



BOSCH



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Software Service and Support Policy

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Date: 23 November, 2020

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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
Version	 Unknown macro: 'page-info'
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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

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 a 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 hot-fix 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.
Product upgrades	Product upgrades allow you to download and license the latest version of the product, including the latest 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*
Support services	PRO / Grace period	Yes	Yes	Yes	No
Access to existing hot fixes	GO	Yes	Yes	Yes	Partly*
Requesting new hot fixes*	PRO / Grace period	Yes	Yes	No	No
Product upgrades	PRO	Yes	Yes	Yes	No

* Hot-fixes can be requested and will be supplied depending on the severity level of the issue. Products in the EOL phase can be downloaded from the EOL section in the product catalogue.

Year	Year 1												Year 2												Year 3												Year 4												Year 5											
Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
General availability																																																												
Limited availability																																																												
Limited support																																																												
End of life																																																												

3.2 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.
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.

4 Current status

4.1 Bosch Video Management System (BVMS)

Version	State	Start	End	Length
BVMS 10.1				
BVMS 10.1	General availability	2020-08-21	2021-08-21	12M
BVMS 10.1	Limited availability	2021-08-21	2022-08-21	12M
BVMS 10.1	Limited support	2022-08-21	2025-08-21	36M
BVMS 10.1	End of life	2025-08-21	n/a	n/a
BVMS 10.0.1				
BVMS 10.0.1	General availability	2020-04-03	2021-04-03	12M
BVMS 10.0.1	Limited availability	2021-04-03	2022-04-03	12M
BVMS 10.0.1	Limited support	2022-04-03	2025-04-03	36M
BVMS 10.0.1	End of life	2025-04-03	n/a	n/a
BVMS 10.0				
BVMS 10.0	General availability	2019-08-13	2020-09-30	12M
BVMS 10.0	Limited availability	2020-09-30	2021-09-30	12M
BVMS 10.0	Limited support	2021-09-30	2024-09-30	36M
BVMS 10.0	End of life	2024-09-30	n/a	n/a

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

Version	State	Start	End	Length
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

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

4.4 Access Management System

Version	State	Start	End	Length
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				
Intelligent Insights 1.0	General Availability	2020-07-29	2021-07-29	12M
Intelligent Insights 1.0	Limited Availability	2021-07-29	2022-07-29	12M
Intelligent Insights 1.0	Limited support	2022-07-29	2025-07-29	36M
Intelligent Insights 1.0	End of life	2025-07-29	n/a	n/a

5 (Lifespan) Access Management System

Version	State	Start	End	Length
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

6 (Lifespan) 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

7 (Lifespan) Building Integration System

Version	State	Start	End	Length
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

8 (Lifespan) BVMS

Version	State	Start	End	Length
BVMS 10.1				
BVMS 10.1	General availability	2020-08-21	2021-08-21	12M
BVMS 10.1	Limited availability	2021-08-21	2022-08-21	12M
BVMS 10.1	Limited support	2022-08-21	2025-08-21	36M
BVMS 10.1	End of life	2025-08-21	n/a	n/a
BVMS 10.0.1				
BVMS 10.0.1	General availability	2020-04-03	2021-04-03	12M
BVMS 10.0.1	Limited availability	2021-04-03	2022-04-03	12M
BVMS 10.0.1	Limited support	2022-04-03	2025-04-03	36M
BVMS 10.0.1	End of life	2025-04-03	n/a	n/a
BVMS 10.0				
BVMS 10.0	General availability	2019-08-13	2020-09-30	12M
BVMS 10.0	Limited availability	2020-09-30	2021-09-30	12M
BVMS 10.0	Limited support	2021-09-30	2024-09-30	36M
BVMS 10.0	End of life	2024-09-30	n/a	n/a
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

9 (Lifespan) Intelligent Insights

Version	State	Start	End	Length
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	2022-07-29	12M
Intelligent Insights 1.0	Limited support	2022-07-29	2025-07-29	36M
Intelligent Insights 1.0	End of life	2025-07-29	n/a	n/a