

June 13, 2025

Aperio® Firmware Update Recommendation

ASSA ABLOY has identified a potential performance issue in highly congested RF environments with firmware 3.20 on Aperio Online locks and AH30 and AH40 hubs. The issue can result in Aperio Online products going offline. While offline, the affected units will not receive access decisions or remote lock/unlock commands from the EAC for a prolonged period of time. Power cycling the affected unit will result in immediate recovery.

ASSA ABLOY has resolved this potential issue in firmware versions 3.20.2 and higher.

If you are experiencing communication issues with hubs or locks, we recommend monitoring your access control system for indications of the offline status and power cycling the affected unit if immediate recovery is desired, and updating your firmware to the latest production versions of 3.21.5 lock firmware and 3.20.2 hub firmware. If your locks are not demonstrating any issues, we still recommend performing a firmware update during the next battery replacement or other convenient time.

In addition, Aperio products are equipped with features like Smart Credential Cache to ensure access in the event of communication loss or power failure of the access control system. We recommend activating this feature on installed locks and on any locks being installed currently to ensure access during any power or communication failures.

For additional information, please contact your local ASSA ABLOY Door Security Solutions sales consultant or Integrated Solutions Specialist.