

# Software House

## iSTAR firmware version 6.9.8 CU01 release note

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**Build number:** 6.9.8.CU01x

**Applicable controllers:** iSTAR Ultra, Ultra SE, Ultra LT, Ultra G2, Ultra G2 SE, Edge G2

**Document number:** A16385LDCN-A

**Date:** April 2026

This release note provides important information about firmware version 6.9.8 critical update 01.

In case of discrepancy, the information in this document supersedes the information in any document referenced herein. Read this release note before installation.

### Prerequisites

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Ensure your iSTAR controller/ACM types and C•CURE host versions are compatible with this firmware version.

#### iSTAR controller and ACM types:

Use Table 1 to determine the controllers and ACMs this update applies to.

Table 1: Determining controller type

<b>iSTAR controller type</b>	Ultra, Ultra SE, Ultra LT, Ultra G2, Ultra G2 SE, Edge G2, Ultra G2v3, Edge G2v2
<b>ACMs</b>	ACM-SE, ACM G2, ACM-SE G2, ACM G2v2, ACM-SE G2v2

Use Table 2 to determine the controller type through C•CURE or the iSTAR Web Page.

Table 2: Determining controller type

<b>C•CURE</b>	Check the controller type in the Hardware Status section of the C•CURE Monitoring Station.
<b>iSTAR Web Page</b>	Check the controller type in the Diagnostics>Status page of the iSTAR Web Page/Utility.

#### C•CURE host version:

This firmware upgrade can be applied without updating the C•CURE host.

To ensure support for any new features, your C•CURE host must be running C•CURE v2.90, or above.

### Updating the iSTAR firmware

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Follow the steps below to update the iSTAR firmware.

**Note:** Typical firmware updates take approximately 10 minutes over a 1 Gbps network with an iSTAR database containing approximately 10,000 records. Actual update time may vary due to network and database conditions.

#### Updating iSTAR firmware through the iSTAR Web Page:

1. Copy the firmware to any folder accessible by your web browser.
2. Open your web browser and enter the controller IP address of your controller in the following format: <https://xx.xx.xx.xx> . The iSTAR web page opens.
3. Enter your username and password and log on.
  - o If using Microsoft Edge or Google Chrome and a warning is displayed indicating that your connection is not private, click **Advanced** and then **Proceed to x.x.x.x (unsafe)**.
4. Navigate to the **Advanced** tab on the web page and select the correct firmware file.

You may need to close the iSTAR web page and log on again when the firmware update is complete.

#### Note:

- All local controller configuration must be completed on the iSTAR controller web page.
- Only use ICU v6.9.5, or above, for the initial discovery of Ultra-series controllers.

## Updating iSTAR firmware through C•CURE:

1. Open the C•CURE Administration Workstation.
2. In the hardware tree or the dynamic view, right-click on an iSTAR controller and select **Update Firmware**.
3. In the Firmware Download window, select **iSTAR Controller** from the Download Type drop-down menu.
4. Select the firmware version you want to download from the **Available Versions** list.
5. Click **Start firmware download**. Close the window when the download completes.

## Key fixes

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The table below describes the fixes included in this update.

Table 3: Key fixes

Issue number	Description
96807	Resolved an issue where the first card swipe failed at high assurance readers after a complete fast card download.
98674	802.1x commands execute successfully when TLS and PEAP are configured together.
101603	Resolved an issue where input pulses of less than one second were not detected by legacy I8 boards and not reported to C•CURE.
102166	Resolved an issue where the iSTAR Web Page was not available on iSTAR Ultra G2 controllers running firmware v6.9.8.
106373 / 106781	Resolved an issue where iSTAR Web Page displayed incorrect High Assurance FICAM information from C•CURE v3.10.
107631	Resolved an issue where incorrect memory details are reported for the RFS partition.
109347	Resolved an issue where OSDP firmware update status did not update correctly when updating 2 or more OSDP readers.
109598	SNMP settings persist, as expected, after iSTAR panels come online after being offline.

## End of release note

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