



Release Notes

ROCK-1 Firmware

ROCK X Firmware

Firmware: v4.5.5 (Rock-1)

Release Date: 2026-10-06

Compatibility

- Alcatraz Admin Portal 3.6.0 or later.
CAUTION: Firmware version 4.5.5 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** Devices upgrading from any version prior to v4.5.0 will have all in-enrollment profiles deleted. This does not apply if you have already upgraded to v4.5.0.

Upgrade Path

- From Rock-1 firmware v4.0.0 or later.

Fixed Issue

- Resolved an issue where a factory reset of Rock-1 could leave the display black, or cause badge and face scanning to stop functioning.

Known Limitations

- Manual enrollment is not supported for 0-lux or flat-mount turnstiles.



Firmware: v4.5.4 (Rock-1, Rock X)

Release Date: 2026-08-24

Compatibility

- Alcatraz Admin Portal 3.6.0 or later.
CAUTION: Firmware version 4.5.4 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** Devices upgrading from any version prior to v4.5.0 will have all in-enrollment profiles deleted. This does not apply if you have already upgraded to v4.5.0.

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v4.0.0 or later.

Improvements

- Improved overall authentication performance on turnstile mounts.
- Improved 2FA authentication performance, particularly for users enrolled through web enrollment.

Fixed Issues

- Resolved an issue where the ONVIF video stream to the VMS could stop and fail to recover.
- Various bug fixes and improvements.

Known Limitations

- If Rock-1 has been factory reset, it may get stuck with a black display, or the badge/face scan may stop functioning. **Workaround:** Turn off the Rock's power source from both PoE and Access Control, then turn the power back on. This should bring the Rock back to its normal operating state.
- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0-lux or flat-mount turnstiles.



Firmware: v4.5.3 (Rock-1, Rock X)

Release Date: 2026-06-22

Compatibility

- Alcatraz Admin Portal 3.6.0 or later.
CAUTION: Firmware version 4.5.3 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** Devices upgrading from any version prior to v4.5.0 will have all in-enrollment profiles deleted. This does not apply if you have already upgraded to v4.5.0.

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v4.0.0 or later.

Improvements

- Reduced friction in Corridor Mode when the user stands directly in front of the device.

Fixed Issues

- Resolved an issue where completing a temporary enrollment while offline caused the platform to incorrectly show the device as still in the Temporary Enrollment Active state after reconnecting.
- Resolved an issue that could cause increased authentication and auto-enrollment friction.
- Resolved an issue where some Rock-1 devices would not factory reset when using the hardware reset button.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0-lux or flat-mount turnstiles.



Firmware: v4.5.2 (Rock-1, Rock X)

Release Date: 2026-04-28

Compatibility

- Alcatraz Admin Portal 3.6.0 or later.
CAUTION: Firmware version 4.5.2 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** Devices upgrading from any version prior to v4.5.0 will have all in-enrollment profiles deleted. This does not apply if you have already upgraded to v4.5.0.

Upgrade Path

You can upgrade your Rock devices to the latest firmware version from the following versions:

- Rock X—Firmware version 4.1.0 or later.
- Rock-1—Firmware version 4.0.0 or later.

Improvements

- Improved face authentication performance when users approach the device from oblique angles (wall-mounted Rock X).
- Improved mask detection logic to improve detection reliability.
- Manual enrollment performance improvements.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0-lux or flat-mount turnstiles.



Firmware: v4.5.1 (Rock-1, Rock X)

Release Date: 2026-03-24

Compatibility

- Alcatraz Admin Portal 3.6.0 or later.
CAUTION: Firmware version 4.5.1 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** Devices upgrading from any version prior to v4.5.0 will have all in-enrollment profiles deleted. This does not apply if you have already upgraded to v4.5.0.

Upgrade Path

You can upgrade your Rock devices to the latest firmware version from the following versions:

- Rock X–Firmware version 4.1.0 or later.
- Rock-1–Firmware version 4.0.0 or later.

Improvements

- Improved enrollment experience for wheelchair users.
- Various bug fixes and improvements.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0-lux or flat-mount turnstiles.



