

IDENTIV uTrust Velocity 3.6 Release Notes

Copyright © 2015, Identiv. Last updated on September 29, 2015.

Overview

The Velocity 3.6 release includes:

- support for newer versions of Microsoft's Windows operating system (including Windows 8.1, Windows Server 2012, and Windows Server 2012 R2),
- support for newer versions of Microsoft's SQL Server database management software (including SQL Server 2012, and SQL Server 2014),
- the ability for a credential to perform a specific access function on up to 9 door groups per controller,
- support for IPv6 addressing (which is a feature of the new SNIB3 board that is being developed),
- a few other [New Features and Enhancements](#), and
- numerous [Bug Fixes](#).

This document also summarizes the [Known Issues](#) in this release.

System Requirements

Before installing Velocity, make sure your server, workstation, or client computer meets the following requirements.

Hardware Requirements

In summary, the hardware requirements for a computer performing the role of a Velocity 3.6 Server, Client, or Workstation are the same as for the Velocity 3.5 release. Here are the detailed hardware requirements for each role.

For Velocity servers:

- Intel Xeon® E3-1220 3.10 GHz Turbo Quad Core/4T processor with 8MB cache (or equivalent)
- 4GB DDR3 SDRAM (1333MHz)
- 300GB 15K RPM SAS hard drive
- 16X DVD+/- RW drive
- Mouse
- Keyboard
- 20-inch LCD monitor
- 1GB video card
- Sound card/chip and speakers
- 1 Ethernet RJ-45 port

For Velocity workstations or clients:

- Intel Core i7 Quad Core 3.4GHz processor with 8MB cache (or equivalent)
- 4GB DDR3 SDRAM (1333MHz)
- 250GB 6.0Gb/s SATA hard drive
- 16X DVD+/- RW drive
- Mouse
- Keyboard

Velocity 3.6 Release Notes

- 20-inch LCD monitor
- 1GB video card
- Sound card/chip and speakers
- 1 serial port
- 1 Ethernet RJ-45 port

HINT: More RAM, a faster processor, and a faster video card with more video RAM are recommended and will improve performance for most applications; it will also help ensure long-term compatibility with system expansion and upgrades to Velocity, the Windows operating system, and the SQL Server database.

Note that these system requirements are our estimation of what will be required for satisfactory performance; however, your particular needs may differ or exceed the requirements noted. Your specific needs are dependent on several factors including number of users on the system, applications running, connected devices, and level of usage. Therefore, please follow this general guideline: ensure you have enough processing power, RAM (including video card RAM), and hard disk space in your system to adequately address ALL your applications and services. Then, going forward, please ensure your system performance keeps up-to-date with any expanding requirements..

Operating System Requirements

The following table shows which versions of Windows are supported by Velocity 3.5 versus 3.6, for the different computer roles.

Computer role:	Versions of Windows supported by Velocity 3.5	Versions of Windows supported by Velocity 3.6
Velocity Server	<ul style="list-style-type: none">• Windows Server 2008 R2	<ul style="list-style-type: none">• Windows Server 2008 R2 SP1• Windows Server 2012• Windows Server 2012 R2
standalone Workstation	<ul style="list-style-type: none">• Windows Server 2008 R2• Windows 7 SP1	<ul style="list-style-type: none">• Windows Server 2008 R2• Windows Server 2012• Windows Server 2012 R2• Windows 7 SP1• Windows 8.1
Client	<ul style="list-style-type: none">• Windows XP SP3• Windows 7 SP1	<ul style="list-style-type: none">• Windows 7 SP1• Windows 8.1

Your organization's IT department's policies might determine which versions of the Windows operating system are available to you.

Database Requirements

Your organization's IT department's policies might determine whether you can manage your own SQL Server database for Velocity or must run the Velocity database on an existing SQL Server managed by IT. For an organization that needed only an entry-level database, Velocity 3.5 provided the ability to install the free Microsoft SQL Server 2008 R2 Express edition.

Velocity 3.6 provides the ability to install the free Microsoft SQL Server 2014 Express edition. The only versions of SQL Server that can be upgraded to SQL Server 2014 Express during a Velocity 3.6 installation are:

- SQL Server 2008 R2 SP2 or later (Express edition), or
- SQL Server 2012 SP1 or later (Express edition).

If you already have SQL Server 2008 R2 SP3, 2012 SP2, or 2014 installed on your server, Velocity detects and uses your full edition of SQL Server (instead of the SQL Server 2014 Express edition) for the Velocity database.

Firmware Requirements

- To utilize all the features of Velocity 3.6 requires CCM firmware version 7.5.28 or later.
- To utilize the PIV-I/128-bit GUID support (first provided in CCM firmware version 7.4.58) also requires MATCH2 firmware version 130127 or later. (ScramblePad model numbers starting with DS47L-SSP include a MATCH2 board.)
- Like Velocity 3.5, Velocity 3.6 requires SNIB2 firmware version 5.99 or later. (The most recent version which is available is 6.42.)

