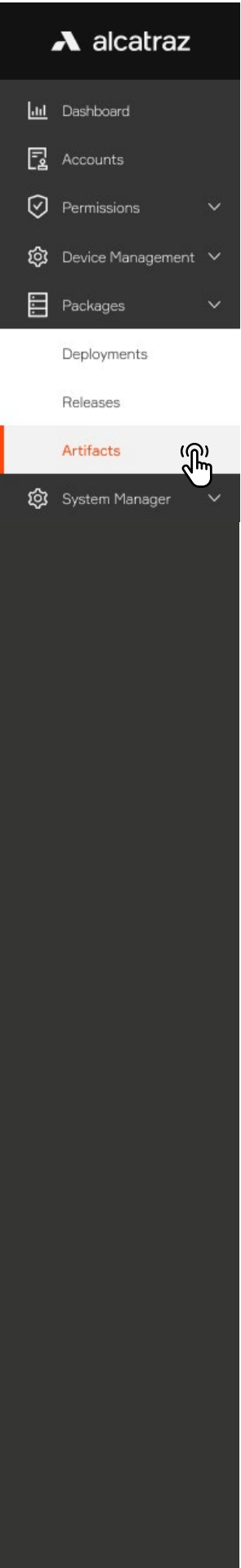![alcatraz logo] alcatraz

# Update Rock Firmware

## Overview

Rock firmware can only be updated by Dealer Administrators or Installers.

Cloud-hosted Rocks and On-premise Rocks follow the same steps with the exception of the extra step to download the firmware from Alcatraz AI and then uploading it (Step 3) to the customer appliance.

Requirements before starting
1. Download the firmware package to a computer which is connected to the appliance.
2. Login credentials to the Alcatraz AI Admin Portal as Dealer Administrator Role or Installer Role
   Visit support.alcatraz.ai to see current releases and download.

## Updating the Firmware

1. Log into the Admin Portal
2. Go to **Packages** —> **Artifacts** and check if the latest version is in the list
3. On-prem Only - Click **Upload an artifact** and select the file that was downloaded to your computer from an Alcatraz AI link. Uploading can take several minutes.

Home / Artifacts

### Artifacts

+ Upload an artifact

| Name | Size | Last modified |
|---|---|---|
| rock-prod-image_2.12.0 | 1.23 GB | 2021-04-15T20:14:11.924Z |
| rock-prod-image_2.9.2 | 1.20 GB | 2021-04-19T09:10:36.813Z |
| rock-prod-image_2.10.4 | 1.21 GB | 2021-04-19T09:37:16.312Z |
| rock-prod-image_2.11.2 | 1.20 GB | 2021-04-19T10:03:30.501Z |
| rock-prod-image_2.12.0 | 1.23 GB | 2021-04-19T10:19:30.41Z |
| rock-image_2.11.3 | 1.24 GB | 2021-04-21T11:18:34.013Z |
| rock-prod-image_2.12.1 | 1.23 GB | 2021-04-28T18:24:18.04Z |
| rock-prod-image_2.13.0 | 1.23 GB | 2021-05-10T22:02:25.936Z |
| rock-prod-image_2.13.1 | 1.23 GB | 2021-06-07T05:31:36.613Z |
| rock-prod-image_2.14.0 | 1.40 GB | 2021-07-05T11:39:21.353Z |
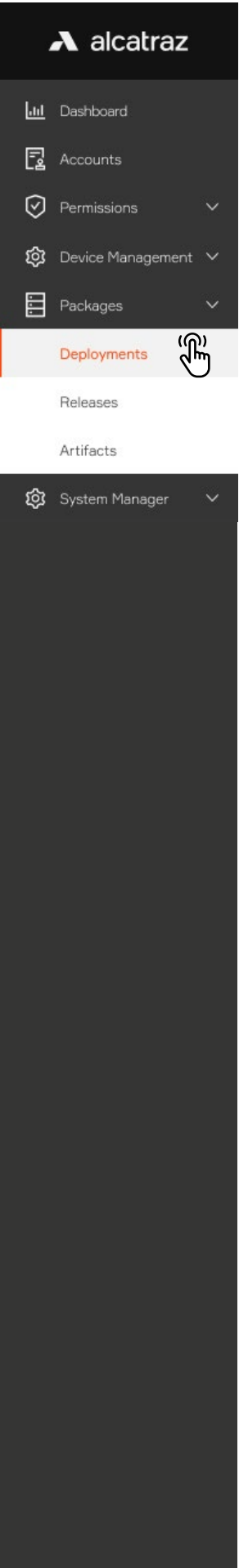
4. Go to **Packages** —> **Deployments** – The list displays deployments that have been scheduled in the past.
5. Click **Create a Deployment** and the **Add deployments** side pane will open up.
6. Enter a Deployment name – this can be anything but best practice is to be descriptive by using Rock name and firmware version number.