Firmware: v4.5.0 (Rock-1, Rock X)

Release Date: 2026-03-02

Compatibility

- Alcatraz Admin Portal 3.6.0
CAUTION: Firmware version 4.5.0 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.
- **CAUTION:** This release introduces an improved recognition model. As part of the upgrade, all in-enrollment profiles will be deleted.

Upgrade Path

You can upgrade your Rock devices to the latest firmware version from the following versions:

- Rock X–Firmware version 4.1.0 or later.
- Rock-1–Firmware version 4.0.0 or later.

New Features

- **Audible Alerts (Rock X only)** – Adds optional sounds and speech notifications for key events, including:
 - Successful authentication
 - Badge and face mismatch during 2FA
 - Tailgating, unauthorized entry, and crossing events
- **Consent-Based Enrollment (C•CURE Integration Only)** – Optional consent check during manual enrollment.

Improvements

- Auto-enrollment robustness improvements – Improves auto-enrollment reliability and reduces the likelihood of inconsistent enrollments.
- Tailgating detection consistency improvements – Improves tailgating event consistency and reliability across various environments.
- Turnstile authentication improvements – Provides a smoother authentication experience across different installation heights.
- Anti-spoofing improvements – Enhanced protection against presentation attacks to strengthen overall system security.



- The manual enrollment experience has been streamlined and no longer requires head movement during capture.
- WebUI improvements.
- Improved manual enrollment checks to prevent rare badge assignment conflicts.

Behavior Changes

- Web enrollment processing architecture changes – Web enrollments are now computed locally on a Rock device rather than on the platform. At least one online device is required for web enrollment to function.

Fixed Issues

- Various bug fixes and improvements.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.



Firmware: v4.3.2 (Rock X)

Release Date: 2025-09-30

Scope

- Firmware version 4.3.2 only targets Alcatraz Rock X hardware.
- Existing Rock-1 customers running v4.3.0 do not need to upgrade.

Compatibility

- Alcatraz Admin Portal 3.5.1
CAUTION: Firmware version 4.3.2 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.

Upgrade Path

You can upgrade your Rock X devices to the latest firmware version from the following versions:

- Rock X—Firmware version 4.1.0 or later.

Fixed Issues

- Backlight compensation can cause overexposure in some cases.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.



Firmware: v4.3.1 (Rock X)

Release Date: 2025-09-22

Scope

- Firmware version 4.3.1 only targets Alcatraz Rock X hardware and installations where the Rock X microphone support is not required.

Compatibility

- Alcatraz Admin Portal 3.5.1
CAUTION: Firmware version 4.3.1 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.

Upgrade Path

You can upgrade your Rock X devices to the latest firmware version from the following versions:

- Rock X–Firmware version 4.1.0 or later.

Changes

- Support for specific Rock X SKUs that do not include a built-in microphone to meet stricter privacy requirements in certain use cases. No change for standard Rock X SKUs.

Known Limitations

- When configuring a Rock X without a microphone, SIP Configuration is still available in the Alcatraz Admin Portal; however, enabling SIP will not affect the Rock.



Firmware: v4.3.0 (Rock-1, Rock X)

Release Date: 2025-08-04

Compatibility

- Alcatraz Admin Portal 3.5.1
CAUTION: Firmware version 4.3.0 is only compatible with the specified version of Alcatraz Admin Portal and must not be used with any other version.

Upgrade Path

You can upgrade your Rock devices to the latest firmware version from the following versions:

- Rock X–Firmware version 4.1.0 or later.
- Rock-1–Firmware version 3.2.0 or later.

New Features and Improvements

- **Adaptive 2FA**–Exclusion list that allows entitled users to authenticate only using Face while the rest of the user base is required to do 2FA (Face and Badge).
- Enhancements for:
 - Close-body tracking during tailgating.
 - Mask detection parameters.
- **SIP Intercom**–Added SIPS, SRTP, STUN* support
(*Alcatraz Admin Portal STUN support will arrive in a future Alcatraz Admin Portal version.)

Fixed Issues

- **SIP Enhancements**
 - Improvements in noise cancellation, filtering, and codecs support.
 - Improvements in intercom service robustness.