Compatible Versions of Integrations or optional components

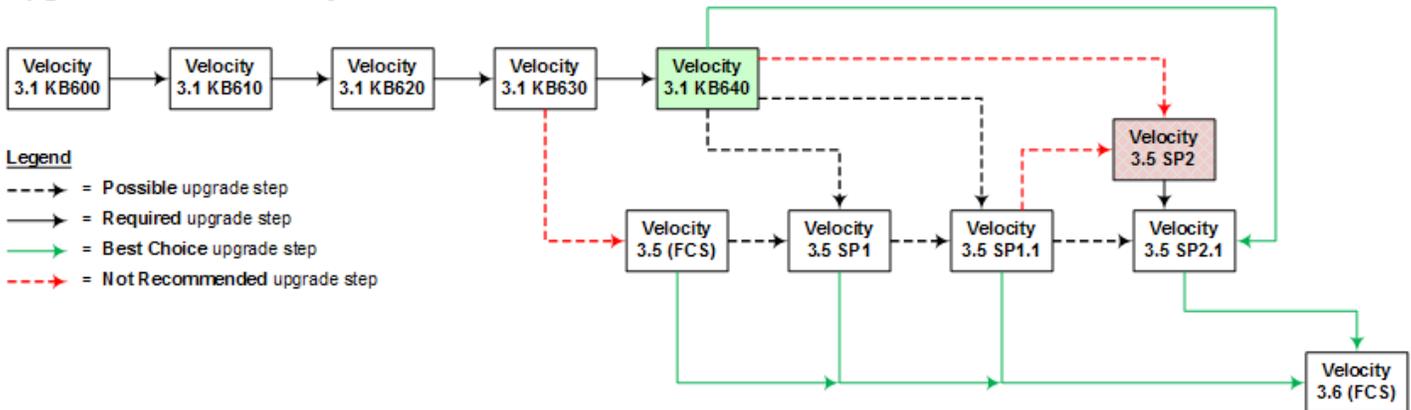
The following table shows the compatible versions of integrations or optional components for Velocity 3.5 SP2.1 versus 3.6.

Component:	Compatible version for Velocity 3.5 SP2.1	Compatible version for Velocity 3.6
Velocity Web Services Client	3.5.1.67	3.6.2.10
Hirsch Video Integration framework	1.1.1	1.1.3
plug-in for Aventura	1.1.1.12	1.1.3.1
plug-in for unified American Dynamics	1.1.1.12	1.1.3.4
Edge EVO Controller Integration	1.0.1.53	1.0.2.1

Upgrade Paths to Velocity 3.6

The following diagram shows the upgrade paths from the supported versions of Velocity to the 3.6 release.

Upgrade Paths to Velocity 3.6:



Here is a summary of the highlights in each of the recent releases of Velocity (listed in chronological order):

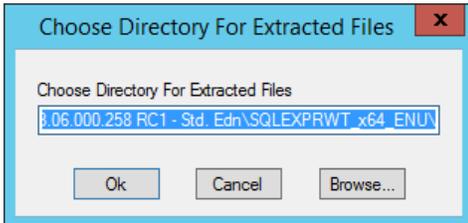
- **3.5 (FCS):** Introduced licensing and the optional Velocity Web Console. (The Velocity Web Console was replaced by the Velocity Web Services Client in the 3.5 SP2 release.)
- **3.1 KB640:** Introduced support for newer PIV cards which use the updated FIPS201 data layout and PIV-I cards with a UUID (128-bit GUID).
- **3.5 SP1:** Introduced support for the Mx controller and for a new video integration framework with separately licensed plug-ins, starting with one for the Aventura Technologies hybrid NVR. It also included the relevant bug fixes, enhancements, and new features of the 3.1 KB640 release (such as support for the UUID in PIV-I cards).
- **3.5 SP1.1:** Simplified the licensing scheme for Velocity from four editions to two editions, and changed the pricing model so that the price of Velocity software is included in the system purchase.

Velocity 3.6 Release Notes

- **3.5 SP2:** Introduced support for a separately licensed video integration plug-in for the American Dynamics Intellex DVR and VideoEdge NVR, and for the optional Velocity Web Services Client (which replaced the previous Velocity Web Console).
- **3.5 SP2.1:** Replaced 3.5 SP2 and introduced support for the separately installed Edge EVO Controller Integration to one or more Edge single-door controllers.

NOTE: If you are upgrading your Velocity Server from 3.5 to 3.6, remember to also upgrade all of your Velocity 3.5 Clients. They are not automatically upgraded. For details, see the Known Issue [VEL-3712](#) (at the end of this document).

CAUTION: If you choose to install SQL Server 2014 Express as part of your Velocity 3.6 system, you are asked to choose a directory where temporary files will be extracted to:



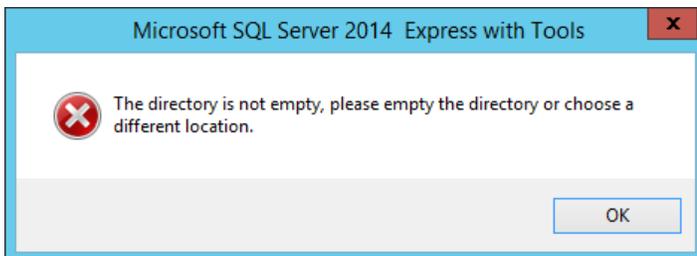
But there are problems with this directory:

- The temporary files are not automatically deleted after the installation has been completed.

