Building Technologies

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Technical Information	Date:	28.03.2024
	Official:	Marier
	Department:	BT-FS/MKP3

Tech. Information No.	2583/ 2024
Subject:	Remote Portal additional login option

Short Description:	Changeover to Single Sign-on authentication not recommended

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

Affected Products (details)	CTN	SAP no.	Aff. version	New version
Remote Portal				
Remote Fire Safety App				

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	
New Features:			

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From Tuesday, April 2nd, it will be possible to switch to **Single Sign-on authentication** in the Remote Portal.

This is an initiative of BT-VS, as this type of user authentication is necessary for a newly launched video service. **For FIRE User we highly recommend NOT to switch to the new authentication method but continue to use the familiar login procedure**.

Reason for that:
- Neither RPS nor the Remote Fire Safety App supports Single Sign-on yet.
- After changing to Single Sign-on the connection from Remote Portal to RPS will only work when entering a so called "Technical Password" in RPS. This technical password must be newly created every 2 hours in the Remote Portal and must be manually entered in RPS which is not convenient.
- The same applies to the use of the Remote Fire Safety App: Here too, after switching to Single Sign-on, login is only possible with the technical password you have created yourself, which must be renewed every 2 hours.

Please notice: Once you have switched to the new Single Sign-on method it cannot be undone afterwards.

For Remote Fire Safety App a release is planned for mid of April from which on Single Sign-on will be supported. Afterwards, the technical password is no longer necessary for the App. Nevertheless, the restriction with RPS will stay the same.

For this reason, **we generally do not recommend switching to the new Single Sign-on authentication**. The only exception: customers who mainly use the Remote Fire Safety App and do not use the RPS connection of the Remote Portal. However, also here, we do not recommend switching until the upcoming App release. The main advantage for customers with Single Sign-on is that biometric authentication can be used opening the App.

Nevertheless, if you decide to switch to Single Sign-on, please find a description of how to generate the technical password attached.

Removed features:

Solved Issues:

Notes:

Required Components	Part no.

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Attachment(s)
„How to create a technical password"

BU Manager	Thomas Knauel	**Clerk in Charge:**	Ron Marier

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Distribution

Distribution BU FIR Fire Systems	☒	Ivan Martinko (BT/QMM-FS), Gerhard Puechler (BT/QMM-FS), Andreas Speich (BT/QMM-FS)
	☒	Thomas Knauel (BT-FS/MKP BT-FS/PJ-PG), Kristof Vandenberghe (BT-FS/MKP1), Bernd Harbers BT-FS/MKP1)
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	☒	Leonard Hew (BT-FS/MKR-AP)
	☒	Renato Lima (BT-FS/MKR-LA), James Mottorn (BT-FS/MKP-AM)

Other parties affected	☒	Felix Schrimpf (BT-ASA/MKP BT-ASA/MKC)
	☒	Konrad Proyer (BT-ASA/MSR-Sab), Andre Dias (BT-ASA/SRA-LA), Jim Wilson (BT-ASA/TCR-Lio BT-ASA/MSR2-Lio), Khiang Tan Woo (BT-ASA/SRA-AP)
	☒	Manjit Gill (BT-ASA/STS2-EU)
	☒	Teleservice Support (SO/OPM8.10Mb)
	☒	Holger Behrens (BT-IE/SPM-SF)
	☒	Petra Adelmann (BT-IE/CTA-CSS1)
	☒	David Ziegler (BT-IE/SPM-SF), Ines Schittenhelm (BT-IE/SPM-SF), Michiel de Graaf (BT-IE/XSP-NL), Jaap Smit (BT-IE/XSP-NL), Productmanagement.snl@nl.bosch.com (BT-IE/XSP-NL)

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