Known Limitations

- Before authenticating in complete darkness (0 lux), at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.



Firmware: v4.2.7 (Rock-1)

Release Date: 2026-10-06

Compatibility

- Alcatraz AI Admin Portal 3.4.0

NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock-1 firmware v3.2.0 or later.

Fixed Issues

- Resolved an issue where a factory reset of Rock-1 could leave the display black, or cause badge and face scanning to stop functioning.

Known Limitations

When updating Rock firmware, check “Force Update” to avoid the ‘missing files’ error message.



Firmware: v4.2.6 (Rock-1, Rock X)

Release Date: 2026-06-08

Compatibility

- Alcatraz AI Admin Portal 3.4.0
NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later.

Fixed Issues

- Fixed an issue where completing a temporary enrollment while offline caused the platform to incorrectly show the device as still in Temporary Enrollment Active state after reconnecting.

Notes

- **Workaround:** After applying this firmware, turn off **Temporary Enrollment** once from the **Alcatraz Platform UI** to clear the existing "**Temporary Enrollment Active**" state.

Known Limitations

- If Rock-1 has been factory reset, it may get stuck with a black display, or the badge/face scan may stop functioning. **Workaround:** Turn off the Rock's power source from both PoE and Access Control, then turn the power back on. This should bring the Rock back to its normal operating state.
- When updating Rock firmware, check "Force Update" to avoid the 'missing files' error message.



Firmware: v4.2.5 (Rock-1, Rock X)

Release Date: 2026-05-05

Compatibility

- Alcatraz AI Admin Portal 3.4.0
NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later.

New Features

- Manual tamper sensor calibration can now be triggered by pressing the factory reset button four times within five seconds. This is useful for resolving false positive tamper alarms or missed tamper detections. **(Rock 1 only)**

Improvements

- Reduced false-positive mask detections during enrollment and authentication. **(Rock 1 only)**
- Improved tamper detection reliability for manually calibrated devices. **(Rock 1 only)**

Fixed Issues

- Resolved a calibration failure affecting Rock-1 Rev 5 hardware that could prevent the device from completing initial setup. **(Rock 1 only)**
- Fixed an issue where enrollment mode display icons could remain on screen and not time out when the user left the field of view. **(Rock 1 only)**

Notes

- IR Streaming is disabled by default in this release.
- These fixes have not been incorporated into firmware v4.3.x.

Known Limitations

- When updating Rock firmware, check “Force Update” to avoid the ‘missing files’ error message.



Firmware: v4.2.4 (Rock-1 and Rock-X)

Release Date: 2026-01-26

Compatibility

- Alcatraz AI Admin Portal 3.4.0
NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

Fixed Issues

- Resolves a rare issue where certain LED and fluorescent lights may cause the Rock to stop authenticating and display an “Internal Comms Error” icon.

Notes

- IR Streaming is disabled by default in this release.
- These fixes have not been incorporated into firmware v4.3.x.

Known Limitations

- When updating Rock firmware, check “Force Update” to avoid the ‘missing files’ error message.



Firmware: v4.2.3 (Rock-1 and Rock-X)

Release Date: 2025-12-22

Compatibility

- Alcatraz AI Admin Portal 3.4.0
NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

Fixed Issues

- Custom CLI parameter “mask_parameters.enabled” has been added to enable reliable detection of personnel with beards. This needs to be added in the Alcatraz Platform under the Advanced Device Configuration section as a custom configuration parameter.
- OSDP Key cache behavior changed to 6 seconds to prevent a card number from being transmitted in the event of a disconnection and restoration of communications between the Rock and the ACS panel.

Notes

- These fixes have not been incorporated into firmware v4.3.x.

Known Limitations

- When updating Rock firmware, check “Force Update” to avoid the ‘missing files’ error message.



Firmware: v4.2.2 (Rock-1)

Release Date: 2025-11-15

Compatibility

- Alcatraz AI Admin Portal 3.4.0

NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

Fixed Issues

- Add support for hardware Rev. 5.
- Tamper sensor calibration.

Notes

- These fixes have not been incorporated into firmware v4.3.x.

Known Limitations

- When updating Rock firmware, check “Force Update” to avoid the ‘missing files’ error message.



