

ALEXA 35 SUP 1.0.4

Software Update Package (SUP) 1.0.4

RELEASE NOTES

March 20, 2023



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A. Introduction

This document introduces the ALEXA 35 camera with Software Update Package (SUP) 1.0.4. Since this is a new generation of ARRI digital cameras, we highly recommend that you take your time to go through these release notes, the known issues section of this document and the user manual before operating the camera.

For more information on the camera, please visit www.arri.com/alexa-35

Important Notes

ALEXA 35 SUP 1.0.4 is a maintenance release with the following big fixes:

- **Lens Squeeze Factor Bugfix**
The Lens squeeze factor written to the MXF File was incorrectly written.
- **SDI Metadata Bugfix**
The CameraClipName metadata was incorrect in the SDI metadata.
- **Auto White Balance Timeout**
The Auto White Balance window did not time out when AWB was not executed.
- **Playback with attached Master Grips**
Playback did not load on a Hand Unit (Hi-5 or WCU-4) when a Master Grip was attached to the camera.
- **Playback with 120 Fps and 356° Shutter**
When entering and exiting Playback with 120 Fps and 356° Shutter the camera reverted to the project frame rate.
- **Electronic horizon hubble inverted**
The electronic horizon bubble did move in an inverse direction when compared to previous cameras.
- **Loading Frame Lines with long names crashes camera**
When a frame line with a very long name was loaded the camera crashed.
- **Lens Data with Cooke /i**
Multiple issues with lens metadata handling of Cooke /i lenses was improved.
- **General stability improvements and bug-fixes**

We recommend updating to all customers. Please note that beyond the changes listed above, no new features have been added since the last SUP release (ALEXA 35 SUP 1.0.3 Revision 7).

Caution

- ALEXA SUP 1.0.4 is not compatible with the Radio Interface Adapter RIA-1 with SUP 1.2.1 or earlier. RIA-1 must be updated to SUP 2.0 or higher to work with ALEXA 35 SUP 1.0.4. The release of RIA-1 SUP 2.0 is planned for shortly after the Release of ALEXA 35 SUP 1.0.4. Please note that at the same time we will also release Hi-5 SUP 2.0, and it is recommended to update RIA-1 and Hi-5 at the same time to SUP 2.0.
- Please also note this known issue: when a Hi-5 is connected (with any Hi-5 SUP) to the camera and playback mode is exited by starting a recording (regardless of the device used to start recording), the camera can enter a state where recording is not possible. Reboot the camera in this case. The error does not occur if playback is exited by either long pressing the Playback button on the MVF-2 or by pressing 'back' on the Hi-5. This is a bug that will be fixed in the next ALEXA 35 SUP after ALEXA 35 SUP 1.0.4.

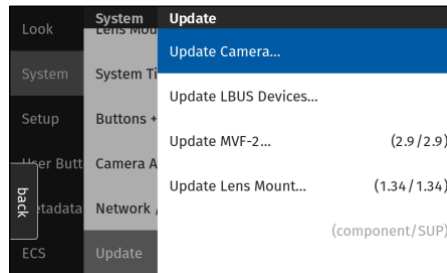
New Features - Overview

There are no new features in this SUP.

Updating Camera, Viewfinder and Lens Mount

- This SUP can be installed on all previously shipped ALEXA 35 cameras.
- We do not recommend updating in the middle of a production.
- When connected to the camera, the MVF-2 viewfinder and lens mount will also be updated automatically.

In case of using an MVF-2 or lens mount with older software with a camera with newer software, please make sure to perform a component update of the MVF-2 or lens mount. The version numbers in brackets should be equal (MENU > System > Update).



- Please note that the viewfinder might switch off during the update process and does not give visual feedback of the update all the time. Refer to the side display in that case.
- Make sure not to power off the camera during an SUP update. Make sure not to unplug the viewfinder during an SUP update. Detailed instructions for the update process can be found at the end of this document.
- Always use a 'private' or 'incognito' browser window when using the Web Remote to operate the camera and to perform a SUP update. This prevents possible erroneous behavior.

Updating LBUS Accessories

- The camera SUP does not contain any LBUS accessory software. LBUS accessories (like cforce mini motors, cforce Plus motors, ARRI Master Grips, ARRI Operator Control OCU-1 or ARRI LCUBE) connected to the camera during a camera SUP update will therefore not be updated.
- To update LBUS accessories, download the LBUS device update file from the ARRI website, copy it onto a USB stick in the folder ARRI/ECS/, place the USB stick into the camera, connect the LBUS device to the LBUS connector on the camera and then initiate the update from MENU > System > Update > Update LBUS Devices.