There is no workaround for this known issue with Microsoft's installer for SQL Server 2014 Express. For details, see the following information on Microsoft's SQL Server forum:

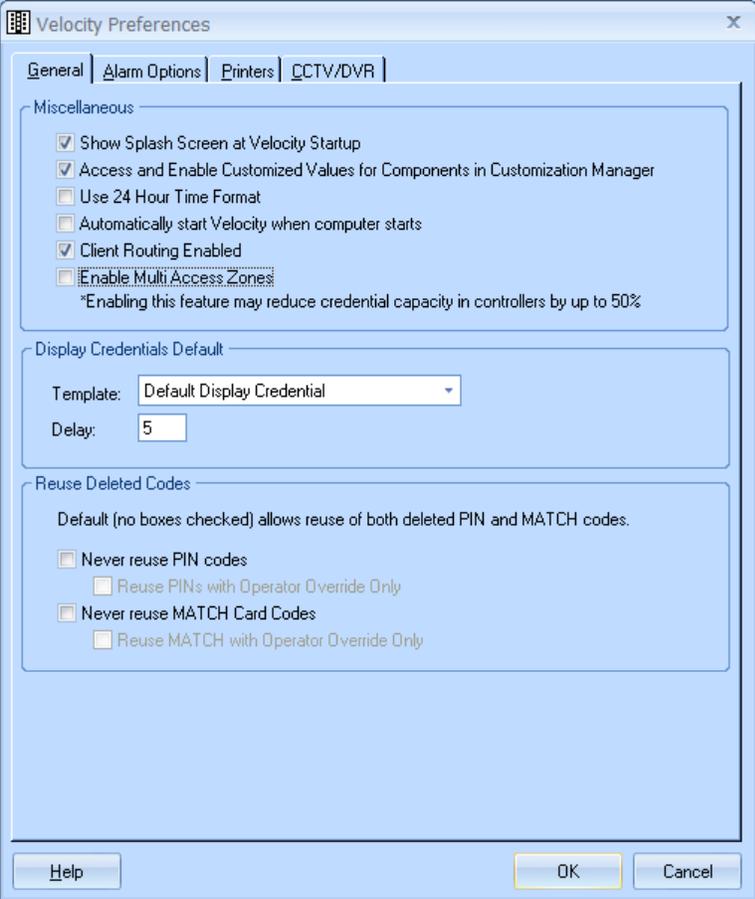
[SQL Server 2014 installation using command line fails to remove the extraction folder when complete.](#)

- The default directory is under C:\Windows\system32\, which will cause the installer to fail. The workaround is to specify a different directory which either does not exist or is empty.
- The specified directory must be empty, or the following error message will be displayed:

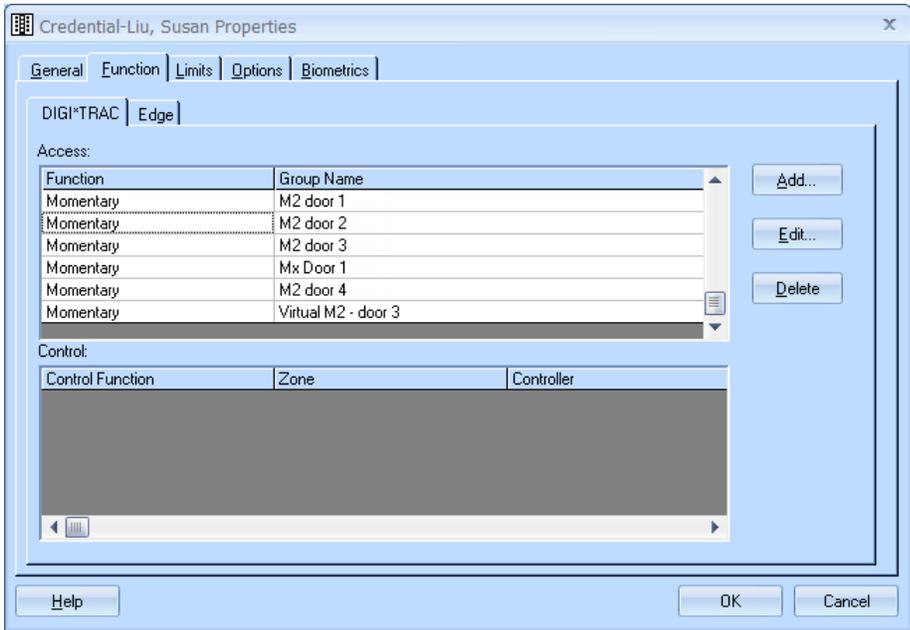


The workaround is to specify a different directory which either is empty or does not exist.

New Features and Enhancements

Reference ID	Feature	Description
VEL-3358	Support multiple access zones for a credential's Access function	<p>The General tab of the Velocity Preferences dialog now includes the Enable Multi Access Zones option:</p>  <ul style="list-style-type: none"> • When this option is not activated (which is the default setting), Velocity continues to enforce the limitation that a credential can perform only one access function or control function per controller which applies to only one door group. • When this option is activated, a credential is still limited to performing only one control function per controller which applies to only one door group. But a credential will be able to perform a specific access function on up to 9 door groups per controller (as shown in the following screen capture).

