

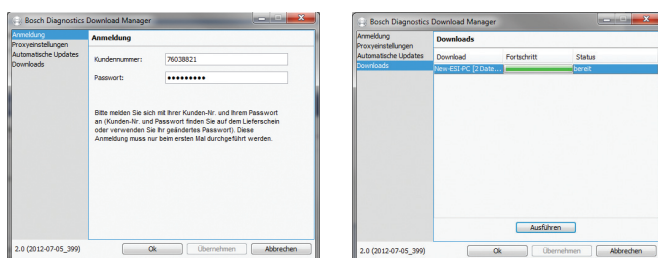


1. How would one go about downloading intermediate update via online downloads?

Answer: The Diagnostics Downloads Manager (DDM) that permits online updates will be installed while upgrading to ESI 2.0 2012/4. Once the customer logs-in to this application he will be enabled to access intermediate software updates online.

The Process remains similar to the **ESI[tronic]** Classic online update process. Further information concerning the installation and login process can be found through the following support instructions:

<http://upm.bosch.com/update/ddm/en/manual.html>



2. How often would intermediate SD updates be available for online downloads?

Answer: Online intermediate SD updates will be released every 2 weeks on average starting from 2012/4 ESI 2.0 releases and will be available on the DDM.

3. Will the online updates be sequential (meaning all previous versions need to be downloaded in addition to the current one) or will each release include the previous updates?

Answer: The updates are sequential. When downloading a particular version of the update, all previous versions need to be downloaded prior to downloading the active version.

Example: Joe has 2014/1.000 installed. Bosch releases Incremental updates 2014/1.001, 2014/1.002, and 2014/1.003, but Joe has not decided to allow his PC to be updated by the DDM function, or Joe's PC has not been connected to the Internet for DDM to check for updates and notify Joe/update Joe's PC. Now Joe decides to perform incremental updates and thinks he can go directly to downloading incremental update 2014/1.003 to get all the updates in one download.

When he goes to the DDM, it will say that three ESI 2.0 updates are available. Once he clicks on it to start downloading, all three available updates will be downloaded automatically as long as he accepts. Joe will only be asked when setup of each updates starts whether he wants to install or not. If he says yes, download will proceed. At the end, Joe will be up to date with all of the three updates that is available to him.

4. If enabled, does the DDM automatically check for and download updates? Can the user manually trigger/search for updates or must the DDM initiate contact with the update server automatically?

Answer: By default, the DDM is configured to look for updates automatically. It can be changed to have the user check for updates manually.

5. Where is the ESI[tronic] 2.0 SD intermediate content download server physically located?

Answer: Intermedia Solutions which operates the server for the ESI 2.0 online downloads operates servers on a worldwide basis:

Europe: Frankfurt, Munich, Karlsruhe, Cologne.

USA: Washington D.C., Jacksonville.

Asia: Singapore, Shanghai.

6. What is the round trip (RT) time from a server to a client?

Answer: <35ms

7. From which server to which client does this RT time represent?

Answer: This RT time represents a typical RT from an Intermedia Solutions server in “Frankfurt/Munich/Karlsruhe/Cologne” to a client location in the country of Germany

Similarly, this RT time represents a typical RT from an Intermedia Solutions server in “Washington D.C./Jacksonville” to a client location in the country of USA.

8. Has Bosch set up a server solution whereby the Bosch ESI[tronic] 2.0 package download is stored on an Intermedia Solutions server in Germany (Frankfurt/Munich/Karlsruhe/Cologne), or is the data mirrored/copied/or? to an Intermedia Solutions server in USA (Washington D.C./Jacksonville)?

Answer: All ESI[tronic] 2.0 intermediate SD content will be copied to all available data centers worldwide. This means that US customers will download the ESI 2.0 intermediate downloads directly from US data centers.

9. Are the downloads “resumable”? If a connection is broken, can the download be resumed or must it start again from the beginning?

Answer: Yes

10. Are the final downloads checked against an MD5 hash file for integrity?

Answer: Yes

11. Are the downloads “throttled” to prevent the DDM from saturating a users internet connection?

Answer: The transfer will be managed by BITS (Background Intelligent Transfer Service). It uses only the free bandwidth.

12. Can the update files be copied to a USB stick for transfer to another computer that is not connected to the internet?

Answer: Theoretically yes, but Bosch does not recommend it at this time.

13. When an update is available – is it pushed to all users at once? (Potentially bringing the server to its knees, or are they staggered by user ID / geographic area, etc.)

Answer: When a update is available, it is pushed to all users at the same time and it can be downloaded by each customer immediately. There are no staggering issues. The server is able to handle this.

14. Are updates pushed to ALL users of ESI 2.0, or only those with valid licenses?

Answer: ESI 2.0 license is not checked for the download to be pushed. The only things that are needed are that the user should be logged into DDM with a valid ESI[tronic] customer no. and password and that the PC with the ESI 2.0 is connected to the internet.

15. How big is the ESI2 download packages estimated to be ? Would this size stay constant or is it expected to increase over time?

Answer: Approximately 300 MB size. It’s expected to stay constant.

16. How long would an ESI2 intermediate SD updates package of 300 MB take to download?

Answer: Each intermediate update should take no more than 10 minutes to install.