 BOSCH	Confidential - When printed, uncontrolled copy	
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Troubleshooting Steps? [Not needed for a Software Request]

For example, 1. Have you tried the new Firmware? 2. What is not working on-site? 3. How have you attempt to correct the issues?

Relevance and Business case background Driving approval?

Firmware: For example, 1. How does this situation affect your installation? 2. What percentage of cameras are affected on-site? 3. Are there more equipment affected on site?

Software: For example, 1. For BVMS SW requests is there a valid SMA?

**Technical
Support/CRM
Ticket:**

WorkON Ticket:
[Fill in if used by
BU]

Approval¹

Customer/End-Customer Approval:

In order to address required compatibility or other issues potentially caused by latest firmware/software versions, Bosch will provide you a legacy release version exclusively. Although the here listed legacy version was reliable and secure at the time that it was initially released, it might contain vulnerabilities, and is provided without any warranty. In case specific firmware / software for legacy products is requested, it is nevertheless strongly recommended to use the newest available firmware/software. Only newest available firmware/software ensures best protection against possible or potential vulnerability and data protection issues. Vulnerable versions must only be used in protected environments, which is solely in the responsibility of the customer/end-customer. It is strongly recommended to migrate the installation to recent state-of-the-art products. Bosch BT will not take any liability for any damages or losses caused by exploits of these vulnerabilities.

With his signature, the customer / end-customer acknowledges that the legacy version might be vulnerable and that any vulnerability does not entitle to claim further fixes. Involved customer, BOSCH Technical Support Organization, and all other persons involved are confirming **not** to use this legacy release version for any other sites or projects than the approved ones.

Note: The provided legacy Firmware/Software versions support only the HW platforms as specified in the respective release letter. Bosch does not take any liability for other platforms than specified.


Important Notes:

- Visit this site to see the BOSCH Security Advisories: <https://www.boschsecurity.com/x/en/support/product-security/security-advisories.html>

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND INCLUDING WARRANTIES THAT THE SOFTWARE IS ERROR FREE OR WILL RUN UNINTERRUPTED, OR WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT.

Note: The involved responsible representatives of Product Management, Engineering, Technical support BU authority will approve in the Bosch internal electronic signature workflow.

¹For e-mail approval, attach the e-mail or scan this document with signature.

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Security Vulnerabilities List


(Only applicable/mandatory for FW requests) - Security Advisories indicate what FW version the Security Vulnerability was fixed. The security issues are present in all FW versions prior to Security Advisory. If no Security Vulnerabilities are listed below, then the FW is no longer maintained from a security standpoint by Bosch. FW that is not maintained holds an undetermined number of vulnerabilities in addition to the listed ones, these vulnerabilities are beyond our control and responsibility.

Customer/Integrator/ Installer ²			End Customer ²		
Name (Print format)		Date	Name (Print format)		Date
Signature	x		Signature	x	

The signature name should be the same as the printed name

¹For e-mail approval, attach the e-mail or scan this document with signature.

²Mandatory for individual assessment.

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Explanation of the fields:

Fields	Explanation of the fields
Date	Date that this form is issued.
Requestor: [from CS Dept]	The Central Supports Technician that is requesting the FW. (Example: Department name SO/OPM5-Tim/SO/OPM1.2-Hda)
VMS Supplier/Software	Bosch recommends upgrading the VMS to a version that supports Bosch camera FW that is provided on Bosch Download store. https://downloadstore.boschsecurity.com/
Site Details	Site of the end customer that will use this legacy FW.
Product Family/Model	Marketed Product Identification
CTN	Commercial Type Number
Qty	Quantity of cameras
Minimum Firmware	Unique for each camera type, Minimum firmware version that can be uploaded to the camera
Inoperative Firmware	Firmware that is not working on site. For example, not compatible with VMS.
Intermediate Firmware	Is a Firmware that is needed to upgrade/downgrade past a certain point.
Legacy Firmware/Software	Firmware/Software that is being requested for their specific solution. And requires a signed Form before being released to the customer
Isolated Local Network?	Cameras that are connected in an environment which has no connection to any other network (e.g. no internet)
Technical Support Ticket	Ticket that was created during the Technical Support Process to track the progress
WorkON Ticket	Bosch internal electronic approval process used for the Legacy Firmware Process.
Security Advisories	A collection of all Security vulnerabilities to all camera firmware platforms. https://www.boschsecurity.com/xq/en/support/product-security/security-advisories.html
Approval	Bosch signatures are done via an electronic WorkON flow (eSignature). The customer and Installer can sign manually, by using the Adobe PDF digital signature option, or via email. In case of a manual approval the signed document must be scanned and provided as a PDF. In case of an email, the email should be saved as a PDF.