Velocity 3.6 Release Notes

Reference ID	Feature	Description
		 <p>NOTE: This feature requires CCM firmware version 7.5.28 (or later) to be installed on each controller where you want to enable multiple access zones. For any controller with an earlier version of the CCM firmware, only the first access zone (shown on the Function ► DIGI*TRAC tab of the Credential Properties dialog) will be enabled for that credential.</p> <p>CAUTION: Activating this feature may reduce the credentials capacity of your controllers by up to 50%.</p>
VEL-3543	Upgrade the version of a Microsoft DLL that was flagged as vulnerable by security auditing software	Previous versions of Velocity used the msxml4.dll file supplied with Microsoft Windows operating systems. That file was flagged as vulnerable by security auditing software (such as Anti-Malware by Malwarebytes), so Velocity 3.6 uses the newer msxml6.dll file.
VEL-3548	Include user's name in the event message for certain Denied transactions	When using a dual credential (which requires both a card and a PIN), the user's name is now included in the "Bad PIN/Good card" message that is generated when a user presents a valid card but enters a wrong PIN.
VEL-3551 and VEL-3686	Velocity re-branding	<p>Previous versions of Velocity contained numerous references to Hirsch Electronics, even though the company name had changed. In the 3.6 release, Velocity has been re-branded to use the Identiv company name, and the full product name is now Identiv uTrust Velocity. For example, a logo with the full product name now appears on the splash screen and on various wizards, and the default user image (shown in the Enrollment Manager) has changed.</p> <p>Note that for new installations of Velocity:</p> <ul style="list-style-type: none"> • The name of Velocity's SQL database will be Identiv. (When upgrading an existing installation, the database name will continue to be Hirsch.) • The installation directory will be Programs ► Identiv. (When upgrading an existing installation, the installation directory will continue to be Programs ► Hirsch.) • The default badge template will use the new Identiv default user image. (If you upgrade an existing installation of Velocity, your default badge template will not be updated, in case you had changed it from the default.) • The program name on the Windows Start menu will be "Identiv uTrust Velocity". (When upgrading an existing installation, the program name will continue to be

Velocity 3.6 Release Notes

Reference ID	Feature	Description
		<p>"Hirsch Electronics Velocity".)</p> <p>For both new installations of Velocity and upgrades of existing installations:</p> <ul style="list-style-type: none"> The program name on the Windows Control Panel's Programs and Features page will be "Identiv uTrust Velocity" (instead of "Hirsch Identive Velocity").

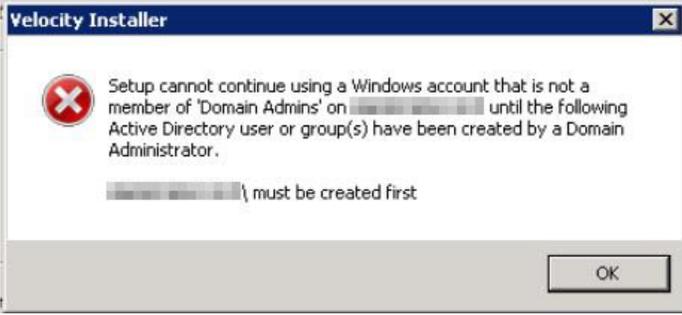
Bug Fixes

Reference ID	Bug	Description
VEL-3309	Changing a card's Type does not trigger an automatic download	<p>In some cases, changing a card's Type was not triggering an automatic download to the relevant controllers.</p> <p>This issue has been fixed.</p>
VEL-3547	Unexpected exception when deleting, disabling, or resetting the encryption key of a port	<p>Sometimes when deleting, disabling, or resetting the encryption key of a port, the following error message is generated in the DTServer log file:</p> <p style="padding-left: 40px;">An unexpected exception has occurred in code region PollingEngineInterface.PurgeBatches.3 [-2147217900] Ambiguous column name 'PortAddr'.</p> <p>This happened when there were unfinished batch downloads which were not being purged.</p> <p>This issue has been fixed.</p>
VEL-3575	Alarm Viewer gets an overflow error when a new alarm comes in while the number of active alarms exceeds 32767	<p>Velocity's Alarm Viewer generates an overflow error when a new alarm occurs when there are more than 32767 active alarms and the Maximum Alarms to Display on Refresh option is set to either 0 or a number larger than 32767. (It is possible to open the Alarm Viewer when there are more than 32767 active alarms; the overflow error is generated when another new alarm occurs.)</p> <p>This issue has been fixed.</p>
VEL-3602	A white (blank) Photo Callup window appears sometimes	<p>Occasionally, a white (blank) Photo Callup window would appear.</p> <p>This issue has been fixed.</p>
VEL-3609	The Photo Callup window's title bar is missing the door name and address info when a user gains access at an Exit reader	<p>When a user gains access at an Exit reader, the Photo Callup window's title bar is missing the door name and address information.</p> <p>This issue has been fixed.</p>
VEL-3614	Port Offline Tolerance feature not working as expected	<p>As explained in VEL-3097 in the Velocity 3.5 SP2.1 Release Notes, there is an option (which is turned off by default) that enables you to have Velocity suppress the generation of an offline alarm when the corresponding online message occurs within a specified number of seconds. However, that option was not working as expected.</p> <p>This issue has been fixed, and the duration for tolerating intermittent port disconnections is now specified in milliseconds (instead of whole seconds).</p> <p>NOTE: This option is not exposed in Velocity's user interface. If you wish to enable this option, contact Technical Support for more information.</p>

