



Release Notes

ROCK-1 Firmware

Firmware: v3.6.1

Release Date: 2024-01-09

Compatibility

- Alcatraz AI Admin Portal 2.7.0 or later - **NOTE: firmware v3.6.1 is NOT compatible with Admin Portal software prior to 2.7.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- OSDP memory optimization
- Manufacturing related improvements

Fixed Issues

- N/A



Firmware: v3.6.0

Release Date: 2023-11-13

Compatibility

- Alcatraz AI Admin Portal 2.7.0 or later - **NOTE: firmware v3.6.0 is NOT compatible with Admin Portal software prior to 2.7.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- **Manual Enrollment** - Improvements made to make the process easier

Fixed Issues

- Occasionally, two Face Authenticated (1FA) events would be sent for a single authentication
- Occasionally, a locally enrolled profile was not distributed if the enrollment occurred when the Rock was disconnected from the network and then power-cycled before reconnecting
- Occasionally, when doing 2FA, if a user badged before the face appeared in the Rock's FoV, authentication would fail to occur
- Occasionally, security events for Unauthorized Entry are not sent to the Platform



Firmware: v3.5.1

Release Date: 2023-08-25

Compatibility

- Alcatraz AI Admin Portal 2.7.0 or later - **NOTE: firmware v3.5.1 is NOT compatible with Admin Portal software prior to 2.7.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- **IPv6 Stateless Address Auto-configuration (SLAAC)** - Now supported and configurable via the Rock's local WebUI or a QR code. Contact AAI for QR code configuration details.
- When using a FQDN to configure Rocks to communicate with the Alcatraz platform server, only one FQDN is generated (previously two). Currently, this feature requires a custom QR code for enablement. Contact AAI for QR code configuration details.

Fixed Issues

- Tamper alarm not clearing under certain race conditions
- Profile getting deleted if a Rock is rebooted within 5 minutes of a profile update
- A scenario where the Rock's LED ring does not display the correct colors when LED control is set to "Rock controls LEDs"
- When using OSDP with AXIS controllers and "ACS controls LEDs", the Rock's LED does not turn green when sent from the panel



Firmware: v3.5.0

Release Date: 2023-07-18

Compatibility

- Alcatraz AI Admin Portal 2.7.0 or later - **NOTE: firmware v3.5.0 is NOT compatible with Admin Portal software prior to 2.7.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.0.0 or later

New Features

- **Biometric Opt-out Feedback (2FA)** - The Rock can signal on the 'beeper' wire (reader pigtail) that the badge swiped is not a member of the Biometric Opt-Out list. This could be used to trigger a separate relay to send a signal to the ACS panel to enable "Badge Only" mode, as the Rock would process the two factors. Contact AAI for configuration details.
- **Biometric Opt-out Enhancement (2FA)** - Option to delay authentication until after a badge is presented and confirmed to not be on the opt-out list. *NOTE: This may add friction to 2FA authentication.*

Improvements

- **ACS LED Control** - Blue LED color is now supported (OSDP).
- **Manual Enrollment** - On-screen directions have been updated, and improvements have been made to the capture process.
 - Improved performance for wheelchair users and others with less height.
 - *NOTE: Slight head movements are required to complete an enrollment successfully.*
- **ONVIF** - Now supported when using IPv6
- **OSDP** - Bosch ACS panels are now supported

Fixed Issues

- 'Hold' Signal Detection when polarity set to 'Active Low' (Wiegand)
- 'Hold' Signal Detection (OSDP)
- Duplicate "Face Authentication (1FA)" events being logged for a single authentication.
- Rock stops authenticating after switching to "Face-Only (1FAF)" mode



- Enrollments completed when a Rock is 'offline' are not always distributed after connection to the Platform is re-established.



Firmware: v3.4.0

Release Date: 2023-05-30

Compatibility

- Alcatraz AI Admin Portal 2.7.0 or later - **NOTE: firmware v3.4.0 is NOT compatible with Admin Portal software prior to 2.7.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.0.0 or later

New Features

- Ability to initiate a Rock reboot from the Admin Portal.

Improvements

- **Expanded Profiles** - The Rock now supports 25,000 profiles per Rock.
- **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.
- A new security event for 2FA bypass is logged when a credential in the Opt-Out list is presented at the Rock.
- Improvement to tailgating detection when the Rock is in corridor mode.
- Improved authentication speed.
- Improved liveness detection.

Fixed Issues

- False Unauthorized Entry events in 2FA mode when users have multiple badges

Known Limitations

- Users may experience increased friction when enrolling manually at a Rock. Contact Alcatraz Tech Support for more information.



Firmware: v3.3.3

Release Date: 2023-03-28

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- Various items in the Rock's local web UI including 802.1x validation.

Fixed Issues

- Issue with downloading large logs from the Rock's web UI and having them timeout
- Issues with IPv6 static default gateway
- Rare scenario where the Rock's LED ring did not display the correct colors via OSDP from a C•CURE panel.
- Rare scenario where the Rock's local web UI does not load



Firmware: v3.3.2

Release Date: 2023-03-01

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Returned remote support functionality to the Rock that was lost in v3.3.1.



