BIS Software Maintenance Agreements (SMA)

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BOSCH
Invented for life

▶ Maintain your system performance

▶ Keep up with the latest advances in data security and operating systems

▶ Get the highest return on your hardware investment

▶ Regular software updates available

Unique, hassle-free updates

Technology is moving at such a fast pace today that it is hard even for experts to keep up. To help customers maintain the best-possible system, Bosch is introducing a Software Maintenance Agreement (SMA). This service is a unique way to keep any system from Bosch operating at peak performance. It includes software and compatibility updates for the system as well as a variety of other applications. With regular software updates, the system stays current with your needs, guaranteeing the best possible functionality. Deciding for a Bosch Software Maintenance Agreement means optimum operation year after year.

System overview

Reasons to purchase a Software Maintenance Agreement
The advantages are compelling:

Always access our latest software enhancements
To keep your security system at peak performance and ensure continuous access to new functionality, the Bosch Software Maintenance Agreement gives you access to major and minor releases as well as all software and third party compatibility updates.

Prevent mission-critical issues
With continuously changing platforms and version compatibility, regular updates are mission-critical. The Bosch Software Maintenance Agreement assures in an easy and cost-effective way that the system is ready to handle new or additional functional modules.

Have peace of mind
With a partner like Bosch and its Software Maintenance Agreements, you can have peace of mind knowing that you have done everything to make sure your Bosch security system is running optimally with minimum downtime.

Functions

How a Bosch Software Maintenance Agreement works

When you purchase a BIS System, the software maintenance is free for the first year as part of the initial license purchase. An SMA is a one-year, or a three-year extension to this. Users can extend the SMA in one or three-year intervals as required. This includes the licensed BIS software upgrades, as well as third party compatibility updates.

It is highly recommended that you purchase an SMA immediately to guarantee the best-possible system performance year after year.

Installation/configuration notes

Easy, flexible SMA packages

Choose between 1-year or 3-year coverage periods, to give you maximum flexibility.

Technical specifications

Minimum technical requirements for a login or connection server

Servers	
Supported operating systems (standalone or client/ server mode). Installations of BIS on other operating systems may succeed, but are entirely without warranty.	• Windows 7 SP1 (32 or 64 bit, Pro, Enterprise) • Windows Server 2008 R2 SP1 (64 bit, Standard, Datacenter) • Windows 8.1 (64 bit, Pro, Enterprise) • Windows Server 2012 R2 (64 bit, Standard, Datacenter) • Windows Server 2016 (64 bit, Standard, Datacenter) • Windows 10 Enterprise LTSB (64 bit) • **Note:** The default database delivered with this BIS Version is SQL Server 2014 SP1 Express edition with advanced services
Other Software	• IIS 7.0 or 7.5 for Windows 7 and Windows 2008 Server R2 • IIS 8.5 for Windows 8.1 and Windows 2012 Server R2 • IIS 10.0 for Windows 10 **Note**: IIS is not necessary on BIS connection servers • Internet Explorer 9, 10 or 11 in compatibility mode • .NET for various operating systems: • On Windows 7 and Server 2008: .NET 3.51 and .NET 4.0 • On Windows 8.1 and Server 2012: .NET 3.51 and .NET 4.5.1 (includes .NET 4.0) • On Windows 10: .NET 3.51 and .NET 4.6.1 (includes .NET 4.0) • Latest drivers and OS updates are highly recommended.
Minimum hardware requirements	• Intel processor with 4 cores or more • 4 GB RAM (8 GB recommended) • 80 GB of free hard disk space • VGA graphics adapter with a resolution of 1280 x 1024 and at least 32k colors • 100 Mbit Ethernet card (PCI) • 1 free USB port or network share for installation

