

Updated Service Status : RSC+

Modified on: Fri, 21 Jun, 2024 at 1:38 AM

Changes Effective 20/06/2024

RSC+ Android APP.

Service changes due to Google push FCM policy changes may affect users.

Due to the upcoming changes in Google's push FCM policy the old push API will be stopped on June 20th 2024.

To ensure that RSC+ Android users can continue to receive push notifications normally RSC+ application and servers have been upgraded to use the new Google push API.

Impact and Solution:

Issue: All Android RSC+ versions below 1.5.6 (102) after June 20, may stop receiving push notifications.

This is due to the old push API to the Google service being implemented in the application.

Resolution: Download the latest app from the Google Play store V1.5.6 (102) and later.

The latest version has the updated Google push API.

Bosch cloud servers have been updated to accommodate the changes made by Google.

Should an end user have any issues we recommend to re-subscribe to the relevant push notification types required.

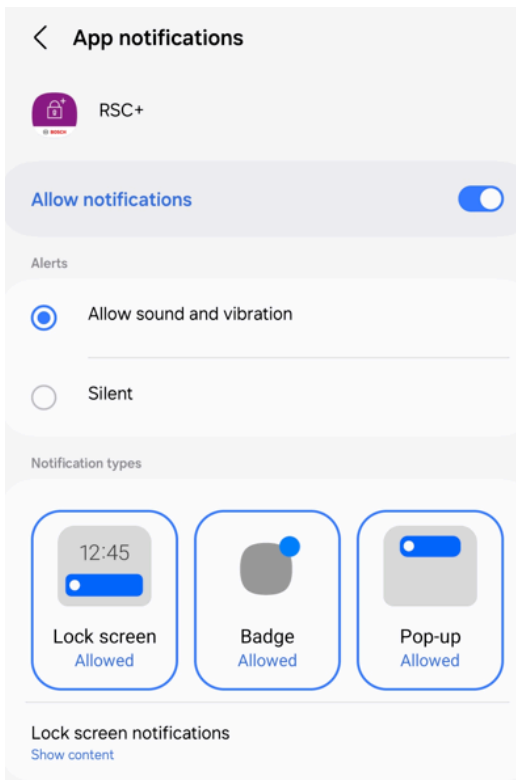
- Open RSC+
- Log into account
- Before connecting to the control panel tap on Settings
- Select relevant push notification type required (ALARMS, SYSTEM EVENTS, FAULT/TROUBLE)
- Go back and connect to the control panel
- Arm the control panel from the RSC+ application
- Disarm the control panel from the RSC+ application
- Close RSC+ application (Force close RSC+)
- Open RSC+
- Connect to control panel from RSC+
- Arm the control panel from the RSC+ application
- Push notifications will return.

On Android phone go into SETTINGS

Then APPS Select RSC+

Notifications will possibly say Blocked as they are OFF





swipe notification button to activate and adjust settings to suit User preference

iOS Users are unaffected.

Telstra Gen 3 Cobra XH Modem

There have been some reports with connectivity issues when using the Telstra Gen 3 Cobra XH Modem with the Solution 2000 and 3000 with RSC+

Appears similar issues to what was experienced with Gen 2 modems. (fallback from 4g to normal NBN/ADSL)

From initial testing switching IPv6 on and checking APN within the modem router resolves issues.

[Click here to see steps to follow](https://boschsecurityaustralia.freshdesk.com/support/solutions/articles/35000174896-telstra-smart-modem-gen2-dja0231-gen3-settings-for-rsc-) (<https://boschsecurityaustralia.freshdesk.com/support/solutions/articles/35000174896-telstra-smart-modem-gen2-dja0231-gen3-settings-for-rsc->)

Telstra engineering staff have advised today (25/10/2022) that new

firmware rollout was completed on Mon 24/10/2022.

