

Software Service and Support Policy

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1 Document information

Project	BVMS, Building Integration System, Access Professional Edition, Access Management System, Intelligent Insights.
Reference	Bosch Security Systems Software end of life concept
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1.1 Version history

Date	Description
2020-03-24	Added commissioning to definitions and in the life cycle.
2020-04-17	Compressed document.
2020-07-01	Updated policies according to new software maintenance agreements.
2020-08-19	Updated BVMS 10.1 release date.
2020-09-03	Updated BVMS 10.0 limited availability date
2020-11-20	Updated BIS 4.8 release date
2021-03-23	Updated Release Phase Definitions overview
2021-03-24	Updated BVMS 10.1.1 and BVMS 10.0.2 release dates.
2021-05-28	Updated BVMS 11.0 and AMS 3.0.1 release dates and support cycles
2021-07-02	Updated Release Phase Definitions overview. Updated with BVMS 10.1 and 10.0.1 End of Life dates.
2021-09-21	Updated BIS 4.9 release dates.
2022-03-02	Updated BVMS 11.1 release dates.
2022-06-03	Updated BVMS 11.1.1 release dates.
2022-07-06	Updated Intelligent Insights 1.0.1, 1.0.2, and 1.0.3 release dates.
2023-03-31	Updated BVMS 12.0 release dates.
2023-04-13	Updated AMS 5.0 release dates.
2023-06-30	Updated BVMS 12.0.1 release dates and BVMS 12.0 lifecycle information.

Date	Description
2023-09-06	Updated BIS 5.0 release dates.
2023-10-25	Adjusted existing hotfixes availability definition in the Limited Support phase.
2023-11-30	Updated BVMS 12.1 release dates.
2024-05-08	Updated BVMS 12.2 release dates.
2024-08-01	Extended availability dates for BIS 5.0 due to delayed release of successor BIS 6.0
2024-11-08	Updated AMS 5.0.1, 5.2, 5.5 release dates
2024-11-28	Updated Support policy for BVMS minor (short term support) releases
2024-12-20	Updated BIS 5.0 Limited Support date
2024-07-09	Updated BVMS 13.0 release dates.

Please check the www.boschsecurity.com website for the latest version of this document.

2 Introduction

Compared to hardware, in which it is relatively easy to define an limited support concept based on the expected lifetime, software behaves totally different. In theory, when the environment does not change, software can still be running ten years after it has been installed. As new versions of the software are released regularly, it is important for customers to know what they can expect from Bosch Building Technologies when the software is purchased. This document describes how Bosch Building Technologies handles the life-cycle of the BVMS, BIS, AMS, and APE, and in which state a specific release can reside. Additionally this document lists the up-to-date situation for all of those software packages.

Using the software assurance program, a system can be, continuously, maintained, upgraded and supported. More information on the software assurance program can be found on the [Bosch Security System website](#).



Based on Bosch internal regulation CDQ0214: "Products may only be placed on the market if they comply with the legal requirements and don't jeopardize safety and health of people." Additionally, based on Bosch internal regulation RB/GF182, the following principle is applied: "The application must function in such a way that, under product operating conditions, in the entire work/program map area the warranted characteristics are met."

Software versions that have reached the limited support phase are not maintained, may not meet the legal requirements related to "state of the art" products and Bosch cannot guarantee the warranted characteristics of these products are met. As a result, new systems based on software that has reached the limited support phase cannot be purchased. System extensions are unaffected and can be purchased until the software goes into the end of life phase.

2.1 Definitions

The table below contains the definitions of the availability of the software related services. The availability of these services depends on the lifecycle status of the product and the software maintenance agreement coverage of the system.

Purchasing	The software can be purchased.
Download	The software can be downloaded from the product catalogue or downloadstore .
Pre-sales support	Our pre-sales teams will support you in solving your design challenges based on the software.
Commissioning support	Our technical support teams will support you in commissioning the software.
After-sales support	Our technical support teams will support you in solving system and software failures.
Requesting hot fixes	You have the right to request hot-fixes for software failures. When a problem is fixed in a newer version of the software, you might be asked to upgrade your system. When a problem is reproducible in the latest version, we will fix the problem in the latest version and (optionally) release a hotfix to fix the problem in earlier versions. This includes data security patches.
Access to hot fixes	Indicates the availability of patches and/or hotfixes to fix a problem.
Software Maintenance Agreement (SMA)	The software maintenance agreement is a service that allows you, for example, to upgrade to the latest software version and contact our technical support teams.

