

ALEXA 35 Software Update Package 5.2.1

ALEXA 35 | ALEXA 35 Live | ALEXA 35 Xtreme

RELEASE NOTE

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Original version.

Overview

SUP 5.2.1 addresses a condition that may occur during camera boot-up, where the initialization of the image sensor may not complete correctly in rare cases. Previously, the camera did not provide any indication when this situation occurred.

This version improves system reliability by ensuring that an adequate error message is shown in the rare event that the sensor initialization does not complete as intended. In such cases, a simple reboot restores proper sensor initialization.

It is strongly recommended that all users update their cameras to this new version to ensure optimal performance and reliability.

General

Peripheral Updates

The following peripheral software and firmware versions are included with SUP 5.2.1.

Versions that have changed compared to the previous release are shown in **bold**:

• LPL Mount (LBUS)	1.62
• PL Mount (LBUS)	1.100
• PL Mount (Hirose)	1.100
• EF Mount (LBUS)	1.14
• Multi Viewfinder MVF-2	3.62
• Camera Access Protocol	1.16.0
• MXF Library	4.4.9

Software Compatibility

To ensure full compatibility with SUP 5.2.1, the following software versions shall be used:

ARRI Reference Tool	1.8.1
Camera Control Monitor CCM-1	5.5.2
Audio Extension Module AEM-1	V1.1G
Live Production System LPS-1	1.2.0
LPS-1 Fiber Base Station	1.1.1
CODEX Device Manager	7.6.2
DaVinci Resolve Studio	20.2

A comprehensive list of third-party software and their compatibility with the ALEXA 35 cameras is available on the [ALEXA 35 Workflow](#) webpage. Always ensure you are using the latest version of any third-party software.

Registration

If you haven't registered your ALEXA 35 Xtreme, ALEXA 35 or ALEXA 35 Live yet, please ensure you do so through our online customer registration. Registering your camera guarantees you'll receive notifications about future software updates as soon as they're released. Additionally, if you register your new camera within one month of purchase, you'll receive a complimentary one-year extended warranty. To register, visit the [Product Registration](#) webpage.

Registration for ALEXA 265 or an extended warranty are not available.

Sample Footage

Sample footage shot with the ALEXA 35 Xtreme or the ALEXA 35 camera can be downloaded from the [ALEXA 35 Sample Footage](#) webpage.

Update Procedure

The camera is updated via a USB-C medium. The process can be initiated through the MVF-2 viewfinder menu or the camera Web Remote. When the MVF-2 viewfinder and the lens mount are connected to the camera, they will automatically update during the camera update. If they were not connected at that time, they can be updated individually through the camera later. If you are using the camera Web Remote to perform the update, it is recommended to use a 'private' or 'incognito' browser window to avoid potential issues or unexpected behavior.

1. After downloading the update file from the [Software Update Packages for Cameras](#) webpage, double-click the downloaded .zip file to unpack it, or unpack it manually. This will extract two update files to your computer (*.SWU and *.lic).
2. If not done beforehand, prepare the USB-C memory stick for use with the ALEXA 35 by connecting it to the camera. Then, go to *MENU > Media > Prepare USB Medium...* on the MVF-2 viewfinder menu or the Web Remote and push *CONFIRM*. This will create the required folder structure on the USB-C stick.
3. Connect the USB-C stick to your computer.

ALEXA 35/Live/Xtreme:

Place the downloaded *.swu file in the *ARRI/ALEXA35/SUP* folder.

Place the downloaded *.lic file in the *ARRI/ALEXA35/LICENSES* folder.

