tyco | Software House

Marketing Bulletin – November 2021

In this monthly bulletin, we provide important information on the Software House brand including new product releases, product updates, recorded webinars, public relations, training, and more!

Product Updates

Alcatraz AI Rock and C•CURE 9000

Leveraging the unique power of the human face to create safer buildings and a touchless user experience

We are excited to announce the integration of the powerful C•CURE 9000 access control software with Alcatraz AI Rock to create an enterprise-grade frictionless access solution to protect businesses, people, and assets, and prevent security breaches and mitigate risk.

Key Features of Alcatraz AI Rock

- Seamless integration with C•CURE 9000 to reduce touch points
- Real-time, secure facial authentication powered by machine learning at the door
- Tailgating detection to alert if an unauthorized person enters
- Automatic enrollment for all authorized users
- Video at the door
- Uses existing Wiegand / OSDP wiring for easy connection

Model Number	Description	MSRP (USD)	MSRP (CAD)	Category
Alcatraz AI Rock Cloud				
AAI-RCK-CLD	Alcatraz AI Rock Hosted Cloud – initial payment (2 years)	$3,035.00	$3,215.00	D
AAI-RCK-CLD-S	Alcatraz AI Rock Hosted Cloud Renewal (Starting at year 3)	$1,520.00	$1,610.00	D
Alcatraz AI Rock On-Prem				
AAI-RCK-OP-P	Alcatraz AI Rock On-Prem Hosted – One-time payment (2-year warranty)	$4,620.00	$4,895.00	D
AAI-RCK-OPS	Alcatraz AI Self-Contained Rack-Mount Appliance with preinstalled software (First year SSA included	$6,680.00	$7,080.00	D
AAI-ENS-P	Alcatraz AI Software installed on customer-provided infrastructure	$4,230.00	$4,485.00	D
Alcatraz AI Rock On-Prem Reader SSA				
AAI-RCK-OP-SSA	Alcatraz AI Rock On-Prem SSA (Software upgrade and customer support included)	$80.00	$84.80	D
AAI-ENS-SSA	Alcatraz AI On-Prem SSA (Software upgrade and customer support included)	$510.00	$540.00	D

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Alcatraz AI Rock Accessories				
AAI-RCK-ENROL	Alcatraz AI Rock Enrollment Station (5' standalone pedestal, integrated badge reader and PoE+ injector)	$5,100.00	$5,405.00	D
AAI-RCK-MUL	Alcatraz AI Rock Mullion Mounting Kit	$260.00	$275.00	D
AAI-RCK-SURF	Alcatraz AI Rock Surface Mounting Kit	$260.00	$275.00	D
AAI-RCK-VESA	Alcatraz AI Rock VESA Mounting Kit	$105.00	$110.00	D
Alcatraz AI Rock Support				
AAI-RCK-PS	Alcatraz AI Professional Services (per hour)	$260.00	$275.00	D

For more information regarding Alcatraz AI Rock and C•CURE 9000, click here.

REMINDER: Experience the power of iSTAR Ultra G2! Released & ready to order

The new iSTAR Ultra G2 has been released and is ready to order. iSTAR Ultra G2 brings security to the next level with advanced access control features, flexible installation, and a cyber-hardened core built to help combat the most sophisticated hackers.

Benefits of iSTAR Ultra G2
- **POWERFUL:** Advanced enterprise features such as dual GigE network ports and cluster-based anti-passback provide the power to tackle your most demanding access control applications
- **FLEXIBLE:** Supports traditional hardwired doors, wireless locksets, and ethernet door modules or a combination all in the same controller
- **SECURE:** Trusted Execution Environment (TEE) provides advanced hardware-based cybersecurity protection against security risks

Model Number	Description	MSRP (USD)	MSRP (CAD)	Category
GSTAR008	iSTAR Ultra G2, 8 readers with enclosure, no PSU	$6,375	$6,760	B
GSTAR016	iSTAR Ultra G2, 16 readers with enclosure, no PSU	$8,520	$9,030	B
GSTAR-GCM-2U	iSTAR Ultra G2 GCM in 2U rack enclosure	$4,500	$4,770	B
GSTAR-ACM-4U	iSTAR Ultra G2 ACM in 4U rack enclosure	$2,758	$2,950	B
GSTAR-GCM	iSTAR Ultra G2 GCM board	$4,070	$4,315	B
GSTAR-ACM	iSTAR Ultra G2 ACM board, 8 readers	$2,355	$2,495	B