Firmware: v4.2.1 (Rock-1, Rock X)

Release Date: 2025-06-26

Compatibility

- Alcatraz AI Admin Portal 3.4.0 - **NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!**

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

Fixed Issues

- **SIP Enhancements**
 - Improvements in noise cancellation and filtering
 - Improvements in intercom service robustness
- **Display Rotation Enhancements** - Improved performance for rare tilted applications where the display may not rotate properly after a reboot.

Known Limitations

- Full intercom (SIP) support for Rock X is coming in a future release.
- Before authenticating in 0 lux, at least one authentication on Rock X needs to occur in good lighting.
- Auto-enrollment cannot be initiated in 0 lux.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.
- When updating Rock firmware, check “Force Update” to eliminate the ‘missing files’ error message.



Firmware: v4.2.0 (Rock-1, Rock X)

Release Date: 2025-04-25

Compatibility

- Alcatraz AI Admin Portal 3.4.0 - **NOTE: Firmware v4.2.0 is only compatible with Admin Portal software version 3.4.0 and should not be used on systems running any other version!**

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

New Features

- **Tailgating** - Fully supported for Rock X in addition to Rock-1
- **Adaptive Video/Images** - Based on the ambient light conditions, the RTSP/ONVIF stream and security event images will switch between using the RGB and IR cameras. (Rock X)
- **Opt-In Check** - Optional feature when using two-factor authentication (2FA). When enabled, no attempt to authenticate is made until a badge is swiped and the Rock confirms that a biometric profile is associated with it.

Fixed Issues

- NA

Known Limitations

- Intercom (SIP) for Rock X is coming in a future release.
- Before authenticating in 0 lux, at least one authentication on Rock X needs to occur in good lighting.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.
- Auto-enrollment cannot be initiated in 0 lux.
- When updating Rock firmware, check “Force Update” to eliminate the ‘missing files’ error message.



Firmware: v4.1.3 (Rock-1, Rock X)

Release Date: 2025-03-20

Compatibility

- Alcatraz AI Admin Portal 3.3.0 - 3.4.0 - **NOTE: Firmware v4.1.0 is NOT compatible with Admin Portal software before 3.3.0 and should not be used on those systems!**

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock X firmware v3.2.0 or later

Fixed Issues

- Setting a static IP address on a Rock X device with firmware v4.1.0 - 4.1.2 may fail if the device was previously given an IP address via DHCP or a QR code. Failure will occur with a second QR code and via the Rock's web UI.

Known Limitations

- Tailgating for Rock X is in beta. Support is coming in a future release.
- Intercom for Rock X is coming in a future release.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.
- Before authenticating in 0 lux, at least one authentication on Rock X needs to occur in good lighting.
- Auto-enrollment cannot be initiated in 0 lux.
- When updating Rock firmware, check "Force Update" to eliminate the 'missing files' error message.



Firmware: v4.1.1 (Rock-1, Rock X)

Release Date: 2025-02-19

Compatibility

- Alcatraz AI Admin Portal 3.3.0 - 3.4.0 - **NOTE: Firmware v4.1.0 is NOT compatible with Admin Portal software before 3.3.0 and should not be used on those systems!**

Upgrade Path

- From Rock X firmware v4.1.0 or later
- From Rock-1 firmware v3.2.0 or later

New Features

- Advanced Custom Configuration to improve tailgate performance for “Badge Only (1FA)” device mode
 - Reduces nuisance alerts with Improved tracking for users very close to the Rock, swiping cards on lanyards, and wearing hard hats
 - Currently only compatible with Rock-1 devices (not Rock X)
 - See KB Article for more information [here](#).

Improvements

- N/A

Fixed Issues

- Face authentication may stop working due to an internal comms error

Known Limitations

- Tailgating for Rock X is in beta. Support is coming in a future release.
- Intercom for Rock X is coming in a future release.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.
- Before authenticating in 0 lux, at least one authentication on Rock X needs to occur in good lighting.
- Auto-enrollment cannot be initiated in 0 lux.