Upgrade possibility

Product upgrades with Assurance PRO are possible and allow you to download and license later version of the product, including the latest release with new features, security and legal innovations.

3 Release phase definitions

3.1 Overview

This section describes the states a software release can be in and show the current status of the existing BVMS releases.

Description	Assurance	General availability	Limited availability*	Limited support	End of life
Timeline		0-12 Months	13-24 Months	25-60 Months	> 60 Months
Purchasing	n/a	Base, features, extensions	Features, extensions	Features, extensions	No
Download	n/a	Product catalogue , downloadstore		Partly**	Partly**
Support services	PRO / Grace period	Yes	Yes	Yes	No
Access to existing hotfixes	GO	Product catalogue , downloadstore		Partly**	Partly**
Requesting new hotfixes	PRO	Yes	Yes	No	No
Upgrade possibility	PRO	Yes	Yes	Yes	Yes

BVMS Minor versions

*BVMS Minor releases (ie. 12.3, 13.1, ...) are **short-term support** releases and Limited availability phase **does not apply**. After 12 months, those versions are immediately entering **Limited support** phase. See further details below.

Access to download and hotfixes

**Limited support software versions and related existing hotfixes are only available on request via our after sales organization (ASA).

3.2 BVMS Minor (short-term support) version concept

Starting with BVMS 12.3, new concept of Short-term support version was introduced. For Minor releases (like 12.3, 13.1, etc.) in future, Limited availability phase will be skipped. In practice, it means that those versions are fully supported (including expansions and requesting hotfixes) for 12 months. Afterwards, customer should consider upgrading to the latest available version.

Standard support (for BVMS Major releases as well as BIS and AMS releases):

[illegible]

Short-term support (for **BVMS Minor** releases):

[illegible]

3.3 Description

General availability	The base licenses of the software are available for purchasing and can be downloaded from the Bosch Security Systems product catalogue in the general availability phase. All available licenses and functional modules can be purchased and added to an existing system. The software is fully supported by the Bosch Security Systems technical support team <u>if</u> the system is covered by Assurance PRO and system relevant bugs can be fixed in case of reported and confirmed issues.
Limited availability	When software is in the limited availability phase the base packages are not available for purchasing any-more. As a result new systems cannot be purchased, but existing systems can be expanded. The software is fully supported by the Bosch Security Systems technical support team <u>if</u> the system is covered by Assurance PRO and system relevant bugs can be fixed in case of reported and confirmed issues. Note: This phase does not apply to BVMS Minor releases.
Limited support	When software has entered the limited support phase, patches and hot-fixes will not be created to solve problems. The software is supported by the Bosch Security Systems technical support team, but customers might be asked to upgrade to a newer BVMS version if this version is confirmed to solve the customer's problem.

End of life	When software has entered the end of life phase, it will not be supported by the Bosch Security Systems technical support team and the system cannot be extended by purchasing additional licenses or functional modules. Patches and hot fixes will not be issued when problems are encountered.
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4 Current status

4.1 Bosch Video Management System (BVMS)

Version	State	Start	End	Length
BVMS 13.0				
BVMS 13.0	General availability	2025-07-09	2026-07-09	12M
BVMS 13.0	Limited availability	2026-07-09	2027-07-09	12M
BVMS 13.0	Limited support	2027-07-09	2030-07-09	36M
BVMS 13.0	End of life	2030-07-09	n/a	n/a
BVMS 12.3 (Short-term support)				
BVMS 12.3	General availability	2024-12-06	2025-12-06	12M
BVMS 12.3	Limited availability	n.a.	n.a.	n.a.
BVMS 12.3	Limited support	2025-12-06	2029-12-06	48M
BVMS 12.3	End of life	2029-12-06	n/a	n/a
BVMS 12.2				
BVMS 12.2	General availability	2024-05-08	2025-05-08	12M
BVMS 12.2	Limited availability	2025-05-08	2026-05-08	12M