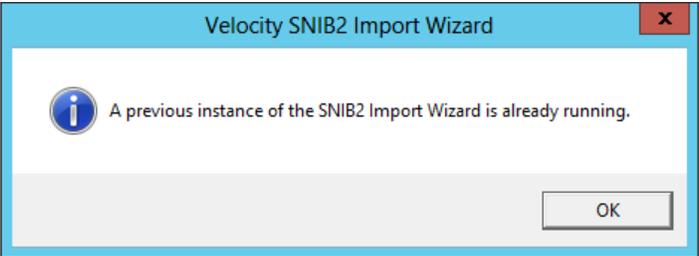
Velocity 3.6 Release Notes

Reference ID	Bug	Description
VEL-3618	Automatic deletion of old VelocitySQL WriterService log files	<p>Previously, the VelocitySQLWriterService_YYYYMMDD.log files were never being deleted automatically. Now those log files will be deleted automatically after a specified number of days, which is 7 by default. (If you significantly change the name of a log file, it will not be deleted automatically.)</p> <p>NOTE: This option is not exposed in Velocity's user interface. If you need to change the number of days that these log files are kept, contact Technical Support for more information.</p>
VEL-3624	Momentary access grants made by an operator while the DIGI*TRAC Network Service was offline are displayed in the Download Monitor when that service is restarted	<p>After re-starting the DIGI*TRAC Network Service, any momentary access grants made by a Velocity operator while that service was offline are displayed in the Download Monitor.</p> <p>This issue has been fixed.</p>
VEL-3627	Detailed operator logging was showing a credential as Modified instead of Disabled or Enabled when the change was made using the right-click popup menu	<p>When detailed operator logging was turned on, a credential which had been Disabled or Enabled using the right-click popup menu was shown as being Modified.</p> <p>This issue has been fixed.</p>
VEL-3628	In the Enrollment Manager, check marks are not displayed for the Tag, Alert, or Disable commands on a credential's right-click menu	<p>In the Enrollment Manager, check marks were not being displayed to show when the Tag, Alert, or Disable commands on a credential's right-click menu had been applied to that credential.</p> <p>This issue has been fixed.</p>
VEL-3642	Validation of a regenerated MATCH code based on a UDF was checking the UDF's length instead of the MATCH code's length	<p>When the MATCH code based on a User-Defined Field had to be regenerated because the value of the UDF was changed, part of the validation checking was incorrectly checking the length of the UDF instead of the length of the regenerated MATCH code.</p> <p>This issue has been fixed.</p>

Velocity 3.6 Release Notes

Reference ID	Bug	Description
VEL-3649	When installing Velocity using Custom Group Names options, you might see an error message stating that Setup cannot continue until <domain>\<blank> has been created	<p>When installing Velocity using Custom Group Names options, you might see an error message stating that Setup cannot continue until <domain>\<blank> has been created. For example:</p>  <p>This issue has been fixed.</p>
VEL-3650	Message Queue Writer stopped working after a previous Velocity license was converted to the new "Velocity Unlimited Edition" license	<p>Licensing of Velocity software was introduced in the 3.5 release. Starting with the 3.5 SP1.1 release, the licensing scheme was simplified and the pricing model was changed so that the price of the Velocity software is included in the system purchase.</p> <p>When a previous Velocity license was converted to the new "Velocity Unlimited Edition" license, the Message Queue Writer stopped working.</p> <p>This issue has been fixed.</p>
VEL-3652	Some problems installing a new Velocity Client for an updated Velocity Server	<p>Some problems could be encountered when installing a new Velocity Client for an updated Velocity Server, because multiple updates were listed in the Updates table.</p> <p>This issue has been fixed.</p>
VEL-3656	Event Viewer shows a different MATCH code than what was enrolled using the Biometrics tab in Enrollment Manager	<p>After creating a new credential (for a MIFARE card) using the Biometrics tab in Enrollment Manager, the card was denied access at a multiple-format card reader, and the MATCH code shown in the Event Viewer was different from the value entered during enrollment.</p> <p>The Octal pass-through performed by the Biometrics tab was truncating some digits.</p> <p>This issue has been fixed, by changing the Biometrics tab to perform Hex pass-through.</p>
VEL-3659	Password for VelocityServices user is not validated during installation, if Windows is in a Workgroup configuration	<p>If Windows is in a Workgroup configuration, the password of an existing VelocityServices user account was not being validated during a later installation of Velocity, which caused an error in a later stage of the installation.</p> <p>This issue has been fixed.</p>
VEL-3661	Erroneous credential batches were created when the DIGI*TRAC Network Service is stopped	<p>Erroneous credential batches could be created when the DIGI*TRAC Network Service is stopped, and were recreated with different ID numbers after the service was restarted. The original batches remained in the Download Monitor and the database.</p> <p>This issue has been fixed, so that erroneous credential batches are not created when the DIGI*TRAC Network Service is stopped.</p>