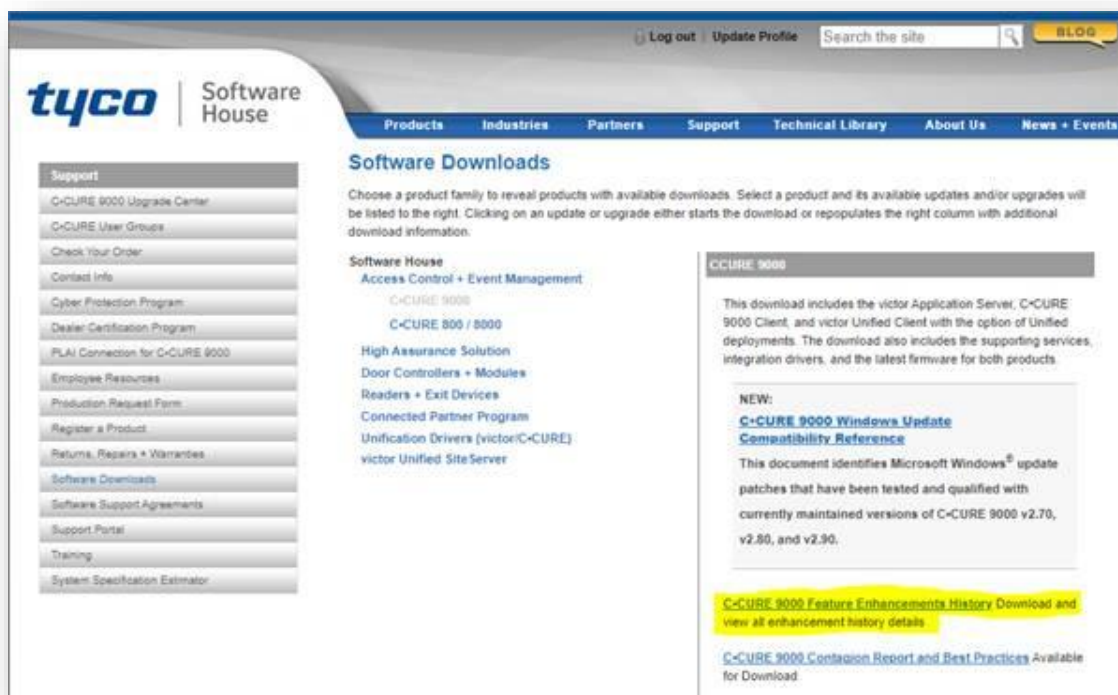Click here for more information on iSTAR Ultra G2.

C•CURE 9000 v2.90 Ships with Microsoft SQL Express 2014

We are shipping C•CURE 9000 v2.90 with Microsoft SQL Express 2014 because the subsequent Microsoft SQL releases did not include Microsoft SQL Server Management Studio, which is used for configuring, managing, and administering all components within Microsoft SQL Server. With the

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upcoming version of C•CURE 9000 v3.0 planned for Spring 2022, we will be able to ship with Microsoft SQL Express 2019 and include Microsoft SQL Server Management Studio.

C•CURE 9000 Feature Enhancements by Release Document – Now Available

A C•CURE 9000 Feature Enhancements by Release document is now available on the Software House Website under Software Downloads. This document is a quick reference guide to help direct you to the correct rev of C•CURE 9000 that certain features were added dating all the way back to C•CURE 9000 v1.0. Please check this great time saver out when planning your next upgrade!

Product Lifecycle Notifications

Software House Multi-Technology Readers

Johnson Controls has ceased production of the Software House SWH-4x00 Multi-Technology Readers, effective immediately. We apologize for any inconvenience this may cause; normally we provide a longer notification period but, due to conditions beyond our control, we are no longer able to obtain these readers. The replacement SWH-6xxx readers will be launching shortly. However, be aware that due to component shortages, we are seeing longer-than-normal lead times.

Please note that service parts for the SWH-4xxx readers will be available for the duration of the support period, subject to availability.

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Software House Readers Lifecycle Milestones	Effective Date
End of Manufacture - Date when the last readers will be produced at our manufacturing facilities	November 2021
End of Sale - Date when new stock will no longer be available	November 2021
End of Support - SWH-4x00 readers carry a Limited Lifetime warranty. In the unlikely event of a reader failure, in lieu of repairing the existing reader, we will replace the reader with the equivalent model of the SWH-6x00 reader.	Limited Lifetime Warranty

Affected Products

The following top-level product codes will be discontinued.

Part Number	Description
SWH-4000	Software House Multi-Tech Flex Reader, mullion, black
SWH-4100	Software House Multi-Tech Flex Reader, single-gang, black
SWH-4130	Software House Multi-Tech Reader, Indala, single-gang, black
SWH-4200	Software House Multi-Tech Flex Reader with keypad, black
SWH-5100	Software House Proximity Reader, single-gang, black

NOTE: Custom configured SWH-4000, SWH-4100 and SWH-4200 models are also affected.

Click here to download the official notification with a list of suggested top-level Software House 6x00, Wavelynx and HID Signo replacement products, and contact information.

Pricing Updates

ASSA ABLOY Pricing

ASSA ABLOY has announced a price increase on their various lock lines, effective February 1, 2022. A list of all the effected part numbers and the new pricing will follow. Below are the anticipated percentage increases per the lock line.