BVMS 12.2	Limited support	2026-05-08	2029-05-08	36M
BVMS 12.2	End of life	2029-05-08	n/a	n/a
BVMS 12.1				
BVMS 12.1	General availability	2023-11-30	2024-11-30	12M
BVMS 12.1	Limited availability	2024-11-30	2025-11-30	12M
BVMS 12.1	Limited support	2025-11-30	2028-11-30	36M
BVMS 12.1	End of life	2028-11-30	n/a	n/a
BVMS 12.0.1 / 12.0				
<i>BVMS 12.0</i>	<i>General availability</i>	<i>2023-03-31</i>	2023-06-30	*
BVMS 12.0.1	General availability	2023-06-30	2024-06-30	12M
BVMS 12.0.1	Limited availability	2024-06-30	2025-06-30	12M
BVMS 12.0	Limited support	2023-06-30	2028-06-30	*
BVMS 12.0.1	Limited support	2025-06-30	2028-06-30	36M
BVMS 12.0.1	End of life	2028-06-30	n/a	n/a
*BVMS 12.0 has been succeeded by BVMS 12.0.1 Technical Update and is moved to limited support.				
BVMS 11.1.1				

<i>BVMS 11.1</i>	<i>General availability</i>	2022-02-22	2022-06-03	*
BVMS 11.1.1	General availability	2022-06-03	2023-06-03	12M
BVMS 11.1.1	Limited availability	2023-06-03	2024-06-03	12M
BVMS 11.1.1	Limited support	2024-06-03	2027-06-03	36M
BVMS 11.1.1	End of life	2027-06-03	n/a	n/a
*BVMS 11.1 was not fully released to public and is succeeded by BVMS 11.1.1.				
BVMS 11.0				
BVMS 11.0	General availability	2021-05-28	2022-05-28	12M
BVMS 11.0	Limited availability	2022-05-28	2023-05-28	12M
BVMS 11.0	Limited support	2023-05-28	2026-05-28	36M
BVMS 11.0	End of life	2026-05-28	n/a	n/a
BVMS 10.1.1 / 10.1				
BVMS 10.1	General availability	2020-08-21	2021-03-24	12M*
BVMS 10.1.1	General availability	2021-03-24	2021-08-21	
BVMS 10.1.1	Limited availability	2021-08-21	2022-08-21	12M
BVMS 10.1	Limited support	2021-03-24	2025-08-21	*

BVMS 10.1.1	Limited support	2022-08-21	2025-08-21	36M
BVMS 10.1.1	End of life	2025-08-21	n/a	n/a
*BVMS 10.1 has been succeeded by BVMS 10.1.1 and is moved to limited support. More information can be found by clicking HERE .				
*For BVMS 10.1.1 the same licenses as for BVMS 10.1 can be applied (e.g. MBV-BPRO-101)				
BVMS 10.0.2 / 10.0.1				
BVMS 10.0.1	General availability	2020-04-03	2021-03-24	12M*
BVMS 10.0.2	General availability	2021-03-24	2021-04-03	
BVMS 10.0.2	Limited availability	2021-04-03	2022-04-03	12M
BVMS 10.0.1	Limited support	2021-03-24	2025-04-03	*
BVMS 10.0.2	Limited support	2022-04-03	2025-04-03	36M
BVMS 10.0.2	End of life	2025-04-03	n/a	n/a
*BVMS 10.0.1 has been succeeded by BVMS 10.0.2 and is moved to limited support. More information can be found by clicking HERE .				
*For BVMS 10.0.2 the same licenses as for BVMS 10.0 and 10.0.1 can be applied (e.g. MBV-BPRO-100)				
BVMS 10.0				
BVMS 10.0	General availability	2019-08-13	2020-09-30	12M (extended)
BVMS 10.0	Limited availability	2020-09-30	2021-03-24	*