Firmware: v4.1.0 (Rock-1, Rock X)

Release Date: 2024-11-25

Compatibility

- Alcatraz AI Admin Portal 3.3.0 - 3.4.0 - **NOTE: Firmware v4.1.0 is NOT compatible with Admin Portal software before 3.3.0 and should not be used on those systems!**

Upgrade Path

- Initial customer-facing version for Rock X
- From Rock-1 firmware v3.2.0 or later

New Features

- Support for authenticating in 0 lux
- IR images for low-light security events
- Support for mounting flat on turnstiles
- Support for disabling tailgating events
- Support for Rock “Maintenance Mode”. This feature will be available in a future Admin Portal release.

Improvements

- Improved liveness detection
- Platform reauthentication process

Fixed Issues

- N/A

Notes

- Tailgating for Rock X is in beta. Support is coming in a future release.
- Intercom for Rock X is coming in a future release.
- Manual enrollment is not supported for 0 lux or flat mount turnstiles.
- Before authenticating in 0 lux, at least one authentication on Rock X needs to occur in good lighting.
- Auto-enrollment cannot be initiated in 0 lux.



Firmware: v4.0.1 (Rock-1)

Release Date: 2025-02-05

Compatibility

- Alcatraz AI Admin Portal 3.2.0 - **NOTE: Firmware v4.0.1 is NOT compatible with Admin Portal software before 3.2.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- **Rock Maintenance Mode** - When using the “Tamper Factory Reset” feature, an operator can configure the Rock to not factory reset for a period of time to allow for maintenance (requires AHP v3.3.0 or greater)

Improvements

- N/A

Fixed Issues

- N/A



Firmware: v4.0.0 (Rock-1)

Release Date: 2024-11-25

Compatibility

- Alcatraz AI Admin Portal 3.2.0 - 3.4.0 - **NOTE: Firmware v4.0.0 is NOT compatible with Admin Portal software before 3.2.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- Compatibility with Rock X profiles

Improvements

- Platform reauthentication process

Fixed Issues

- N/A



Firmware: v3.8.1 (Rock-1)

Release Date: 2024-10-21

Compatibility

- Alcatraz AI Admin Portal 3.1.1 - **NOTE: Firmware v3.8.0 is only compatible with Admin Portal software version 3.1.1 and should not be used on systems running any other version!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- N/A

Improvements

- N/A

Fixed Issues

- ONVIF stream failing to send video to the VMS



Firmware: v3.8.0 (Rock-1)

Release Date: 2024-10-21

Compatibility

- Alcatraz AI Admin Portal 3.1.1 - **NOTE: Firmware v3.8.0 is only compatible with Admin Portal software version 3.1.1 and should not be used on systems running any other version!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- Temporary Enrollment Enhancements (requires AHP v3.1.1 or greater)
 - Temporary enrollment can be configured to timeout after x number of minutes. Once the time expires, the Rock will return to its previous mode.
 - Temporary enrollment can be configured to timeout after x number of minutes OR a successful enrollment, whichever comes first.

Improvements

- N/A

Fixed Issues

- N/A



Firmware: v3.7.1 (Rock-1)

Release Date: 2024-07-29

Compatibility

- Alcatraz AI Admin Portal 3.0.1 - 3.1.1 - **NOTE: Firmware v3.7.1 is NOT compatible with Admin Portal software before 3.0.1 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- Added the option to enable a factory reset upon tamper detection. All data on the Rock including OSDP keys are deleted during a factory reset. (requires AHP v3.0.0 or greater)
- Added the option to block manual enrollment based on feedback from the ACS panel. (requires AHP v3.0.0 or greater)
- HTTPS Support

Improvements

- Buffered security events are now retained in non-volatile memory so that they are not lost if power is lost before reconnecting and transmitting to the server.