4. The camera Software Update Package includes updates not only for the camera body but also for the MVF-2 viewfinder and the lens mount. Therefore, ensure that the MVF-2 viewfinder and the lens mount are connected to the camera during the update process.
5. Ensure the camera is connected to a power supply or powered by a fully charged battery to prevent power loss during the update.
6. Perform a factory reset on the camera with the menu item *MENU > Setup > Factory Reset...*
7. Connect the USB-C stick to the camera and navigate to the menu item *MENU > System > Update > Update Camera...*
8. Select the SUP file from the list and start the installation.
The MVF-2 as well as the camera side display will show a screen displaying the update progress. Please note, that the update can take up to 20 minutes.
The MVF-2 viewfinder may turn off during the update process and will not provide continuous visual feedback, refer to the camera side display for the update status in this case.
Do not power off or unplug the camera until it has rebooted.
After the update process has finished, a success message is displayed.
9. Ensure that the correct time zone is set in *MENU > System > System Time & Date*.
10. If the MVF-2 viewfinder or lens mount were not connected during the update, the camera will still store the updated software for these devices. The next time they are connected and have an older software version than the one stored in the camera, the camera will prompt you to update them.

In the rare event of an interrupted or failed update the camera may enter a state where the MVF-2 is unresponsive. In this situation, use the side display to enable Wi-Fi, connect to the camera, and reinstall the update using the Web Remote.

Update of Accessories

The camera update does not update the following devices, which must be updated separately. Update files for these devices must be downloaded individually from the [ARRI Software Packages](#) webpage.

Camera Control Monitor (CCM-1):

Download the update file and copy it to a USB-C medium. Connect the USB-C medium to the CCM-1. Disconnect the CCM-1 from the camera. Navigate to *Menu>Firmware>Update* on the CCM-1 and select the file to start the update.

Audio Extension Module (AEM-1):

Download the update, copy it to a USB-C medium (root folder). Connect the USB-C medium to the AEM-1. On the AEM-1, start the update through *MENU>SETUP>UPDATE* and confirm with *YES*.

LBUS Devices (e.g., Lens Motors):

Download the corresponding update file and copy it to the ARRI/ECS/ folder on a USB-C medium. Insert the USB-C medium into the camera. Connect the LBUS device through the LBUS connector. Start the update through *MENU>System>Update>Update LBUS Devices*.

Live Production System LPS-1

The LPS-1 system can be updated via a computer connected through an Ethernet cable to one of the RJ45 management ports of the LPS-1 system. Please refer to the latest Live Production System LPS-1 release notes for detailed update instructions.

To Downdate the Camera

It is possible to downdate an ALEXA 35 to a previous software release.

Please note that ALEXA 35 Live is not compatible with any software version earlier than SUP 2.0.0.

Known Issues in SUP 5.2.1

User Pixel Mask Export Does Not Complete When File already exists

When exporting a User Pixel Mask (UPM) from the camera to a USB memory stick that already contains a UPM file with the same name, the camera GUI becomes unresponsive. The screen remains stuck on the message *"Exporting user pixel mask, please wait..."* and the process does not complete. Reboot the camera to resume operation. Delete or rename the existing UPM file on the USB stick before exporting.

Hi-5 "Lens File Transfer Cal" - Motors Stop After First End-Stop During Calibration

When the Hi-5 *"Lens File Transfer Cal"* function is enabled, the Hi-5 sends a lens table to the connected camera, which then triggers automatic motor calibration. However, the motor(s) might begin to calibrate but stop after reaching the first end-stop, failing to complete the full calibration sequence. Resending the Lens File a second time completes the calibration successfully.

Larger Surround View Area on ALEXA 35 Xtreme

The ALEXA 35 Xtreme offers an expanded surround view area in certain sensor modes compared to the ALEXA 35 / Live.

Video Output Failure When Switching Sensor Modes at High Frame Rates

When the camera is running at high frame rates and the sensor mode is switched without a reboot (e.g., from 4K 16:9 to 3.8K 16:9), the video outputs may fail. If this occurs, a reboot is required to restore normal operation, as subsequent recordings may also be affected (ALEXA 35 / Live).

Temporary SDI Signal Loss During Certain Setting Changes

When certain settings are changed — such as switching sensor modes or entering and exiting playback — the SDI outputs may briefly re-synchronize, leading to a momentary loss of signal. This can affect connected devices such as wireless video transmitters. The behavior is currently under review.