BVMS 10.0	Limited support	2021-03-24	2024-08-13	36M
BVMS 10.0	End of life	2024-08-13	n/a	n/a
*BVMS 10.0 has been succeeded by BVMS 10.0.2 and is moved to limited support. More information can be found by clicking HERE .				
BVMS 9.0				
BVMS 9.0	General availability	2018-08-17	2019-08-17	18M
BVMS 9.0	Limited availability	2019-08-17	2020-02-17	6M
BVMS 9.0	Limited support	2020-02-17	2023-08-17	42M
BVMS 9.0	End of life	2023-08-17	n/a	n/a
BVMS 8.0				
BVMS 8.0	General availability	2017-10-29	2018-10-29	12M
BVMS 8.0	Limited availability	2018-10-29	2019-08-05	10M
BVMS 8.0	Limited support	2019-08-05	2022-10-29	38M
BVMS 8.0	End of life	2022-10-29	n/a	n/a
BVMS 7.5				
BVMS 7.5	General availability	2017-04-29	2018-04-29	12M
BVMS 7.5	Limited availability	2018-04-29	2018-10-29	6M

BVMS 7.5	Limited support	2018-10-29	2022-04-29	42M
BVMS 7.5	End of life	2022-04-29	n/a	n/a
BVMS 7.0				
BVMS 7.0	General availability	2016-10-28	2017-10-28	12M
BVMS 7.0	Limited availability	2017-10-28	2018-04-28	6M
BVMS 7.0	Limited support	2018-04-28	2021-10-28	42M
BVMS 7.0	End of life	2021-10-28	n/a	n/a
BVMS 6.5				
BVMS 6.5	General availability	2016-04-29	2017-10-29	18M
BVMS 6.5	Limited support	2017-10-29	2021-04-29	42M
BVMS 6.5	End of life	2021-04-29	n/a	n/a
BVMS 6.0				
BVMS 6.0	General availability	2015-12-10	2016-12-10	12M
BVMS 6.0	Limited support	2016-12-10	2020-12-10	48M
BVMS 6.0	End of life	2020-12-10	n/a	n/a
BVMS 5.5				

BVMS 5.5	General availability	2015-01-31	2016-01-31	12M
BVMS 5.5	Limited support	2016-01-31	2020-01-31	48M
BVMS 5.5	End of life	2020-01-31	n/a	n/a

4.2 Building Integration System (BIS)

Version	State	Start	End	Length
BIS 5.0				
BIS 5.0	General Availability	2023-05-03	2025-11-03	30M
BIS 5.0	Limited Availability	2025-11-03	2026-11-03	12M
BIS 5.0	Limited support	2026-11-03	2028-05-03	18M
BIS 5.0	End of life	2028-05-03	n/a	n/a
BIS 4.9.1				
BIS 4.9.1	General Availability	2021-12-17	2022-12-17	12M
BIS 4.9.1	Limited Availability	2022-12-17	2023-12-17	12M
BIS 4.9.1	Limited support	2023-12-17	2026-12-17	36M
BIS 4.9.1	End of life	2026-12-17	n/a	n/a
BIS 4.9				

BIS 4.9	General Availability	2021-07-09	2022-07-09	12M
BIS 4.9	Limited Availability	2022-07-09	2023-07-09	12M
BIS 4.9	Limited support	2023-07-09	2026-07-09	36M
BIS 4.9	End of life	2026-07-09	n/a	n/a
BIS 4.8				
BIS 4.8	General Availability	2020-11-13	2021-11-13	12M
BIS 4.8	Limited Availability	2021-11-13	2022-11-13	12M
BIS 4.8	Limited support	2022-11-13	2025-11-13	36M
BIS 4.8	End of life	2025-11-13	n/a	n/a
BIS 4.7				
BIS 4.7	General Availability	2019-11-30	2020-11-30	12M
BIS 4.7	Limited Availability	2020-11-30	2021-11-30	12M
BIS 4.7	Limited support	2021-11-30	2024-11-30	36M
BIS 4.7	End of life	2024-11-30	n/a	n/a
BIS 4.6.1				
BIS 4.6.1	General Availability	2018-12-31	2019-12-31	12M