Velocity 3.6 Release Notes

Reference ID	Bug	Description
VEL-3662	Adding a door (without a Time Zone) to a door group when the "Display my network layout" option is unchecked causes an error	<p>If the "Display my network layout" option was unchecked in the Door Group Properties dialog, it was possible to Add a door without specifying a Time Zone, which caused an error when you clicked OK.</p> <p>This issue has been fixed.</p>
VEL-3665	On Windows 8 or Windows Server 2012, scroll bars disappear or don't work in Customization Manager and in some portions of Enrollment Manager	<p>When Velocity was installed on Windows 8 or Windows Server 2012, scroll bars did not appear or did not work in the Customization Manager and in some portions of the Enrollment Manager (including TAB 1 of the Personal Information form and the User Defined Setup dialog).</p> <p>This issue has been fixed.</p> <p>NOTE: A similar problem still exists in some other parts of Velocity, as explained in the Known Issue VEL-3697.</p>
VEL-3666	Extra batch created if a credential is deleted while a controller is Disabled	<p>If a credential is deleted while a controller is in the Disabled state, an extra batch (to download credentials) would be created when the controller was Enabled. The first batch would remove the deleted credential from the controller, but the second batch would fail with "user not found" and "command failure 16" errors.</p> <p>This issue has been fixed, so the unnecessary second batch is no longer created.</p>
VEL-3672	When the SNIB2 Import wizard, Customization Import wizard, or Customization Export wizard was closed before finishing, it could not be reopened again	<p>When the SNIB2 Import wizard, the Customization Import wizard, or the Customization Export wizard was closed before finishing, it could not be reopened again without manually stopping the process using the Windows Task Manager. Trying to open that wizard again later would display a message like this:</p>  <p>This issue has been fixed.</p>
VEL-3675	Email dispatch fails if the "SDServer Alarm Channel login" and the "Alarm cancel overridden by host" events are both selected	<p>The optional Email Writer server extension would stop dispatching email messages if the "SDServer Alarm Channel login" miscellaneous event and the "Alarm cancel overridden by host" software event were selected together. (The problem was that both of these events had the same EventID.)</p> <p>This issue has been fixed, by deleting the unnecessary software event.</p>
VEL-3676	An error occurred when installing an optional integration to Velocity	<p>An error occurred when installing an optional integration to Velocity, such as the Edge EVO integration or a plug-in to the Hirsch Video Integration. (The problem was that a DLL was not being properly registered by the installer.)</p> <p>This issue has been fixed.</p>
VEL-3685	After Velocity was uninstalled, Velocity SQL Writer still remains in the Windows Services Manager	<p>After uninstalling Velocity, the Velocity SQL Writer still remains in the Windows Services Manager.</p> <p>This issue has been fixed.</p>

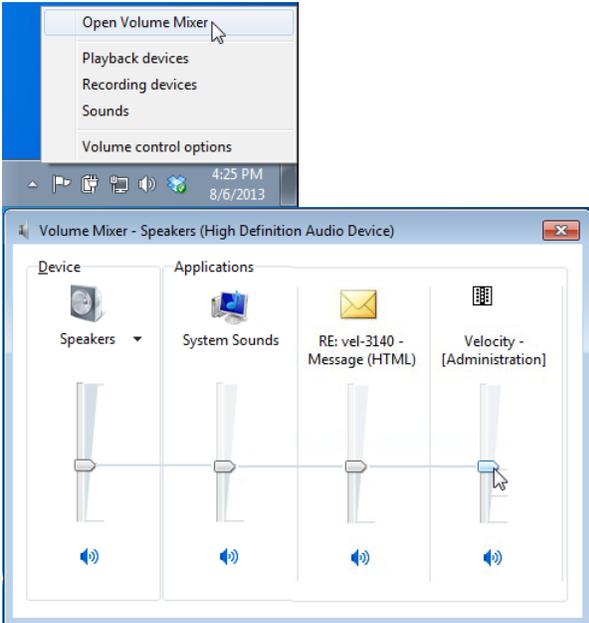
Velocity 3.6 Release Notes

Reference ID	Bug	Description
VEL-3690	Velocity Client displays wrong error message when trying to reuse a MATCH code which is not currently assigned to any credential	<p>One of the options on the Velocity Preferences dialog is “Never reuse MATCH card codes”. When this option was selected, Velocity’s traditional Windows client was displaying the wrong error message when you attempted to reuse a MATCH code which was not currently assigned to any credential. (The optional Velocity Web Services Client did display the correct error message.)</p> <p>This issue has been fixed, so that the correct error message is also displayed in Velocity’s Windows client.</p>
VEL-3708	Online and offline events for Velocity SQL Writer service not shown in Event Viewer unless the optional Edge EVO Controller integration is installed	<p>Unless the optional Edge EVO Controller integration was installed, online and offline events for the Velocity SQL Writer service were not being shown in the Event Viewer.</p> <p>This issue has been fixed.</p>

Known Issues

Reference ID	Summary	Description
	Documentation for Velocity 3.6 (and its optional integrations) has not been updated	<p>The documentation for Velocity 3.6 (and its optional integrations) is still being developed. For this initial early release, only some Release Notes documents have been completed.</p> <p>As additional documentation is completed, it will be made available in the Software Documents section of the Library on the Identiv Academy's Web site (https://academy.identiv.com/).</p>
VEL-2558	DIGI*TRAC Network Service does not always start automatically (after rebooting the Velocity server)	<p>Normally after rebooting the computer that is your Velocity Server, the necessary services are automatically restarted. But on some slower computers, the Velocity DIGI*TRAC Network Service might not automatically start because Windows was killing the process (if it did not complete within 30 seconds).</p> <p>If you experience this issue, the possible workarounds are:</p> <ul style="list-style-type: none"> • Change the value of the Startup Type property of the Velocity DIGI*TRAC Network Service to Automatic (Delayed Start). <p>Note that doing so can significantly increase the time before the service starts and the Velocity Service Control Manager's icon (in the Windows system tray) turns green.</p> <ul style="list-style-type: none"> • Add an entry to the Windows Registry that increases the kill timer (for all services) from its default value of 30 seconds; we recommend 180 seconds. For example: <pre>[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control] "ServicesPipeTimeout"=dword:0002bf20</pre>
VEL-2690	Pelco DVR integration does not work on Windows Vista or Windows 7	<p>Velocity crashes (with an "ActiveX component can't create object" error message) when connecting to the PELCO DX8100 DVR's cameras, using a Velocity Client on Windows Vista or Windows 7. (The integration works as expected when using a Velocity Client on Windows XP Professional.)</p> <p>This issue is caused by Pelco not supporting Windows Vista or Windows 7. There is no workaround.</p>
	DVR/NVR video cannot be viewed on Windows Server 2008	<p>When trying to view DVR video from a Velocity Server running on Windows Server 2008, Velocity crashes.</p> <p>The workaround is to view the video from a Velocity Client (instead of the Velocity Server).</p> <p>In general, the Velocity server should not be used to perform client type functions.</p>