Minimum technical requirements for a client computer

Clients	
Supported operating systems (standalone or client/ server mode). Installations of BIS on other operating systems may succeed, but are entirely without warranty.	• Windows 7 SP1 (32 or 64 bit, Pro, Enterprise) • Windows Server 2008 R2 SP1 (64 bit, Standard, Datacenter) • Windows 8.1 (32 or 64 bit, Pro, Enterprise) • Windows Server 2012 R2 (64 bit, Standard, Datacenter) • Windows Server 2016 (64 bit, Standard, Datacenter) • Windows 10 (32 or 64 bit, Pro or Enterprise LTSB) • Note: with a Pro edition, updates must be deferred until 8 months after the release of the BIS version. For further information see the Microsoft technet page at https://technet.microsoft.com/en-us/itpro/windows/manage/introduction-to-windows-10-servicing
Other Software	• ASP.NET • Internet Explorer 9, 10 or 11 in compatibility mode (Note: The SEE client requires IE 9.0) • .NET for various operating systems: • On Windows 7 and Server 2008: .NET 3.51 (for Video Engine with DiBos),and .NET 4.0 • On Windows 8.1 and Server 2012: .NET 3.51 (for Video Engine with DiBos),and .NET 4.5.1 (includes .NET 4.0) • On Windows 10: .NET 3.51 and .NET 4.6.1 (includes .NET 4.0)
Minimum hardware requirements	• Intel i3 or higher • 4 GB RAM (8 GB recommended) • 20 GB free hard disk space • Graphics adapter with 1280 x1024 resolution, 32k colors, 256MB dedicated memory with OpenGL 1.2 or later • 100 Mbit Ethernet card
Additional minimum requirements for VIE (Video Engine) clients	• No Windows Server operating systems • No Windows 10 • Intel i5 processor or higher • For camera sequencing, virtual matrix or Multiview add 4GB RAM • Latest video drivers are highly recommended. Use the Windows dxdiag tool to make sure drivers are no more than 1 year old

Ordering information
BIS is available in the following languages:
• AR = Arabic
• DE = German
• EN = English
• ES = Spanish
• FR = French
• HU = Hungarian
• NL = Dutch
• PL = Polish
• PT = Portuguese
• RU = Russian

• TR = Turkish
• ZH-CN = Simplified Chinese
• ZH-TW = Traditional Chinese

A BIS basic license is required when setting up a new system

Ordering information

BIS-SMA-BAS License for BIS-BGEN-BAS*, 1yr
1-year Service and Maintenance Agreement (SMA) for the Building Integration System (BIS)
Order number **BIS-SMA-BAS**

BIS-SMA-AMPK License for BIS-FGEN-AMPK*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Alarm Management package
Order number **BIS-SMA-AMPK**

BIS-SMA-1CLI License for BIS-XGEN-1CLI*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS Operator Client
Order number **BIS-SMA-1CLI**

BIS-SMA-1DIV License for BIS-XGEN-1DIV*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS Division
Order number **BIS-SMA-1DIV**

BIS-SMA-MSRV License for BIS-FGEN-MSRV*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS server in a multi-server topology
Order number **BIS-SMA-MSRV**

BIS-SMA-AUE License for BIS-FAUE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Automation Engine (AUE) within BIS
Order number **BIS-SMA-AUE**

BIS-SMA-100P License for BIS-XAUE-100P*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS AUE detector points
Order number **BIS-SMA-100P**

BIS-SMA-1KP License for BIS-XAUE-1KP*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS AUE detector points
Order number **BIS-SMA-1KP**

BIS-SMA-ACE License for BIS-FACE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Access Engine (ACE) within BIS
Order number **BIS-SMA-ACE**

BIS-SMA-100C License for BIS-XACE-100C*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS ACE cards
Order number **BIS-SMA-100C**

BIS-SMA-1KC License for BIS-XACE-1KC*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1000 additional BIS ACE cards
Order number **BIS-SMA-1KC**

BIS-SMA-32DR License for BIS-XACE-32DR*, 1yr
1-year Service and Maintenance Agreement (SMA) for
32 additional BIS ACE doors
Order number **BIS-SMA-32DR**

BIS-SMA-OFFL License for BIS-FACE-OFFL*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the BIS ACE Offline Doors basic package
Order number **BIS-SMA-OFFL**

