

FAQ – Bosch Security Systems Software License Manager (SLMS) End of Life

Q1: What is changing on October 1st, 2026?

The Bosch Security Systems Software License Manager (<https://activation.boschsecurity.com/>) portal will be permanently shut down on October 1st, 2026. After this date, customers will no longer be able to directly access the portal or perform licensing actions such as activation, upgrades, or generating reports for older systems.

Q2: Which systems are affected?

All systems using AMS 4.0 and earlier or BIS 5.0 and earlier rely on the Bosch Security Systems Software License Manager and are affected.

Q3: What is the recommended action?

We strongly recommend upgrading to AMS 5.0 or higher or BIS 6.0 or higher. These versions use the Remote Portal (<https://remote.boschsecurity.com/>), which is our License Manager for current and future software versions.

Furthermore, the latest AMS and BIS versions include security updates, reflect state-of-the-art technology and are actively maintained and improved. Running the latest software version is the most secure and future-proof option.

Q4: Can I continue using my system after October 1st?

Yes, your system will continue to operate. However, you will lose self-service licensing capabilities in the Bosch Security Systems Software License Manager portal.

Q5: What exactly will stop working?

You will no longer be able to access the Bosch Security Systems Software License Manager, activate licenses independently, or perform upgrades or maintenance actions yourself. All such actions will require support involvement.

Q6: Will my licenses be deleted?

No. License data will remain stored internally, but it will no longer be directly accessible to customers.

Q7: What should I do before October 1st?

Before the shutdown, you should export and securely store your Hardware ID (System Identifier), your Bosch Security Systems Software License Manager account email, and your Maintenance Extension Report.

Q8: Why is the Hardware ID important?

The Hardware ID is required by technical support to perform licensing actions after the portal shutdown.

Q9: Can I still extend or update my system after October 1st?

Yes, but all actions require support involvement if not migrated. Updating requires a valid Software Maintenance Agreement (SMA), and buying extensions and updating is only possible if the software is not in status End of Life.

Q10: What if I have an End-of-Life software version but want to move to a newer version?

We will do our best to support you in updating your system. However, in some cases, a direct update may no longer be possible for End-of-Life software versions. In such cases, we can offer an alternative approach for customers with a valid SMA: we provide licenses for a new system setup based on the latest software version. This includes issuing new licenses depending on your current system configuration. This would not be a technical upgrade, but rather a replacement with a new system aligned to the latest version.

Q11: What does 'End of Life' mean?

When a software version reaches End of Life, there is no technical support, no bug fixes or patches, and no ability to purchase extensions or licenses.

Q12: Do I need an SMA to upgrade?

Yes. A Software Maintenance Agreement (SMA) is required for upgrading to newer versions and accessing technical support.

Q13: What happens if I migrate to a new hardware, and I cannot use my licenses anymore?

We will make our best effort to restore your ability to use your purchased software licenses, even if the system is End of Life. This typically includes issuing emergency licenses and supporting license rehosting.

Q14: Can I still activate licenses I purchased in the past?

Please ensure that all licenses you have purchased but not yet activated are activated before October 1st, 2026.

Q15: Can I still buy new licenses for my system?

This depends on the lifecycle status of your software version. If the software is End of Life, this is not possible. If it is in status Limited Support, extensions are still possible.

Q16: Can I still get bug fixes or security updates?

This depends on the lifecycle: supported versions with SMA can receive fixes; Limited Support may require an upgrade; End of Life versions do not receive fixes.

Q17: What if I don't know which version I'm running?

Please check your system UI in AMS or BIS.

Q18: Is there a cost to update?

Updating requires a valid SMA. If you do not yet have an SMA, please generate your Maintenance Extension Report from the portal before October 1st and order the SMA via Order Desk or your sales contact.

Q19: What happens if I miss the deadline?

You can still operate your system, but you will lose all self-service licensing capabilities and all actions will require technical support. We will always do our best to support customers with a valid SMA. If you do not yet have an SMA, please order one while the License Manager is still available before October 1st, 2026.

Q20: Is there any risk to system operation?

There is no immediate operational risk. However, we strongly encourage upgrading to newer versions because they include security updates, reflect state-of-the-art technology, are actively maintained and improved, and operate via the new Remote Portal. Running the latest software version is the most secure and future-proof option.

For further details, please also refer to the resources listed below:

- [Software License Manager Lifecycle Announcement](#)
- [Software Service and Support Policy](#)
- [Software Maintenance Agreement](#)