BIS 4.6.1	Limited Availability	2019-12-31	2020-06-30	6M
BIS 4.6.1	Limited support	2020-06-30	2023-12-31	42M
BIS 4.6.1	End of life	2023-12-31	n/a	n/a
BIS 4.6				
BIS 4.6	General Availability	2018-07-31	2019-07-31	12M
BIS 4.6	Limited Availability	2019-07-31	2020-01-31	6M
BIS 4.6	Limited support	2020-01-31	2023-07-31	42M
BIS 4.6	End of life	2023-07-31	n/a	n/a
BIS 4.5				
BIS 4.5	General Availability	2017-10-29	2018-10-29	12M
BIS 4.5	Limited Availability	2018-10-29	2019-04-29	6M
BIS 4.5	Limited support	2019-04-29	2022-10-29	42M
BIS 4.5	End of life	2022-10-29	n/a	n/a
BIS 4.4				
BIS 4.4	General Availability	2017-04-30	2018-04-30	12M
BIS 4.4	Limited Availability	2018-04-30	2018-10-30	6M

BIS 4.4	Limited support	2018-10-30	2022-04-30	42M
BIS 4.4	End of life	2022-04-30	n/a	n/a
BIS 4.3				
BIS 4.3	General Availability	2016-10-30	2017-10-30	12M
BIS 4.3	Limited Availability	2017-10-30	2018-04-30	6M
BIS 4.3	Limited support	2018-04-30	2021-10-30	
BIS 4.3	End of life	2021-10-30	n/a	n/a
BIS 4.2				
BIS 4.2	General Availability	2016-04-30	2017-04-30	12M
BIS 4.2	Limited Availability	2017-04-30	2017-10-30	6M
BIS 4.2	Limited support	2017-10-30	2021-04-30	42M
BIS 4.2	End of life	2021-04-30	n/a	n/a
BIS 4.1				
BIS 4.1	General Availability	2015-01-23	2016-01-23	12M
BIS 4.1	Limited Availability	2016-01-23	2016-07-23	6M
BIS 4.1	Limited support	2016-07-23	2020-01-23	42M

BIS 4.1	End of life	2020-01-23	n/a	n/a
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4.3 Access Professional Edition

Version	State	Start	End	Length
APE 3.8				
APE 3.8	General availability	2019-07-31	2020-07-31	12M
APE 3.8	Limited Availability	2020-07-31	2021-07-31	12M
APE 3.8	Limited support	2021-07-31	2024-07-31	36M
APE 3.8	End of life	2024-07-31	n/a	n/a
APE 3.7				
APE 3.7	General availability	2018-07-04	2019-07-04	12M
APE 3.7	Limited Availability	2019-07-04	2020-02-04	6M
APE 3.7	Limited support	2020-02-04	2023-08-04	42M
APE 3.7	End of life	2023-08-04	n/a	n/a
APE 3.6				
APE 3.6	General Availability	2018-06-29	2019-06-21	12M
APE 3.6	Limited Availability	2019-06-21	2019-12-21	6M

APE 3.6	Limited support	2019-12-21	2023-06-29	42M
APE 3.6	End of life	2023-06-29	n/a	n/a
APE 3.5				
APE 3.5	General Availability	2017-04-29	2018-04-29	12M
APE 3.5	Limited Availability	2018-04-29	2018-10-29	6M
APE 3.5	Limited support	2018-10-29	2022-04-29	42M
APE 3.5	End of life	2022-04-29	n/a	n/a
APE 3.4				
APE 3.4	General Availability	2016-10-28	2017-10-28	12M
APE 3.4	Limited Availability	2017-10-28	2018-04-28	6M
APE 3.4	Limited support	2018-04-28	2021-20-28	42M
APE 3.4	End of life	2021-20-28	n/a	n/a
APE 3.3				
APE 3.3	General Availability	2016-04-22	2017-04-22	12M
APE 3.3	Limited Availability	2017-04-22	2017-10-22	6M
APE 3.3	Limited support	2017-10-22	2021-04-22	42M

APE 3.3	End of life	2021-04-22	n/a	n/a
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4.4 Access Management System

Version	State	Start	End	Length
AMS 5.5				
Access Management System 5.5	General Availability	2024-06-01	2025-07-31	14M
Access Management System 5.5	Limited Availability	2025-08-01	2026-05-31	10M
Access Management System 5.5	Limited support	2026-06-01	2029-05-31	36M
Access Management System 5.5	End of life	2029-06-01	n/a	n/a
AMS 5.2				
Access Management System 5.2	General Availability	2023-11-01	2024-10-31	12M
Access Management System 5.2	Limited Availability	2024-11-01	2025-10-31	12M