Downdating the Camera

It is possible to downgrade from ALEXA 35 SUP 1.0.4 to an older ALEXA 35 SUP.

- However, MVF-2 viewfinders with serial numbers above 6849 and Compact Drive 2TB units with serial numbers starting with '273xxxxx' are not compatible with older ALEXA 35 SUPs.
- Since ALEXA 35 SUP 1.0.x requires a different sensor calibration from any of the field test SUPs (0.8.x), please do not downgrade the camera from SUP 1.0.x to any of the field test SUPs.

Codex Compact Drive 1TB Update

All existing Codex Compact Drive 1TB must be updated to continue to function with ALEXA 35. New drives are shipped with updated firmware. If a drive that needs a firmware update is inserted into the camera an update prompt will be displayed. After the drive has finished updating the camera will remain in update mode so that multiple drives can be updated. To restore normal operation, reboot the camera.

All data on the drive will be irreversibly erased. Please back up your data before the update!

Note: Updated Compact Drive 1TB and the new Compact Drive 2TB will be supported by ALEXA 35 and ALEXA Mini LF starting with Mini LF SUP 7.1.1.

Software Compatibility Notes and Sample Footage

- A listing of third-party software and their compatibility to ALEXA 35 can be found on the [ALEXA 35 Workflow webpage](#). Please make sure to always use the latest version of any third-party software.

- To properly process files recorded with ALEXA 35 cameras with ALEXA 35 SUP 1.0.3 Revision 3 or later installed, please update the [ARRI Reference Tool \(ART\)](#) to the latest release version.
- Please note, that macOS X version 10.15.7 or later is required to successfully transfer data from a Codex Compact Drive with the Codex USB-C Compact Drive Reader, or the SXR Capture Drive Dock with the Compact Drive Adapter. Using older versions of macOS will result in a copy error for files larger than 9.66 GB.
- Please note that macOS X version 10.15 with the Apple MXF plug-in installed (part of “Pro Video Formats 2.2.4”) is required to play back downloaded MXF/Apple ProRes footage in Apple QuickTime Player.
- Sample footage shot with the ALEXA 35 camera can be downloaded on the [ALEXA 35 sample footage webpage](#).

Registration

If you have not done so already, please make sure to register your camera using our online customer registration. Your registration ensures that you receive information about future software updates as soon as they are available. If you register your new camera within 1 month of purchase, you will get a 12-month extended warranty for free. You can find the registration at www.arri.com/productregistration.

B. New Features

There are no new features in this SUP.

C. Known Issues – Software

Accessories

Not possible to set Enhanced Sensitivity (ES) via Hi-5

Currently it is not possible to select Enhanced Sensitivity exposure indexes via the Hi-5. Those EI values must be selected via user button, Viewfinder or Web Remote.

ARRI GPIO box GPB-1 is not fully supported.

The user button #8 on the GPB-1 can currently not be used.

USB stick may delay camera bootup

In rare cases a connected USB stick may substantially delay the camera bootup. Remove the USB stick before rebooting in that case. Take care that your USB Stick is using the exFAT file system, other file systems are known to cause issues.

Boot loop on WCU-4 with certain /i Lenses

Attaching certain Lenses that use the Cooke /i Protocol may send the WCU-4 into a boot loop. Please deactivate the Lens Mount and use LDA Tables in that case.

Lenses

Some /i lenses show missing or incorrect lens scales

For a few lenses using the Cooke /i protocol lens scales are either missing or not displayed correctly. Use LDA tables for these lenses instead.

EF Mount LBus - motors not recognized

When using the EF Mount LBus and attaching a lens that has no internal motors a CForce motor attached to the Mount is not recognized. Attach the motor to the LBus connector on the camera in that case.

Monitoring

MVF-2 shows only ARRI logo and color bars after reboot of the camera

In rare instances the MVF-2 flip-out monitor will continue to show the ARRI logo after the camera has finished booting. In this case the OLED in the eyepiece will show color bars. In some instances, the image may stay black. Reboot the camera to resolve the issue.

Look Intensity is not adjustable for the Default look

The Default look does not support Look Intensity. Any adjustment of the setting will have no visual impact.

Frame lines may be displayed in the surround view when using master magnification

When using surround view in conjunction with master magnification the frame line may be displayed in the surround area for certain magnifications while it should not be visible.