*Surcharges implemented on July 12, 2021 are being rolled into the list price. In addition, the new list prices will further increase by the percentages listed below by brand:

- ASSA ABLOY Access and Egress Group (Arrow, Corbin Russwin, Norton, RIXSON, SARGENT and Yale Commercial) will adjust prices by 6.8% on mechanical products and 10.8% on electronic products and door controls.
- The High Security brands (Medeco and ASSA) will adjust prices by 6.8% on mechanical and intelligent key products.
- ASSA ABLOY Accessories Group (McKinney, Pemko-Markar, and Rockwood) will adjust prices by an average of 13%.

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HID Pricing

HID has recently announced that, due to the dynamic and ongoing global supply chain challenges, a price increase on their PACs products will take effective on January 11, 2022. A list of all the effected part numbers and their new priced will follow.

Lynx System (Division of Micro Technology Services) Pricing

Lynx Systems has announced that their annual price increase will take effect on January 1, 2022 and will affect all the part numbers in our current offering.

IDEMIA Pricing

IDemia has announced their annual price increase will take effect on January 1, 2022. There will be an overall **1.6%** increase in price. Affected part numbers and new pricing to follow.
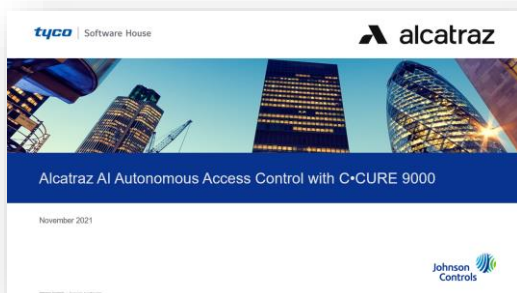
SALTO Pricing

SALTO has announced their annual nominal pricing increase will take effect on January 1, 2022. The price increases to the product lines vary slightly (see below). Affected part numbers and new pricing will follow:

- SPACE licenses: **15%** increase
- New KS vouchers: **20%** increase
- Existing KS voucher renewals: **7.5%** increase
- All remaining products, including credentials, XS4 Original+, Danalock, and spare parts: **7.5%** increase
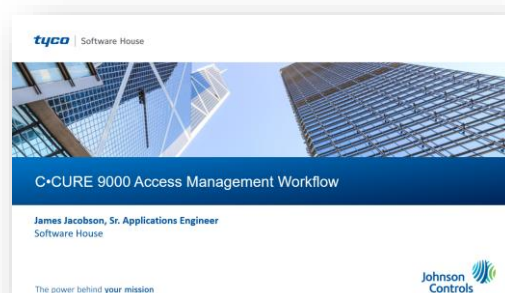
Other News

Webinars Recordings

If you missed the Alcatraz AI Rock and Software House C•CURE 9000 launch webinar or the C•CURE 9000 Access Management Workflow Overview and/or Demo webinar, or you simply need a refresh, click on the images below to view the recorded webinars. If you missed any of our informative webinars or need a refresh on a particular topic, go to the Tyco LEARN Portal.

Alcatraz AI Rock and C•CURE 9000   C•CURE 9000 Access Management Workflow

Technical Advisory Bulletins

The following Technical Advisory Bulletins (TABs) have been released and are now available on the Software House Technical Support Portal. These TABs include important information pertaining to the

iSTAR Edge G2 door controller and Dell C•CURE 9000 Bundled Server Options. Click the link below to download the Technical Advisory Bulletins.

If you have any questions regarding the Technical Advisory Bulletin, please log onto the Technical Support Portal.

- SWH-TAB-nID-000006886: iSTAR Edge G2 Conroller Fails to Complete Certificate Download
- SWH-TAB-nID-000006926: Issues with Windows Activation on Certain Dell C•CURE 9000 Bundled Systems

Certification & Training

C•CURE 9000 Online Training is in Full Operation

As a result of the effects of COVID-19 and the requirements for social distancing, formal classroom training is important to our C•CURE 9000 Training and the training support for our customers.

To accommodate, the C•CURE 9000 Training Team has provided dozens of new online and web-based, interactive courses based on our existing classroom courses. The duration of the online courses is between 2 hours to 4 days, depending on the content. Formal labs and certification exams cannot be done for those courses designed for C•CURE 9000 technical certification purposes; however, most of the course content can be completed online with a future 'rescheduled' date and location for completion of the formal labs and/or certification exams.

Most of the new online courses provide a live C•CURE 9000 Virtual Machine (VM) environment for student interaction, allowing instructors and students to have direct communication and for student VM workstations to perform instructional aide, as if you were in an actual classroom.

We recommend those attending these courses to have access to dual monitors. You can use one monitor; however, you may have to adjust the browser screens during the duration of the live course elements.

We have updated the C•CURE 9000 Course Training website with a new interface for viewing, scheduling, and paying for Tyco courses. To view our new list of courses, click here.

New training courses have been added to the instructor-led schedule for C•CURE 9000.
For a full Certification Training Course list and to register for a class in North America, click here.
For a full Certification Training Course list and to register for a class in EMEA and Asia Pacific, click here.

For more information, contact our Training Coordinator at 1-561-912-6552 or TSP.training.USA@tycoint.com.

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For additional information, please visit www.swhouse.com.

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