Sensor Overdrive: Colored Edges Near Clipping Point in Highlights

When Sensor Overdrive is enabled, just before reaching the clipping point, some image areas may show colored fringes or a colored "corona" instead of a neutral white highlight roll-off. This can affect individual color channels and is most noticeable in extreme highlight regions.

Sensor Overdrive and High Frame Rate Settings Unavailable on CCM-1 Monitor

When using the CCM-1 monitor, it is currently not possible to enable Sensor Overdrive, nor to set frame rates above 120 fps (ALEXA 35 Xtreme).

Delayed Ready-to-Record State After Reboot with Many User Setups on Connected

Storage When user storage is connected and contains many user setups, the camera may take longer to become ready to record after a reboot. This behavior is currently under investigation.

ENG Zoom Lens Control via ARRI Master Grips may not work with some lenses

The camera can control the three axes of an ENG zoom lens connected via the Hirose mount using ARRI Master Grips. However, in some instances, control may not function with certain lenses. To resolve this, please check the software or firmware version of the lens and, if necessary, update it to the latest version.

Hand Unit Nudge only functional via built-in radio

The Hand Unit Nudge function does not work if the hand unit is connected to the camera in any way other than through the camera's built-in white radio.

Incorrect EOTF Signaling in SMPTE 352 VPID Metadata When Outputting 12G-SDI

When 12G-SDI is used for video output, the EOTF (Electro-Optical Transfer Function) is not correctly signaled in the SMPTE 352 VPID metadata stream.

ALEXA 265 Operation with CCM-1

To ensure that the Camera Control Monitor CCM-1 functions properly with the A265, open the menu and enable *MENU > System > Camera Access Protocol > Emulate ALEXA 35*.

Incorrect Scaling of Frame Lines with Lens Squeeze Factor applied

When using frame line files containing three frame lines, incorrect scaling of individual frame lines may occur if the Lens Squeeze Factor is set to a value other than 1.0x.

RCP Iris Control may not function correctly with custom LDA Lens Tables

When using custom LDA Lens Tables to provide lens data, it may occur that the iris cannot be properly controlled or adjusted via a Skaarhoj RCP.

CCM-1 Timecode Options

The timecode menu of the camera has been updated; however, these updates have not yet been implemented in the CCM-1. As a result, it is not possible to set the LPS-1 System as the timecode source via the CCM-1.

Prerecording Requires a User Button

Prerecording can only be toggled on or off using a User Button. If the device with the assigned User Button is unavailable and prerecording remains active, start a regular recording and then remove the drive from the camera. This will cause the recording to fail, deactivating prerecording in the process.

Temporary Unresponsiveness After Playback or 'Check Last Clip'

After exiting playback, whether initiated via the PLAY button, 'Check Last Clip,' or the 'Playback' User Button, the camera may momentarily become unresponsive to inputs. This issue typically resolves within a maximum of four seconds, and the camera will return to its normal state.

Limited Clip Availability via Camera Access Protocol (CAP)

When playback is controlled via CAP, only the first 270 clips on the card can be selected. To access additional clips, use the MVF-2, the camera's side display, or the Web Remote.

Radio Interface Adapter RIA-1 Update via CAM Connector Fails

When updating the RIA-1 by connecting its CAM port to the ALEXA 35 and running the update from the camera, the process may occasionally fail. In such cases, the update can instead be performed via an LBUS connection.

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.

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*.

Cut-off Playback Image when using Magnification

When using magnification with surround view enabled, the playback image may display a cropped version of the original capture. This means that the playback view may show less than what was recorded and visible on the outputs during recording or standby.

Frame Lines Displayed in Surround View with Master Magnification

When using master magnification in conjunction with surround view, frame lines may appear in the surround area at certain magnifications, even though they should not be visible.

Missing or Incorrect Lens Scales with Certain /i Lenses

Some lenses using the Cooke /i protocol may fail to transmit lens data or lens data is displayed inaccurately. To resolve this issue, deactivate the lens mount and use lens tables instead.

Lower Headphone Output in Playback

When playing back a clip with audio, the headphone output on the MVF-2 is 3dB lower than during live recording.

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