7. Select the **Artifact Name** – this is the firmware for the updating the Rock.
8. In Devices drop down menu, select **Search by Site** and then start typing to see the site name. Optionally search **by Account** or **Device ID**.

9.  A list of Rocks in the Site will be displayed.  Make sure ALL Rocks that need to be updated are selected before clicking **Submit.**
10. Every 5-10 minutes the update jobs will be checked and processed. View the status change of the update by refreshing the page. The Status will change as the update progresses until **Deployment Status** = **finished**.
11. Each Rock will be offline for about a minute when the Rock requires a restart.

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**alcatraz**

- Dashboard
- Accounts
- Permissions ⌄
- Device Management ⌄
- Packages ⌄
  - Deployments
  - Releases
  - Artifacts
- System Manager ⌄

Home / Packages - Deployments

## Deployments

[ + Create a Deployment ]

Search deployments... 🔍

| Name | Artifact | Deployment Status | Nr of Artifacts | Devices | Created |
|------|----------|-------------------|-----------------|---------|---------|
| 🔗 Juls_2.14 | rock-prod-image_2.14.0 | inProgress | 1 | 1 | 2021-07-06T21:50:46.937Z |

| Name | Artifact | Deployment Status | Nr of Artifacts | Devices | Created |
|------|----------|-------------------|-----------------|---------|---------|
| 🔗 Juls_2.14 | rock-prod-image_2.14.0 | finished | 1 | 1 | 2021-07-06T21:50:46.937Z |

🔟

12. Click on the name to open up the Deployment job. A successful update will show success and the number in the blue circle will indicate how many Rocks got updated successfully if multiple Rocks were being updated. Ensure the job is a success and there are no failures.

Home / Packages - Deployment / Juls_2.14

## Deployment - Juls_2.14 `finished`

### Info

| Artifact name: | Artifacts ids: | Device count: |
|---|---|---|
| rock-prod-image_2.14.0 | 2b6b9ce5-b7b8-4ed1-947e-b1f053f619dc | 1 |
| Created at: | Finished: | |
| 2021-07-06T21:50:46.937Z | 2021-07-06T22:06:46.209Z | |

### Stats

1

success

### Devices

| Id | Device type | Status | State | Substate | Created at | Finished |
|---|---|---|---|---|---|---|
| 5fa1c9e0bd0553475b62cd98 | | success | | Executing script: ArtifactInstall_Leave_80_bl-update | 2021-07-06T21:50:46.937Z | 2021-07-06T22:06:46.207Z |

‹ 1 ›

13. To verify the new version for the Rock, go to **Device Management** —>**Devices** and click on the Name

| | Name | Status | State | Site | MAC Address | Device ID | |
|---|---|---|---|---|---|---|---|
| ☐ | MS Lab | Active | online | MS 6th floor | c0:9b:f4:90:05:74 | 003bef414c9d43e9a55203514ec5574d | ··· |
| ☐ | MS Lobby | Active | online | MS 1st floor | c0:9b:f4:90:04:51 | c582962c39ac46e7b7d26815d3468244 | ··· |

### Sidebar Navigation

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- Dashboard
- Accounts
- Permissions
- Device Management
  - Devices
  - Sites
  - Security Events
  - QR Code
  - Profiles
- Packages
- System Manager

14. The information page for the Rock will open. Scroll down midway and check the Firmware Release



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- Dashboard
- Accounts
- Permissions ⌄
- Device Management ⌃
  - Devices
  - Sites
  - Security Events
  - QR Code
  - Profiles
- Packages ⌄
- System Manager ⌄

Home / Device Management - Devices / MSL520 Main Door

**Device   MS Lab**  `Active`

✎ Modify Device    🗑 Delete

Device Information

ID: 60ed22c756ca57e169bb1ace

Device ID: 003bef414c9d43e9a55203514ec5574d

Device status: `offline`

Name: MS Lab

MAC Address: c0:9b:f4:90:05:74

IP Address: 10.40.1.177/22

Security events recorded for the past month

■ 1FAEnrollment  ■ 1FAUser  ■ 1FABadge  ■ Spoof  ■ UnauthorizedEntry  ■ Crossing  ■ Tailgating  ■ 2FAUser  ■ 2FAMUser  ■ 2FAFaceBadgeMismatch  ■ 2FAEnrollment  ■ TamperedDevice
■ TamperedReaderDetected  ■ TamperedReaderRestored

Spoofing Attepmts
🎥 31

Tailgating Attempts
👥 349

Access Granted
📋 920

New User Enrollments
📋 282

Device Configuration

Board Type: N/A                                 Firmware Release: rock-prod-image_2.14.0 ◀

14