



Release Notes

Alcatraz Platform Software

Version: v2.10.0

Release Date: 2024-03-18

Compatibility

- Device Firmware v3.3.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.9.1 or above

New Features

- User-configurable session timeouts (Alcatraz Platform auto-logout)

Improvements

- Added an option to search by “Profile ID” on the Profiles page
- “Enrollment Failure” events added to the security events log
- “Exclusion List” changes were added to the audit log
- API tokens are displayed only one time and stored as encrypted
- REST API results are limited by user role
- TLS 1.0 and 1.1 support deprecated. The platform will only respond to 1.2 and 1.3
- Various UX/UI Improvements

Fixed Issues

- Uploading an invalid CSV file can cause the user to be logged out of the Alcatraz Platform
- Users with an existing local login account may be unable to log in with SSO
- Rock configurations may stop syncing with large numbers of opt-out badges
- Profile deleted events are not displayed in the Device Log
- Firmware uploads are canceled when navigating away from the page
- Viewing “Tamper Restored” events causes an error
- Filtering devices by firmware not available in all scenarios
- Various bug fixes



Version: v2.9.2

Release Date: 2024-02-05

Compatibility

- Device Firmware v3.3.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.8.0 or above

New Features

- N/A

Improvements

- N/A

Fixed Issues

- User accounts could not be deleted if they had previously sent password reset links (Cloud Only).



Version: v2.9.1

Release Date: 2024-01-23

Compatibility

- Device Firmware v3.3.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.8.0 or above

New Features

- N/A

Improvements

- Account data import/export functions now occur in the background and are not dependent on the user's browser
- Account data import/export functions will no longer timeout after 60 minutes
- TLS v1.3 is now supported by AWS Application Load Balancers

Fixed Issues

- ACS Integration - Fixed issue whereby Access Groups were not created when enabling the ACS Integration if the group had been created previously.

Notes

- When importing data into a new account, "Profile Expiration" will be set to "Do not expire." After importing, the desired profile expiration settings should be configured.



Version: v2.9.0

Release Date: 2023-11-13

Compatibility

- Device Firmware v3.3.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.8.0 or above

New Features

- **Import / Export of Accounts** - Allows for migrating data between different accounts, including on-prem accounts to cloud accounts (Contact AAI Tech Support for further instructions)
- **Device Logs** - Debug logs can be pulled from the Rocks (v3.6.0 or above)
- **Visitor Profile Expiration** - Expiration time is set to midnight in the timezone of the Platform server instead of UTC

Improvements

- The limit on security event exports increased from 500 to 5000
- Security events are logged for biometric opt-out activity
- Deployments can be scheduled up to one week in advance
- Additional warnings added when deleting offline Rocks
- Warning message added for custom card formats that do not define all bits
- SSO - Validate SAML metadata "validUntil"
- Postgres updated to v13.x (Cloud & Linux Only)
- Improvements to filtering and sorting table
- ACS Integration - Additional sync details shown
- Various UI/UX Updates

Fixed Issues

- "In-enrollment" profiles are not displayed when searching by badge number



Version: v2.8.0

Release Date: 2023-07-17

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.7.1 or above
- **NOTE: If upgrading from v2.7.0, additional steps are required. Contact AAI Tech Support for further instructions.**

New Features

- **ACS Integration Status** - ACS Integration online/offline status is displayed on the Accounts page.
- **ACS Integration** - Support added for Lenel OnGuard software-based integration. *NOTE: Requires ACS Integration software and Lenel certification, which will be released later this year.*

Improvements

- Additional information was added to the security event details panel.
- Users are notified if a restore is initiated with an incompatible version
- SSO - SAML 2.0 UX enhancements
- Web Enrollment - Various UI/UX updates and audit log improvements

Fixed Issues

- Searching for a badge in security events may return events that do not include the badge number.
- Badge information is not always displayed on the security event details panel.
- Profiles with a badge in the Retention Policy Exclusion List may be deleted based on the retention policy.
- Added missing parity bits to the built-in 35-bit Corporate 1000 card format.
- System backups may fail after 10-15 successful backups.



Version: v2.7.2

Release Date: 2023-06-28

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.6.4 or above
- ***NOTE: If upgrading from v2.7.0 to v2.7.2, additional steps are required. Contact AAI Tech Support for further instructions.***

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Resolved issues with Ping Federate SSO.



Version: v2.7.1

Release Date: 2023-06-07

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.6.4 or above
- ***NOTE: If upgrading from v2.7.0 to v2.7.1, additional steps are required. Contact AAI Tech Support for further instructions.***

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Resolved issue encountered when upgrading from v2.7.0 to any future version, which causes multiple instances to be installed.