Setting a frame line after a codec switch returns error message

After changing the recording codec from ARRIRAW to Apple ProRes or vice versa, setting a frame line may return an error message. In this case, restart the camera and set the frame line again.

SDI 422 12G Frame Rates 48 and 59.94 may not be supported by external devices

48p is a format which is not supported by every SDI receiver. E.g. for the Blackmagic SDI to HDMI 12G converter, 48p support was added with the latest update. Check compatibility of grabber card/firmware with this format or verify with some other 12G SDI source.

Changing resolutions may put SDI into unsupported formats

When an SDI output has been set to SDI format 422 6G UHD 24p and the resolution is changed to an unsupported format the camera switches to 422 3G HD 48p which may not be compatible with all monitoring devices.

Overlays in 6G disappear

When status info is set to OFF and SDI format is switched from 1.5G to 6G the SDI Overlays disappear. Switch SDI Image to clean and the back to processed to display them again.

Transmitting LogC4 over 8bit wireless video may show image artefacts

Transmitting LogC4 video over 8 bit wireless connections may show image artefacts in certain image regions. This is a byproduct of video compression and not visible in wired video or original camera footage.

Framelines do not get cleared when loading user setups

In some cases, loading a user setup does not clear a previously set frame line. In this case do a factory reset before loading a user setup.

User button function SDI/VF De-squeeze not available

There are currently no user buttons with any de-squeeze options. Those will be added in a later update.

Monitoring - Looks that have more than 32 characters get cleared on reboot

Looks that have filenames of more than 32 characters including extension (.alf4) get reset to 'Default' on reboot. Rename the look file to be within that limit.

Framelines with scaling and lens squeeze may be displayed wrong

While project settings are set to an anamorphic factor and a frame line with scaling is activated the scaling is not applied and shading is therefore not possible.

As a workaround create a frame line file containing frame line A and B, where A covers 100% sensor width with the intended aspect ratio and B which contains the desired scaling. In camera deactivate frame line A. Applied shading on frame line B will be displayed correct.

An example can be found at <https://arri.link/flt-ana-sample>

External LUTs desaturate camera overlays

A LUT applied to an external monitoring device may desaturate the camera overlays in a way that makes STBY and REC indications hard to distinguish. Reducing the SDI overlay brightness mitigates this issue. The setting is found in: MENU > MONITORING > SDI > SDI 1 PROCESSING > OVERLAYS > OVERLAY BRIGHTNESS

MVF-2 OLED may show magenta tint

In rare circumstances the MVF-2 OLED can show a magenta tint that is not observable on SDI. The recorded images are not affected.

Playback**Small playback image**

When using Magnification and Surround view the playback image may show less than monitored during recording and standby.

When in playback and activating VF ZOOM the zoom position cannot be adjusted

Assign a user button with the function 'Zoom Position' to modify the position.

If REC button is used to exit playback, recording is not possible anymore

When a Hi-5 is connected (with any Hi-5 SUP) to the camera and playback mode is exited by starting a recording (regardless of the device used to start recording), the camera can enter a state where recording is not possible.

Reboot the camera in this case.

The error does not occur if playback is exited by either long pressing the Playback button on the MVF-2 or by pressing 'back' on the Hi-5. This is a bug that will be fixed in the next ALEXA 35 SUP after ALEXA 35 SUP 1.0.4.

Postproduction

Look Intensity of Looks saved in the ARRI Reference Tool are shown as 100% in camera

When exporting a look with a modified intensity from the ARRI Reference Tool the camera shows Look Intensity as 100%, regardless of the setting used in the ARRI Reference Tool. The Look will however be visually at the intensity set in ART. Workaround: Always export looks at 100% Look Intensity in ART and modify the intensity in camera.

Metadata: LDS Focus Limit is always metric

If the focus unit is set to imperial, lensLimitsFocusImperial is filled with the metric value without conversion. In this case lensLimitsFocusMetric is unavailable.

Jam Sync Timecode offset of 1 frame when using ES

When using Enhanced Sensitivity Mode, the Jam Sync timecode is offset by (minus) one frame when synced. Either avoid syncing when using Enhanced Sensitivity or re-sync when entering and exiting Enhanced Sensitivity mode and mark the clips where the offset occurs.

The ALE file does not identify fractional CC values in clips

In the ALE file fractional values of the white balance are not recorded. They are correct in the clip metadata and in the ARRI Reference Tool

Roll and Tilt Metadata has delays

The roll and tilt metadata written to camera clips is currently not frame accurate and has delays. This will be fixed in a future SUP. For the moment use a UMC-4 for frame accurate roll and tilt data.