BIS-SMA-25OF License for BIS-XACE-25OF*, 1yr
1-year Service and Maintenance Agreement (SMA) for
25 additional BIS ACE Offline doors
Order number **BIS-SMA-25OF**

BIS-SMA-1KEY License for BIS-XACE-1KEY*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the connection of 1 Deister Key Cabinet to BIS ACE
Order number **BIS-SMA-1KEY**

BIS-SMA-1MAC License for BIS-XACE-1MAC*, 1yr
1-year Service and Maintenance Agreement (SMA) for
1 additional Main Access Controller (MAC) in BIS ACE
Order number **BIS-SMA-1MAC**

BIS-SMA-PRK License for BIS-FACE-PRK*, 1yr
1-year Service and Maintenance Agreement (SMA) for
Extended Carpark Management in BIS ACE
Order number **BIS-SMA-PRK**

BIS-SMA-VIE License for BIS-FVIE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the BIS Video Engine (VIE) within BIS
Order number **BIS-SMA-VIE**

BIS-SMA-1CHA License for BIS-XVIE-1CHA*, 1yr
1-year Service and Maintenance Agreement (SMA) for
1 additional video channel in BIS VIE
Order number **BIS-SMA-1CHA**

BIS-SMA-1VRE License for BIS-XVIE-1VRE*, 1yr
1-year Service and Maintenance Agreement (SMA) for
1 additional third-party video channel in BIS VIE
Order number **BIS-SMA-1VRE**

BIS-SMA-BVMS License for BIS-FGEN-BVMS*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the connection between 1 BIS and 1 BVMS installation
Order number **BIS-SMA-BVMS**

BIS-SMA-SEE License for BIS-FSEE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the BIS Security Engine (SEE) within BIS
Order number **BIS-SMA-SEE**

BIS-SMA-2PNL License for BIS-XSEE-2PNL*, 1yr
1-year Service and Maintenance Agreement (SMA) for
2 additional G-Series panels in BIS SEE
Order number **BIS-SMA-2PNL**

BIS-SMA-500P License for BIS-XSEE-500P*, 1yr
1-year Service and Maintenance Agreement (SMA) for
500 additional D6x00 accounts in BIS SEE
Order number **BIS-SMA-500P**

BIS-SMA-CMPBAS License for BIS-BCMP-BAS*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the BIS Compact product
Order number **BIS-SMA-CMPBAS**

BIS-SMA-CMPVIE License for BIS-FCMP-VIE*, 1yr
1-year Service and Maintenance Agreement (SMA) for
the BIS Compact Video Extension
Order number **BIS-SMA-CMPVIE**

BIS-SMA-5CLI SMA - BIS additional 5 Operator Client
1-year Service and Maintenance Agreement (SMA) for
5 additional BIS Operator Clients
Order number **BIS-SMA-5CLI**

BIS-SMA-10CLI SMA - BIS additional 10 Operator Client
1-year Service and Maintenance Agreement (SMA) for
10 additional BIS Operator Clients
Order number **BIS-SMA-10CLI**

BIS-SMA-10DIV SMA - BIS additional 10 Divisions
1-year Service and Maintenance Agreement (SMA) for
10 additional BIS Divisions
Order number **BIS-SMA-10DIV**

BIS-SMA-10KC SMA - ACE additional 10000 ID Cards
1-year Service and Maintenance Agreement (SMA) for
10,000 additional ACE cards
Order number **BIS-SMA-10KC**

BIS-SMA-50KC SMA - ACE additional 50000 ID Cards
1-year Service and Maintenance Agreement (SMA) for
50,000 additional ACE cards
Order number **BIS-SMA-50KC**

BIS-SMA-128DR SMA - ACE additional 128 Doors
1-year Service and Maintenance Agreement (SMA) for
128 additional BIS ACE doors
Order number **BIS-SMA-128DR**

BIS-SMA-512DR SMA - ACE additional 512 Doors
1-year Service and Maintenance Agreement (SMA) for
512 additional BIS ACE doors
Order number **BIS-SMA-512DR**