Version: v2.7.0

Release Date: 2023-05-30

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.6.4 or above

New Features

- **Web-based Mobile Enrollment (Cloud Only)** - Personnel can enroll remotely using a mobile phone or tablet.
- **Consent Management (Cloud Only, Additional Fees Apply)** - Personnel using web enrollment must sign a consent form on their device before enrolling
- **Visitor Profiles** - Profiles associated with visitor badges are auto-deleted every night at midnight local time for on-prem systems and midnight UTC for cloud-hosted systems.
- **Expanded SSO Support** - Ping Federate and OneLogin (SAML) are now supported.
- **Rock Reboot** - Initiate a soft reboot of one or more Rocks from the Admin Portal (requires Rock firmware v3.4.0 or higher)

Improvements

- **Expanded Profiles** - The Rock now supports 25,000 profiles per Rock. Requires firmware v3.4+
- **Enhanced Biometric Opt-out** - In addition to personnel opting-out from using their biometric data for enrollment, they can now access two-factor doors with only a badge. Requires firmware v3.4+
- **Biometric Opt-out** - A sample CSV template file can be downloaded to aid in creating an opt-out list.
- **Badge Only (1FA) Mode** - New device mode optimized for tailgating and unauthorized entry detection without facial authentication.
- **Profile Expiration Exclusion List** - Profiles associated with badges on the list will never expire and be automatically deleted.
- **Profile Reporting/Display** - Enhanced display of badge numbers on the profiles page, including showing the badge details for profiles 'in enrollment'.
- **System Restore** - Only allowed to an Alcatraz Platform with the same major version number.
- Various UI/UX Updates
- Various Security Updates



Fixed Issues

- Badge information is not shown on the event details pane when selecting the 'Last Event' on the Profiles list.
- "Stalled" is sometimes shown on Rocks that actually finished upgrading but took longer than expected.
- Ability to 'abort' the upgrade of Rocks in an active deployment that has not yet started downloading.
- The number of profiles associated with each card format under "Account Settings" is not always correct.
- Other minor bug fixes

Known Limitations

- N/A



Version: v2.6.4

Release Date: 2023-04-04

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.6.1

New Features

- N/A

Improvements

- Page load times were decreased.

Fixed Issues

- N/A

Known Limitations

- Device logs were disabled from uploading to the Alcatraz Platform.
- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.6.1

Release Date: 2023-02-13

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.5.1

New Features

- **Opt-out** - Personnel can now opt-out of using the Alcatraz system and having Facial Profiles enrolled. The new Opt-out interface allows adding Badge ID's to the Opt-out list. Existing profiles will be deleted and no new Profiles or Security Events will be logged for the related users. Only Badge Presented (1FA) will be logged when opted-out users gain authorization via the connected badge reader.
 - New Opt-out interface in Profiles section
 - New Opt-out interface in Account Configuration -> Profile Retention Configuration
 - Ability to Bulk add Badge ID's to Opt-out list via upload of CSV file with Badge data
- **Profile Expiration** - Profiles can now have an expiration period based on last activity. When a profile has not been active for more than the expiration period, it will be deleted from the system and the user will have to re-enroll in the system to regain access with facial ID
 - By Default Profiles do not expire
 - Predefined Expiration periods and Custom Expiration (in days) periods supported
- **User Password Recovery** (available on Cloud only) - Users can now request a password reset via a "Forgot password" flow. When requested - users will receive an email with a password reset link where they can set a new password and regain access to the Alcatraz AI Admin Portal.
 - Password reset links are valid for 24 hours and have 1 time click expiration enabled for increased security

Improvements

- Updated Account User Description in Roles Section
- QR Code Generator
 - NTP Server field is now available for Automatic settings
 - Server Location - default hostname pre-filled
- Improved face quality filter and analytics



- Note: Enrollments that do not meet the updated threshold will require the users to re-enroll
- Various UI/UX Updates
- Various Security Updates

Fixed Issues

- Other minor bug fixes

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.5.1

Release Date: 2022-10-24

Compatibility

- Device Firmware v3.2.1 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.4.2

New Features

- **Access Groups Update** - Access Groups feature can now be switched on/off if needed. The feature is off by default on new installations.
 - When switched off - the system will work in its default behavior - there is one Default Access Group in the background. All Profiles and Devices are assigned to it. Respectively all Profiles have access to all Devices.
 - When switched on - the system will work as in previous versions - customers can define their own access policy by creating custom Access groups and assigning specific Devices and Profiles to them.
 - This feature is disabled when using ACS integration as access is managed by the external ACS in this scenario.
- **Account Context selection** - for multi-account scenarios an Account selection mechanism is implemented so that only data related to selected Account can be managed at any one time. This eliminates the possibility for error when administering Account data.
- **Device LED Ring Brightness Control** - Device LED Ring Brightness can now be controlled directly from the Admin Portal.

