion Date**	

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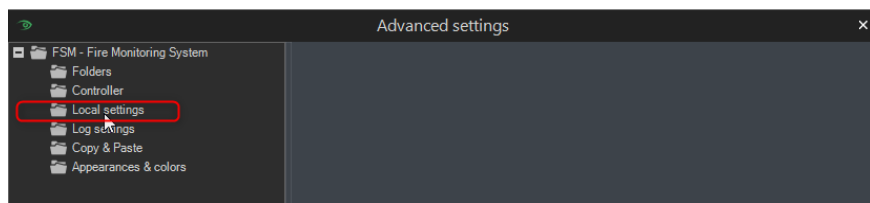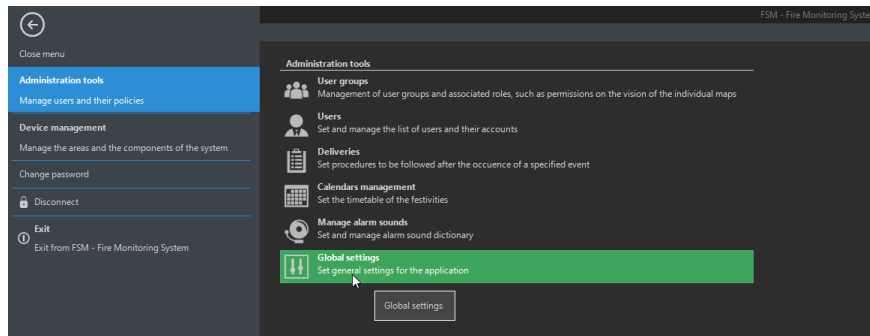
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Known bug:

A high number of active alarms generated at the same time might lead to an unexpected error at the Client.
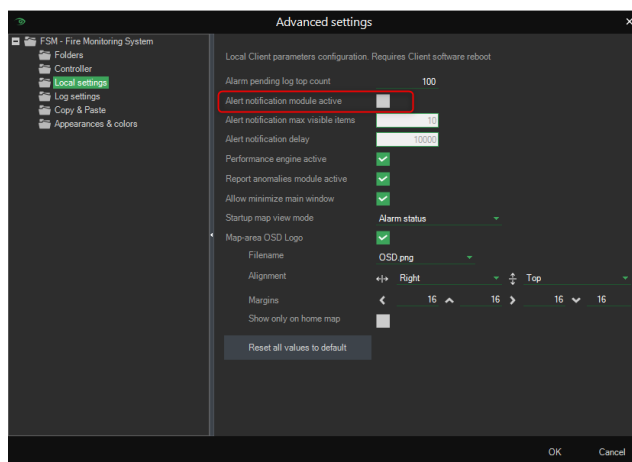
Workaround:

To prevent this issue, after installation, the alert notification module shall be deactivated:

1. Go to File/Global settings/Local settings

2. Untick the checkbox "Alert notification module active"

BU Manager	Knauel	**Clerk in Charge:**	Heckl

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Distribution

<table>
<tr><td rowspan="6">Distribution
BU FIR
Fire Systems</td><td>☒</td><td>Julian Tersteegen (BT-FIR/QMM), Claudia Majer (BT-FIR/QMM), Knauel Thomas (BT-FIR/MKP BT-FIR/MKT), Heckl Michael (BT-FIR/MKP3)</td></tr>
<tr><td>☒</td><td>Angstenberger Josef (BT-FIR/MKR-EU)</td></tr>
<tr><td>☒</td><td>Ong Kah Seong (BT-FIR/MKR-AP), Leonard Hew (BT-FIR/MKR-AP)</td></tr>
<tr><td>☒</td><td>Paredes Ivan (BT/MKR-LA), Miers Christopher (BT/FIR-MKT)</td></tr>
<tr><td>☒</td><td>Haug Stefan (BT-FIR/MKR-EU BT-FIR/MKA-EU)</td></tr>
<tr><td>☐</td><td></td></tr>
<tr><td rowspan="7">Distribution
BU SC
Intrusion Systems</td><td>☐</td><td>Petricoin Dennis (BT-SC/PAS2 BT-SC/PAS2-MKP), Dobson Roxanne (BT-SC/QMM2), Hupka Peter (BT-SC/PAS2-MKP5), Weissert Thorsten (BT-SC/PAS2-MKP5)</td></tr>
<tr><td>☐</td><td>Kugler Gerhard (BT-SC/MKR6-EU), Berberian Alexandra (BT-SC/MKR-SEF), Shah Dhaval (BT-FIR/MKR-SEM), Gomez Arevalo Olga (BT/SEI-SCM), Malek Michal (BT-SC/MKR-SEP), van den Berg Quintin (BT-SC/MKR-SEZ), Kiselev Grigory (BT-FIR/MKR-SEO), Sonmez Onur (BT-FIR/MKR-SET), Cojocaru Laurentiu (BT-SC/MKR-SEA BT/SEA-SBD2), Riboli Stefano (BT-SC/MKR-SES), El Makhfi Otmane (BT-SC/MKR-SAN), Reuvers Willfried (BT-SC/MKR-SEB), Kuehlewind Uwe (BT-SC/MKR-SEC), Pillai Kiran (BT-SC/MKR-SEU), Karlsson Anders (BT-SC/MKR-SEN)</td></tr>
<tr><td>☐</td><td>Cabral Paula (BT-SC/MKR-LA), Garms Paul (BT-SC/MKR2-NA)</td></tr>
<tr><td>☐</td><td>Premo Mike (BT-SC/PAS2-ENG1), Meichelbeck Markus (BT-SC/PAS2-ENG5)</td></tr>
<tr><td>☐</td><td>Schmidt Michaela (BT/MKW1)</td></tr>
<tr><td>☐</td><td>Klein Alexander (BT/SC-MKI)</td></tr>
<tr><td>☐</td><td></td></tr>
<tr><td rowspan="7">Other parties
affected</td><td>☒</td><td>Schrimpf Felix (BT-ASA/MKP BT-ASA/MKC)</td></tr>
<tr><td>☒</td><td>Proyer Konrad (BT-ASA/SRA-EU BT-ASA/SRA2-EU), Dias Andre (BT-ASA/SRA-LA), Wilson Jim (BT-ASA/SRA-NA), Tan Woo Khiang (BT-ASA/SRA-AP)</td></tr>
<tr><td>☒</td><td>Gill Manjit (BT-ASA/STS-UK)</td></tr>
<tr><td>☒</td><td>Teleservice Support (SO/OMM1.3-MB)</td></tr>
<tr><td>☒</td><td>Becker Oliver (BT-IE/PRM1), Goos Irina (BT-IE/PRM1)</td></tr>
<tr><td>☒</td><td>Adelmann Petra (BT-IE/EAP3)</td></tr>
<tr><td>☐</td><td></td></tr>
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