Firmware: v3.3.1

Release Date: 2023-02-17

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Memory issue that could cause a Rock to stop authenticating.



Firmware: v3.3.0

Release Date: 2023-01-30

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- Ability to set custom Idle color for Rock Device and Connected Reader Device (available only in *ACS controls LEDs* mode for LED Control)

Improvements

- Updated Security Events now available through ONVIF (except for Profile Deleted)
- Tailgating Accuracy Improvements when dealing with Badge Only scenarios
- Improved face quality filter and analytics
- Increased minimum time between enrollment attempts (Auto-Enrollment) to greater than 5 seconds

Fixed Issues

- Removed Face/Badge mismatch icon for all modes except 2FA
- Various bug fixes



Firmware: v3.2.1

Release Date: 2022-12-19

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Memory issue that could cause a Rock to stop authenticating.
- Rare scenario where auto-enrollment is configured for a Rock in the Admin Portal, but not functioning at the Rock itself.



Firmware: v3.2.0

Release Date: 2022-10-24

Compatibility

- Alcatraz AI Admin Portal 2.5.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- **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
- **Device LED Ring Brightness Control** - Device LED Ring Brightness can now be controlled directly from the Admin Portal.
- **Master QR Code for Device Factory Reset** - Device Factory reset can now be initiated via a special QR Code

Improvements

- NGINX Package upgrade to 1.20.1
- Support for LLDP-based, POE+ power negotiation

Fixed Issues

- Various bug fixes



Firmware: v3.1.1

Release Date: 2022-07-05

Compatibility

- Alcatraz AI Admin Portal 2.3.0 or later

Upgrade Path

- From firmware v3.0.0 or later

New Features

- **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
- **Device - Update ONVIF Password** - users can now change the password for ONVIF connectivity for their devices. Feature accessed in Alcatraz Admin Portal.

Improvements

- **Device Connection Troubleshooting** - more information is displayed on the Device OLED screen to assist with troubleshooting connection issues related to:
 - DNS Server issues
 - Alcatraz Admin Portal connectivity issues
- Authentication speed increased
- Tailgating detection improvements

Fixed Issues

- Memory Usage fixes
- Various bug fixes



Firmware: v3.0.1

Release Date: 2022-04-08

Compatibility

- Alcatraz AI Admin Portal 2.3.0 - 2.4.0

Upgrade Path

- From Firmware v2.18.x or later

New Features

- Device support for reading QR Config codes for Networking configurations:
 - 100Mbps, full duplex, auto-negotiation disabled
 - 1000Mbps, full duplex, auto-negotiation disabled
 - Reset to default 1000Mbps, full duplex, auto-negotiation enabled

Improvements

- N/A

Fixed Issues

- N/A



Firmware: v3.0.0

Release Date: 2022-04-08

Compatibility

- Alcatraz AI Admin Portal 2.3.0 - 2.4.0

Upgrade Path

- From Firmware v2.18.x or later

New Features

- Improvements to the Face Recognition Model

Improvements

- Device Performance Improvements - System Memory Footprint Optimized

Fixed Issues

- Various bug fixes



Firmware: v2.18.1

Release Date: 2022-04-08

Compatibility

- Alcatraz AI Admin Portal v1.5.2 and 2.3.0

Upgrade Path

- From Firmware v2.17.x or later

New Features

- Firmware support for migration from Alcatraz AI Admin Portal V1.5.2 to V2.3.0

Improvements

- N/A

Fixed Issues

- N/A



Firmware: v2.17

Release Date: 2022-01-13

Compatibility

- Alcatraz AI Admin Portal v1.5.2 - 2.2.1

Upgrade Path

- From Firmware v2.16.x or later

New Features

- Temporary Enrollment Device Mode
- Fast Device Mode Switching
- IPv6 enabled

Fixed Issues

- Various bug fixes



Firmware: v2.16.2

Release Date: 2021-12-06

Compatibility

- Alcatraz AI Admin Portal v1.5.2 - 2.2.1

Upgrade Path

- From Firmware v2.15.x or later

New Features

- None

Fixed Issues

- Device Onboarding fix
- Other smaller bug fixes



Firmware: v2.16.1

Release Date: 2021-10-26

Compatibility

- Alcatraz AI Admin Portal v1.5.1 - v2.1.1

Upgrade Path

- From Firmware v2.15.x or later

New Features

- None

Fixed Issues

- Fixed connection issue with multiple Rocks on a single OSDP bus
- Fixed issue related to manually setting the IPv4 address of a Rock
- Other smaller bug fixes



Firmware: v2.16

Release Date: 2021-10-12

Compatibility

- Alcatraz AI Admin Portal v1.5.1 - 2.1.1

Upgrade Path

- From Firmware v2.15.x or later

New Features

- Algorithm Processing Optimizations - 20% Faster Face Authentication
- Firmware made compatible with 1.x and 2.x Admin Portal architectures
- Support for IEEE 802.1x Authentication Standard in the Rock
- Device Log Export

Fixed Issues

- Fixed scrolling info bar on Rock display when the network is disconnected