Improvements

- **Security Events Updated**
 - Enrollment events - Auto Enrollment events added, replacing 1FA Enrollment
 - Access events - Access Granted and Access Denied type events deprecated as they are ACS system dependent and may not be accurate
 - Tailgating, Crossing and Unauthorized Entry events - Known User events changed to Possible Known User to better reflect the real situation
 - Tamper events updated
 - Profile Deleted event added
 - General renaming of Security Events



- **Single Device Firmware Update** - it is now possible to update the firmware of a single Device directly from the Device Details page
- **Backup Update** - Security Event Images can now optionally be exported as part of the backup
- Various UI/UX Updates
- Various Security Updates

Fixed Issues

- Audit Logs fixes
- ACS Integration fixes
- Other minor bug fixes

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.4.2

Release Date: 2022-09-26

Compatibility

- Device Firmware v3.0.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.3.x

New Features

- N/A

Improvements

- ACS Integration Updates
 - Indication for inactivated cards in ACS System
 - Automatic Card update when card is changed in ACS System
 - 1 Profile can now have more than 1 Cards (1 Card max per Access Group)
 - Automatic Full Data Resync with ACS System when Card Format is changed in the Admin Portal
 - Security Events now synced with the ACS System
- Card Format Updates
 - Card Formats with associated Cards/Profiles cannot be deleted (until all associations are removed first)
- Native Windows Installer for Alcatraz AI Admin Portal
 - Updates to Certificate Settings page
- Various UI/UX Updates
- Various Security Updates

Fixed Issues

- Grouping of accesses on profile details page
- Access group fix when access is removed from profile.
- Other minor bug fixes



Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.4.0

Release Date: 2022-07-05

Compatibility

- Device Firmware v3.0.0 or above

Upgrade Path

- From Alcatraz AI Admin Portal v2.3.x

New Features

- **Devices - Bulk Actions** - users can now manage devices more efficiently and quickly by using the new Bulk Actions. Multiple devices can be easily selected and the user can choose to edit device configuration, update device firmware or delete devices simultaneously.
- **Device - Update ONVIF Password** - users can now change the password for ONVIF connectivity for their devices. There are two operation modes
 - Default mode - "ONVIF credentials managed via the ONVIF protocol." - the default credentials are assigned for ONVIF connectivity
 - "ONVIF credentials managed via the platform." - the user can set custom credentials for ONVIF Connectivity
- **ACS Alerts** - 2 new types of alerts are now added that allow for sending data to the Access Control System to recognize new alert scenarios
 - 2FA Mismatch - 2 Factor Authentication Mismatch indicating that the Face authenticated does not match the Badge that was presented
 - Unknown Tailgater - a Tailgate event was detected but the Person tailgating was not recognized in the system
- **Readers** - new page under Device Management that allows users to see all Reader devices to Rock devices connections for troubleshooting

Improvements

- **Single Sign On (SSO)**
 - Now supports Ping Identity and Microsoft Active Directory Identity Providers - allows users to use a single ID for easy and secure access to the Alcatraz AI Admin Portal
- **Device Firmware Update** - updating device firmware has been reorganized and improved.



- Users can now update the firmware via the Devices list page and Bulk Actions.
- The reworked “Schedule an Update” screen allows for easy last minute changes to your device selection.
- Update Status and Firmware management now resides in the same Updates page under Device Management for easier access
- **Device Setup - Activate QR code** - Devices can now be set to ‘Device Setup Mode’ straight from the platform that will allow them to read QR Code Configurations
- Various UI/UX Updates

Fixed Issues

- Backup and Restore history not correctly displayed
- Other minor bug fixes

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.3.2

Release Date: 2022-04-08

Compatibility

- Device Firmware v3.0.0

Upgrade Path

- From Alcatraz AI Admin Portal v2.1.x or v2.2.x

New Features

- Image Retention Configuration now enabled for Cloud Instance Installations of the Alcatraz Admin Portal (previously introduced in 2.3.0 for On-Prem Installations)

Improvements

- Database connection authentication is now done using SSL Certificate instead of Username/Password credentials
- User Permissions Updates
 - Account Admin
 - Enabled deletion of devices
 - Enabled creating/modifying/deleting users of the same or lower privilege
 - Account Manager
 - Enabled creating/modifying/deleting users of the same or lower privilege
 - Enabled export of Security Events
 - Removed permission to view Debug Logs in Device Details Page
 - Account User
 - Enabled export of Security Events
 - Removed permission for Deleting Profiles