BIS-SMA-10MAC SMA - ACE additional 10 MAC
1-year Service and Maintenance Agreement (SMA) for
10 additional Main Access Controllers (MAC) in BIS
ACE
Order number **BIS-SMA-10MAC**

BIS-SMA3-BAS SMA 3 years - BIS Basic License
3-year Service and Maintenance Agreement (SMA) for
the Building Integration System (BIS)
Order number **BIS-SMA3-BAS**

BIS-SMA3-AMPK SMA 3 years - BIS Alarm Management Packa
3-year Service and Maintenance Agreement (SMA) for
the BIS Alarm Management package
Order number **BIS-SMA3-AMPK**

BIS-SMA3-1CLI SMA 3 years - BIS additional 1 Operator
3-year Service and Maintenance Agreement (SMA) for 1 additional BIS Operator Client
Order number **BIS-SMA3-1CLI**

BIS-SMA3-5CLI SMA 3 years - BIS additional 5 Operator
3-year Service and Maintenance Agreement (SMA) for 5 additional BIS Operator Clients
Order number **BIS-SMA3-5CLI**

BIS-SMA3-10CLI SMA 3 years - BIS additional 10 Operator
3-year Service and Maintenance Agreement (SMA) for 10 additional BIS Operator Clients
Order number **BIS-SMA3-10CLI**

BIS-SMA3-1DIV SMA 3 years - BIS additional 1 Division
3-year Service and Maintenance Agreement (SMA) for 1 additional BIS Division
Order number **BIS-SMA3-1DIV**

BIS-SMA3-10DIV SMA 3 years - BIS additional 10 Division
3-year Service and Maintenance Agreement (SMA) for 10 additional BIS Divisions
Order number **BIS-SMA3-10DIV**

BIS-SMA3-MSRV SMA 3 years - BIS Multi-Server Connect
3-year Service and Maintenance Agreement (SMA) for 1 additional BIS server in a multi-server topology
Order number **BIS-SMA3-MSRV**

BIS-SMA3-AUE SMA 3 years - AUE Basic License
3-year Service and Maintenance Agreement (SMA) for the BIS Automation Engine (AUE) within BIS
Order number **BIS-SMA3-AUE**

BIS-SMA3-100P SMA 3 years - AUE additional 100 Detecto
3-year Service and Maintenance Agreement (SMA) for 100 additional BIS AUE detector points
Order number **BIS-SMA3-100P**

BIS-SMA3-1KP SMA 3 years - AUE additional 1000 Det. P
3-year Service and Maintenance Agreement (SMA) for 1000 additional BIS AUE detector points
Order number **BIS-SMA3-1KP**

BIS-SMA3-ACE SMA 3 years - ACE Basic License
3-year Service and Maintenance Agreement (SMA) for the BIS Access Engine (ACE) within BIS
Order number **BIS-SMA3-ACE**

BIS-SMA3-100C SMA 3 years - ACE additional 100 ID Card
3-year Service and Maintenance Agreement (SMA) for 100 additional BIS ACE cards
Order number **BIS-SMA3-100C**

BIS-SMA3-1KC SMA 3 years - ACE additional 1000 ID Car
3-year Service and Maintenance Agreement (SMA) for 1000 additional BIS ACE cards
Order number **BIS-SMA3-1KC**

BIS-SMA3-10KC SMA 3 years - ACE additional 10000 ID Ca
3-year Service and Maintenance Agreement (SMA) for 10,000 additional BIS ACE cards
Order number **BIS-SMA3-10KC**

BIS-SMA3-50KC SMA 3 years - ACE additional 50000 ID Ca
3-year Service and Maintenance Agreement (SMA) for 50,000 additional BIS ACE cards
Order number **BIS-SMA3-50KC**

BIS-SMA3-32DR SMA 3 years - ACE additional 32 Doors
3-year Service and Maintenance Agreement (SMA) for 32 additional BIS ACE doors
Order number **BIS-SMA3-32DR**