Circle Clip is always applied

Currently the metadata 'Circle Clip' is applied to every clip.

Updating

Side Display shows 'Installing Version 0.0.0'

Until the Update process has read back the version that is being installed on the camera the side display will display 'Installing Version 0.0.0'. With slow USB sticks it may take up to 20 seconds until the correct version is displayed.

User Pixel Mask inactive after update

After performing a software update a previously active User Pixel Mask is no longer active. Reinstall the mask after updating.

Usability

Side Display backlight stays on after display has been deactivated

When sending the side display to sleep by pushing the jog wheel for a long time or by setting the display mode to 'sleep', the backlight stays on for some time.

"Go to" Component Update links to empty page

If a component like lens mount or MVF-2 is not up to date the camera offers a popup that includes a link to the relevant menu item. This link is not functional. To update the components go to MENU > SYSTEM > UPDATE.

User button function "Check Last Clip" does not work after reboot

The user button 'Check Last Clip' is not functional after a camera reboot or removing and reinserting the drive.

WiFi

WiFi - No successful reconnection to access point after reboot in client mode

In rare cases the WiFi driver can get stuck after a reboot or resolution change when the camera is in client mode. In this case the camera does not reconnect to the previous access point and the list of discovered networks is empty. In this case, please reboot the camera to regain WiFi functionality.

D. Known Issues – Hardware

BNC connectors breaking

Some BNC connectors on the ALEXA 35 can break off when then the cable is pulled out at too much of an angle. Please make sure to pull out cables straight to avoid this. Please note: Only cameras with serial numbers between 62000 and 62400 are affected by this issue.

Broken connectors can be replaced by the customer/rental/dealer or by ARRI service. To be prepared, replacement connectors can be ordered from ARRI service free of charge. This video shows how to replace connectors:

<https://arri.academy/SE-replacing-bnc-connectors-alexa35>

E. Update Procedure

Where to download the new Software Update Package (SUP)

You can find the Software Update Package in the [Software Update Packages download section](#). A SUP can be installed on the camera by using a USB stick as described in detail below.

Camera Update Procedure

The ALEXA 35 software is updated from a USB memory stick. The Software Update package (SUP) will update the ALEXA 35 camera along with the Viewfinder (MVF-2) and the lens mount – provided they are connected to the camera.

The update can be started through the menu of the MVF-2 viewfinder or through the Web Remote. The Web Remote requires a connection to the camera via WiFi or Ethernet (with ALEXA Ethernet/RJ-45 Cable KC-153-S, K2.72021.0). Open a web browser and enter the URL: `http://alexa35-xxxxx.local` (replace xxxxx with your camera's 5-digit serial number). For further information on the Web Remote, please refer to the User Manual.

- After the download, please double click the downloaded file (*.zip) to unpack it or unpack it manually. This will place two update files (*.SWU and *.lic) onto your computer.
- Format your USB Stick using the exFAT file system.
- If not done beforehand, prepare the USB memory stick for use with ALEXA 35 by connecting it to the camera. Then choose *Menu > Media > Prepare USB Medium...* in the camera's menu on the MVF-2 flip-out monitor and press CONFIRM. This will create the required folder structure on the USB stick.
- Connect the USB stick to your computer and place the downloaded *.SUP file in the folder ARRI/ALEXA35/SUP on the USB stick. Then place the downloaded *.lic file in the folder ARRI/ALEXA35/LICENSES on the USB stick.
- SUPs contain not only updates for the camera body but also for the MVF-2 viewfinder and the lens mounts. Therefore, the MVF-2 viewfinder and the lens mount should be attached to the camera when performing an update.
- Make sure the camera is connected to a power supply (best) or is powered with a full battery to avoid power loss during the update process.
- Perform a factory reset on the camera with the menu item *Menu > Setup > Factory Reset...*
- Connect the USB stick to the camera and navigate to the menu item *Menu > System > Update > Update Camera...*
- Select the SUP file from the list and click the item.
- In the following message, press INSTALL to start the installation.
- Press CONFIRM to start the installation.
- The camera will present a screen presenting the update progress. Please do not shutdown the camera or unplug power until the camera reboots.
- After the update process has finished, a success message is displayed. Please note, that the update can take up to 20 minutes.
- Make sure you set the correct time zone in *Menu > System > System Time & Date*.
- If the MVF-2 viewfinder or LPL lens mount were not connected to the camera during the update process, the camera will still store the new software for those devices. The next time those devices are connected and have an older software than the one stored in the camera, the camera will offer to update those devices.