Fixed Issues

- Dashboard filter fix

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.3.1

Release Date: 2022-04-08

Compatibility

- Device Firmware v3.0.0

Upgrade Path

- From Alcatraz AI Admin Portal v2.1.x or v2.2.x

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Audit Log Entries missing values added
- Default Account cannot be deleted anymore

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported
- Web Application Certificate Support - PEM Certificate files are not supported for security reasons



Version: v2.3.0

Release Date: 2022-04-08

Compatibility

- Device Firmware v2.18.1 and v3.0.0

Upgrade Path

- From Alcatraz AI Admin Portal v2.1.x or v2.2.x

New Features

- Single Sign On (SSO)
 - Supports OKTA and Microsoft Office Identity Providers - allows users to use a single ID for easy and secure access to the Alcatraz AI Admin Portal
- Audit Logs - introduced system wide audit logs tracking user activity and system events
 - Includes changes to Users, Devices, Firmware Updates and more
- Integration with SPLUNK - New API Interface supports retrieving System Audit Logs and Security Event Logs from Rock devices
- Image Retention Configuration - ability to manage storage by retaining images for events over a customizable period of time
- Security Events - Export events in CSV or PDF
 - use search filters to customize your export
 - feature available for company administrators
- Native Windows Installer for Alcatraz AI Admin Portal 2.3.0 Released
- Linux Installer for Alcatraz AI Admin Portal 2.3.0 Released
 - Support for Redhat/CentOS 8

Improvements

- Removed Security Event Images from Backups to reduce Backup file size
- Various UI/UX Updates

Fixed Issues

- Fixes for Access Control System Integration
- Other minor bug fixes

Known Limitations

- CCURE Integration - Card formats with no Facility Code are not supported



Version: v2.2.1

Release Date: 2022-01-13

Compatibility

- Device Firmware v2.16.2

Upgrade Path

- From Alcatraz AI Admin Portal v2.0.x or v2.1.x

New Features

- N/A

Improvements

- NATS service updated to latest version 2.6.6

Fixed Issues

- Various fixes for Access Control System Integration
- Other small bug fixes



Version: v2.2.0

Release Date: 2022-01-10

Compatibility

- Device Firmware v2.16.2

Upgrade Path

- From Alcatraz AI Admin Portal v2.0.x or v2.1.x

New Features

- System Manager - Backup & Restore System
- Device Log Export
- Temporary Enrollment Device Mode
- IP geolocation filtering for cloud platform instances

Improvements

- Various UI/UX improvements related to Access Groups, Devices, Device Logs, Profiles and more.
- Continuous enrollment logic improvements

Fixed Issues

- UI fixes
- Other small bug fixes



Version: v2.1.1

Release Date: 2021-11

Compatibility

- Device Firmware v2.16
- Device Firmware 2.15.1-V2

Upgrade Path

- From Alcatraz AI Admin Portal v2.0.0

New Features

- None

Improvements

- ACS Certificate validity extended

Fixed Issues

- ACS Alert - Unauthorized Entry Event fix
- User Role Platform Resource Access fix (related to Dealer Admin and Dealer roles)
- Firmware Deployment fixes
- Other small bug fixes



Version: v2.1.0

Release Date: 2021-11

Compatibility

- Device Firmware v2.16
- Device Firmware 2.15.1-V2

Upgrade Path

- From Alcatraz AI Admin Portal v2.0.0

New Features

- Access Control System Integration
- Nested Access Control Groups
- API Keys with read-only access to Public API
- Public API Docs available in the Alcatraz AI Admin Portal
- On-prem - storage monitoring and retention
- IPv6 Support (Platform side)

Improvements

- Devices list - added filter by state (online/offline)
- ACS integration User Experience update
- Accounts list - updated table in the platform UI
- Added label for platform version - visible for Alcatraz Admin only

Fixed Issues

- Device List - timestamps fixes
- Other small bug fixes



Version: v2.0.1

Release Date: 2021-10

Compatibility

- Device Firmware v2.15.1 - V1
- Device Firmware v2.16

Upgrade Path

- From Alcatraz AI Admin Portal v2.0.0

New Features

- None

Fixed Issues

- Device Logs not uploading to the Alcatraz AI Admin Portal
- UI not refreshing after deleting resources
- Device Refresh Token fixes
- Other small bug fixes



Version: v2.0.0

Release Date: 2021-09

Compatibility

- Device Firmware v2.15.1 - V1
- Device Firmware v2.16

Upgrade Path

- No upgrade path - fresh install + data migration

New Features

- Public API that enables 3rd Party integrations now available
- Access Control Groups allow for better control of user access
- Updated Security Events
- Detailed device logs available in the Alcatraz AI Admin Portal
- Platform Architecture Upgrade

Fixed Issues

- None