Access Management System 5.2	Limited support	2025-11-01	2028-10-31	36M
Access Management System 5.2	End of life	2028-11-01	n/a	n/a
AMS 5.0.1 (Mobile Access add-on)				
Access Management System 5.0.1	General Availability	2023-03-01	2024-02-29	12M
Access Management System 5.0.1	Limited Availability	2024-03-01	2025-02-28	12M
Access Management System 5.0.1	Limited support	2025-03-01	2028-02-29	36M
Access Management System 5.0.1	End of life	2028-03-01	n/a	n/a
AMS 5.0				
Access Management System 5.0	General Availability	2022-09-23	2023-09-23	12M

Access Management System 5.0	Limited Availability	2023-09-23	2024-09-23	12M
Access Management System 5.0	Limited support	2024-09-23	2027-09-23	36M
Access Management System 5.0	End of life	2027-09-23	n/a	n/a
AMS 4.0				
Access Management System 4.0	General Availability	2021-12-17	2022-12-17	12M
Access Management System 4.0	Limited Availability	2022-12-17	2023-12-17	12M
Access Management System 4.0	Limited support	2023-12-17	2026-12-17	36M
Access Management System 4.0	End of life	2026-12-17	n/a	n/a
AMS 3.0				

Access Management System 3.0	General Availability	2020-07-02	2021-07-02	12M
Access Management System 3.0	Limited Availability	2021-07-02	2022-07-02	12M
Access Management System 3.0	Limited support	2022-07-02	2025-07-02	36M
Access Management System 3.0	End of life	2025-07-02	n/a	n/a
AMS 2.0				
Access Management System 2.0	General Availability	2019-10-15	2020-10-15	12M
Access Management System 2.0	Limited Availability	2020-10-15	2021-10-15	12M
Access Management System 2.0	Limited support	2021-10-15	2024-10-15	36M
Access Management System 2.0	End of life	2024-10-15	n/a	n/a

AMS 1.0				
Access Management System 1.0	General Availability	2018-11-30	2019-11-30	12M
Access Management System 1.0	Limited Availability	2019-11-30	2020-05-30	6M
Access Management System 1.0	Limited support	2020-05-30	2023-11-30	42M
Access Management System 1.0	End of life	2023-11-30	n/a	n/a

4.5 Intelligent Insights

Version	State	Start	End	Length
Intelligent Insights 1.0.3				
Intelligent Insights 1.0.3	General Availability	2022-03-25	2023-03-25	12M
Intelligent Insights 1.0.3	Limited Availability	2023-03-25	2024-03-25	12M
Intelligent Insights 1.0.3	Limited support	2024-03-25	2027-03-25	36M
Intelligent Insights 1.0.3	End of life	2027-03-25	n/a	n/a
Intelligent Insights 1.0.2				

Intelligent Insights 1.0.2	General Availability	2021-10-08	2022-03-25	12M*
Intelligent Insights 1.0.2	Limited Availability	2022-03-25	2022-03-25	*
Intelligent Insights 1.0.2	Limited support	2023-03-25	2026-10-08	36M
Intelligent Insights 1.0.2	End of life	2026-10-08	n/a	n/a
* Intelligent Insights 1.0.2 has been succeeded by Intelligent Insights 1.0.3 and is moved to limited support.				
Intelligent Insights 1.0.1				
Intelligent Insights 1.0.1	General Availability	2020-12-07	2021-12-07	12M
Intelligent Insights 1.0.1	Limited Availability	2021-12-07	2022-03-25	*
Intelligent Insights 1.0.1	Limited support	2022-03-25	2025-12-07	36M
Intelligent Insights 1.0.1	End of life	2025-12-07	n/a	n/a
* Intelligent Insights 1.0.1 has been succeeded by Intelligent Insights 1.0.3 and is moved to limited support				
Intelligent Insights 1.0				
Intelligent Insights 1.0	General Availability	2020-07-29	2021-07-29	12M
Intelligent Insights 1.0	Limited Availability	2021-07-29	2022-03-25	12M
Intelligent Insights 1.0	Limited support	2022-03-25	2025-07-29	36M
Intelligent Insights 1.0	End of life	2025-07-29	n/a	n/a

* Intelligent Insights 1.0 has been succeeded by Intelligent Insights 1.0.3 and is moved to limited support.