BIS-SMA3-128DR SMA 3 years - ACE additional 128 Doors
3-year Service and Maintenance Agreement (SMA) for 128 additional BIS ACE doors
Order number **BIS-SMA3-128DR**

BIS-SMA3-512DR SMA 3 years - ACE additional 512 Doors
3-year Service and Maintenance Agreement (SMA) for 512 additional BIS ACE doors
Order number **BIS-SMA3-512DR**

BIS-SMA3-OFFL SMA 3 years - ACE Offline Basic Package
3-year Service and Maintenance Agreement (SMA) for the BIS ACE Offline Doors basic package
Order number **BIS-SMA3-OFFL**

BIS-SMA3-25OF SMA 3 years - ACE additional 25 Offline
3-year Service and Maintenance Agreement (SMA) for 25 additional BIS ACE Offline doors
Order number **BIS-SMA3-25OF**

BIS-SMA3-1KEY SMA 3 years - ACE 1 Deister Key Cabinet
3-year Service and Maintenance Agreement (SMA) for the connection of 1 Deister Key Cabinet to BIS ACE
Order number **BIS-SMA3-1KEY**

BIS-SMA3-1MAC SMA 3 years - ACE additional 1 MAC
3-year Service and Maintenance Agreement (SMA) for 1 additional Main Access Controller (MAC) in BIS ACE
Order number **BIS-SMA3-1MAC**

BIS-SMA3-10MAC SMA 3 years - ACE additional 10 MAC
3-year Service and Maintenance Agreement (SMA) for 10 additional Main Access Controllers (MAC) in BIS ACE
Order number **BIS-SMA3-10MAC**

BIS-SMA3-PRK SMA 3 years - ACE Extended Carpark Manag
3-year Service and Maintenance Agreement (SMA) for Extended Carpark Management in BIS ACE
Order number **BIS-SMA3-PRK**

BIS-SMA3-VIE SMA 3 years - VIE Video Integration Lice
3-year Service and Maintenance Agreement (SMA) for the BIS Video Engine (VIE) within BIS
Order number **BIS-SMA3-VIE**

BIS-SMA3-1CHA SMA 3 years - VIE 1 additional Video Cha
3-year Service and Maintenance Agreement (SMA) for 1 additional video channel in BIS VIE
Order number **BIS-SMA3-1CHA**

BIS-SMA3-1VRE SMA 3 years - VIE 1 Third Party Channel
3-year Service and Maintenance Agreement (SMA) for 1 additional third-party video channel in BIS VIE
Order number **BIS-SMA3-1VRE**

BIS-SMA3-BVMS SMA 3 years - BIS-BVMS Connectivity
3-year Service and Maintenance Agreement (SMA) for the connection between 1 BIS and 1 BVMS installation
Order number **BIS-SMA3-BVMS**

BIS-SMA3-SEE SMA 3 years - SEE Basic Package
3-year Service and Maintenance Agreement (SMA) for the BIS Security Engine (SEE) within BIS
Order number **BIS-SMA3-SEE**

BIS-SMA3-2PNL SMA 3 years - SEE additional 2 Panels
3-year Service and Maintenance Agreement (SMA) for 2 additional G-Series panels in BIS SEE
Order number **BIS-SMA3-2PNL**

BIS-SMA3-500P SMA 3 years - D6x00 additional 500 Ac-cou
3-year Service and Maintenance Agreement (SMA) for 500 additional D6x00 accounts in BIS SEE
Order number **BIS-SMA3-500P**

BIS-SMA3-CMPBAS SMA 3 years - BIS Compact Basic Package
3-year Service and Maintenance Agreement (SMA) for the BIS Compact product
Order number **BIS-SMA3-CMPBAS**

BIS-SMA3-CMPVIE SMA 3 years - BIS Compact Video Ex-tensio
3-year Service and Maintenance Agreement (SMA) for the BIS Compact Video Extension
Order number **BIS-SMA3-CMPVIE**