Fixed Issues

- OpenSSH vulnerability (CVE-2024-6387)



Firmware: v3.6.2 (Rock-1)

Release Date: 2024-04-17

Compatibility

- Alcatraz AI Admin Portal 2.9.1 - 3.1.1 - **NOTE: Firmware v3.6.2 is NOT compatible with Admin Portal software before 2.9.1 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- N/A

Improvements

- N/A

Fixed Issues

- Rocks utilizing OSDP may stop authenticating due to a memory issue
- In rare instances, a profile could become corrupted if the profile owner was assisting new users with the manual enrollment process



Firmware: v3.6.1 (Rock-1)

Release Date: 2024-01-09

Compatibility

- Alcatraz AI Admin Portal 2.9.1 - 3.1.1 - **NOTE: Firmware v3.6.1 is NOT compatible with Admin Portal software before 2.9.1 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 or later

New Features

- N/A

Improvements

- OSDP memory optimization
- Manufacturing related improvements

Fixed Issues

- N/A



Firmware: v3.6.0 (Rock-1)

Release Date: 2023-11-13

Compatibility

- Alcatraz AI Admin Portal 2.8.2 - 3.1.1 - **NOTE: Firmware v3.6.0 is NOT compatible with Admin Portal software before 2.8.2 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 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 (Rock-1)

Release Date: 2023-08-25

Compatibility

- Alcatraz AI Admin Portal 2.8.2 - 3.1.1 - **NOTE: Firmware v3.5.1 is NOT compatible with Admin Portal software before 2.8.2 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 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 (Rock-1)

Release Date: 2023-07-18

Compatibility

- Alcatraz AI Admin Portal 2.8.0 - 3.1.1 - **NOTE: Firmware v3.5.0 is NOT compatible with Admin Portal software before 2.8.0 and should not be used on those systems!**

Upgrade Path

- From firmware v3.2.0 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 (Rock-1)

Release Date: 2023-05-30

Compatibility

- Alcatraz AI Admin Portal 2.7.1 - 3.1.1 - **NOTE: Firmware v3.4.0 is NOT compatible with Admin Portal software before 2.7.1 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 (requires Alcatraz Platform v2.7.0 or higher)

Improvements

- **Expanded Profiles** - The Rock now supports 25,000 profiles per Rock.
- **Enhanced Biometric Opt-out** - In addition to personnel opting-out of 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 (Rock-1)

Release Date: 2023-03-28

Compatibility

- Alcatraz AI Admin Portal 2.5.0 - 3.1.1

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 (Rock-1)

Release Date: 2023-03-01

Compatibility

- Alcatraz AI Admin Portal 2.6.2 - 3.1.1

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 (Rock-1)

Release Date: 2023-02-17

Compatibility

- Alcatraz AI Admin Portal 2.6.1 - 3.1.1

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 (Rock-1)

Release Date: 2023-01-30

Compatibility

- Alcatraz AI Admin Portal 2.5.0 - 3.1.1

Upgrade Path

- From firmware v3.2.0 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 (Rock-1)

Release Date: 2022-12-19

Compatibility

- Alcatraz AI Admin Portal 2.5.0 - 2.8.0

Upgrade Path

- From firmware v3.1.0 or later
CAUTION: Upgrading from 3.2.0 is not supported. We recommend skipping v3.2.1 and upgrading directly to the 4.x branch.

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 (Rock-1)

Release Date: 2022-10-24

Compatibility

- Alcatraz AI Admin Portal 2.5.0 - 2.8.0

Upgrade Path

- From firmware v3.1.0 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 (Rock-1)

Release Date: 2022-07-05

Compatibility

- Alcatraz AI Admin Portal 2.3.0 - 2.5.0

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 (Rock-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 (Rock-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

- Improvements to the Face Recognition Model

Improvements

- Device Performance Improvements - System Memory Footprint Optimized

Fixed Issues

- Various bug fixes



Firmware: v2.18.1 (Rock-1)

Release Date: 2022-04-08

Compatibility

- Alcatraz AI Admin Portal 1.5.2 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 (Rock-1)

Release Date: 2022-01-13

Compatibility

- Alcatraz AI Admin Portal 1.5.2 - 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 (Rock-1)

Release Date: 2021-12-06

Compatibility

- Alcatraz AI Admin Portal 1.5.2 - 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 (Rock-1)

Release Date: 2021-10-26

Compatibility

- Alcatraz AI Admin Portal 1.5.1 - 2.1.1

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 (Rock-1)

Release Date: 2021-10-12

Compatibility

- Alcatraz AI Admin Portal 1.5.1 - 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