Velocity 3.6 Release Notes

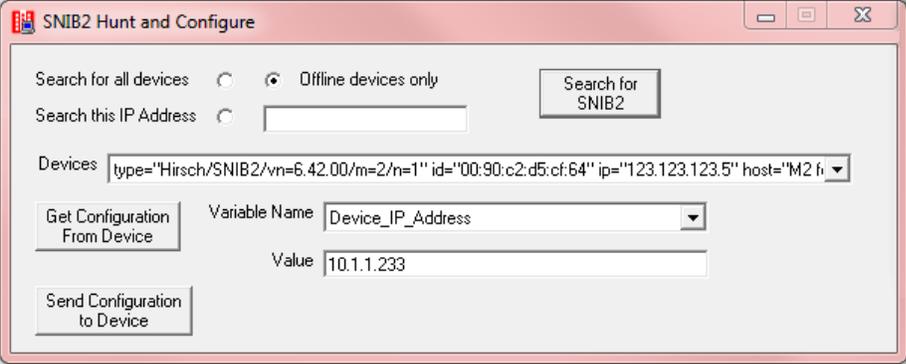
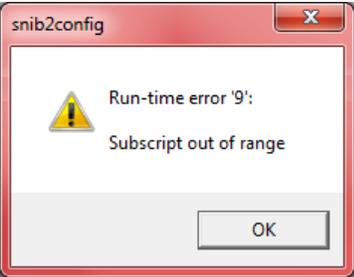
Reference ID	Summary	Description
VEL-2750	<p>After installing a new version of Velocity, the ribbon toolbar in Velocity's main window sometimes loses its icons (and only displays text)</p>	<p>The ribbon toolbar in Velocity's main window typically looks like this:</p>  <p>But sometimes after installing a new version of Velocity, the toolbar loses its icons and only displays text, so it looks like this:</p>  <p>The workaround is to reset the ribbon toolbar to its default settings, and restart Velocity. NOTE: This will undo any customizations you had made to the toolbar.</p>
VEL-3027	<p>Pelco DVR not functional on 3.5 SP1 (or later)</p>	<p>Starting with the Velocity 3.5 SP1 release, you cannot connect to a Pelco DVR.</p>
VEL-3140	<p>Custom alarms do not play on some machines</p>	<p>On some computers running Windows Vista or later, custom alarm sounds are not heard (either in the Customization Manager or in the Alarm Viewer). Although the exact cause of this issue is unknown, the reason that the sounds are not heard is because the Velocity application's volume is set to 0% (mute) in the Windows Volume Mixer.</p> <p>The workaround is to open the Windows Volume Mixer (by right-clicking on the speaker icon in the system tray and choosing the Open Volume Mixer command from the pop-up menu), and increase the volume for the Velocity – [Administration] application (by dragging its slider bar up).</p> 

Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3268	The Enrollment Manager's window sometimes opens with a maximized height.	Normally, the Enrollment Manager's window opens at a standard size. But if the window was maximized when it was closed, the next time the Enrollment Manager is opened, its window will have a maximized height (instead of the default height). There is no workaround for this issue.
VEL-3287	If periods are used as separators in a UDF with the Type of Date, the value is changed to a time of 12:00:00 AM.	On an English language system, a user-defined field with the Type of Date expects the date to be entered in the form of MM/DD/YY or MM/DD/YYYY, where forward slashes are used to separate the 2-digit month from the 2-digit day of the month and the 2-digit or 4-digit year. If you try to use periods instead of forward slashes for the separators, the value you enter is automatically converted to a time of 12:00:00 AM. The workaround is to enter the date using the expected forward slashed to separate the month, day, and year.
VEL-3299	If a computer has only one serial port, a serial CCTV port's settings cannot be changed.	On a computer which has only one serial port, if you open the Properties dialog for a serial CCTV port, its Port Settings fields are disabled so you cannot change their values. The only workaround is to delete the existing port, then create a new port with the desired settings.
VEL-3310	An application error occurs if no value is specified for the Port of a serial CCTV port.	When creating a serial CCTV port, an application error will occur if you do not specify a value for the required Port field. The workaround is to try creating the port again, and make sure that you specify a value for the Port (by selecting an entry from the Port drop-down list).
VEL-3356	Incorrect date/time is shown for an alarm video triggered on an AD VideoEdge NVR (using Velocity's legacy support)	The Recorded Alarm Video window shows an incorrect date/time stamp for an alarm video triggered on an American Dynamics VideoEdge NVR that is using the legacy support provided in Velocity. A possible workaround is to use the new American Dynamics plug-in to the Hirsch Video Integration, which supports either an Intellex DVR or a VideoEdge NVR.
VEL-3365	Titles and column headers are truncated or misplaced when a report is exported to an Excel spreadsheet.	Although a report's titles and column headers are displayed correctly in Report Manager, they can be truncated or misplaced when the report is exported to a Microsoft Excel spreadsheet. The only workaround is to manually correct the report titles and column headers in the Excel spreadsheet.
VEL-3390	Enrollment station sometimes will not read additional cards when finding a credential by MATCH code.	The Enrollment Manager has a Tools ► Find Credential... command that open the Find Credential dialog, which includes a MATCH Code option. If you use that option and then open a credential from the Search results pane, after closing the credential and returning to the Find Credential dialog, the enrollment station will not read another card. The workaround is to close the existing Find Credential dialog and issue the Tools ► Find Credential... command again.
VEL-3391	After changing a door group in the Administration window, the focus switches to the first item in the Components pane.	When the Velocity Configuration ► Door Groups folder is selected in the system tree pane of Velocity's Administration window, the focus that indicates which item is selected in the Components pane switches to the first item after you make a change to an existing door group. There is no workaround for this issue.

Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3397	Update installation fails if Velocity's help system is open.	<p>If Velocity's online help system is open during the installation of a Velocity update, the installation will fail with a "Path/File access error" when it tries to overwrite the Velocity.chm file (which is currently in use).</p> <p>The workaround is to close Velocity's online help system and start the installation again. (If you must keep the help system open, copy the Velocity.chm file to a different folder, and double-click on the copied file to open Velocity's help system.)</p>
VEL-3400	After you install a Velocity update, the Alarm Viewer is sometimes initially blank.	<p>When Velocity's main window is automatically opened after the successful installation of a Velocity update, the Alarm Viewer is sometimes blank (with just a light blue background).</p> <p>The workaround is to close this blank Alarm Viewer window, and then open the Alarm Viewer again.</p>
VEL-3413	The Cogent CSD200i driver is not working for biometric enrollment.	<p>Cogent replaced its model CSD200 enrollment reader by the model CSD200i, which has an updated driver file. This updated driver file causes Velocity to generate a "No Biometric Reader found" error.</p> <p>The workaround is to make the new CSD200i enrollment reader use the old driver file (which was supplied with the model CSD200).</p>
VEL-3421	Velocity cannot communicate with a controller using a 2-digit serial port number.	<p>Velocity cannot communicate with a controller that is using a 2-digit serial port number; the port number must be a single digit.</p> <p>The workaround is to change the controller's serial port to an available port which has a single-digit number.</p>
VEL-3440	The Searching... dialog does not display accurate information when there are many controllers with SNIB2 boards.	<p>On a system where there are many controllers with SNIB2 boards, the Searching... dialog (which appears after you click the Search button on the Properties dialog of a port with the Network Type of TCP/IP selected and the "XNET 2 protocol" option checked) sometimes does not display complete and accurate information.</p> <p>There is no workaround for this issue.</p>

Reference ID	Summary	Description
VEL-3441	Clicking on the Search for SNIB2 button generates an error when there are too many devices to be listed	<p>The SNIB2 Configuration Tool has a Search for SNIB2 button:</p>  <p>But if there are too many Devices to be listed, the following error message is displayed:</p>  <p>There is no workaround for this issue. However, starting with the Velocity 3.6 release, the SNIB2 Configuration Tool has been superceded by a new SNIB Configuration Tool that also supports IPv6 addressing (which is a feature of the new SNIB3 board that is being developed).</p>
VEL-3473	The Customization Manager does not allow you to type the characters { or } in an event message.	<p>In the Customization Manager, you cannot type the following special characters in the New Value field of an Event:</p> <ul style="list-style-type: none"> • { (left curly bracket) • } (right curly bracket) <p>The workaround is to type those characters in some other application, copy those characters (to the Windows clipboard), and then paste them into the New Value field.</p>
VEL-3484	The Report Manager's Event Customization report does not include any events for the new Edge EVO system.	<p>The Report Manager's Event Customization report was not updated to include any events for the new Edge EVO system.</p> <p>There is no workaround for this issue.</p>
VEL-3485	The Report Manager's Operator Log report does not include some events.	<p>Some operator actions (such as performing an access function at a door) are shown in the Event Viewer, but are not included in the Report Manager's Operator Log report.</p> <p>There is no workaround for this issue.</p>
VEL-3490	After switching from an operator whose role does not have permission to use the SNIB2 Import wizard, an Administrator is also denied access to that wizard.	<p>After a Velocity client is switched from an operator whose role does not include the Application Permissions ► Velocity ► SNIB2 Import Wizard – Use permission to an Administrator (who has full permissions), the Administrator is also denied access to the SNIB2 Import wizard.</p> <p>The workaround is to restart the Velocity client and log in using an account that has the necessary role permission (instead of just switching operators).</p>

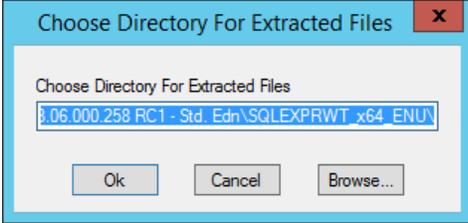
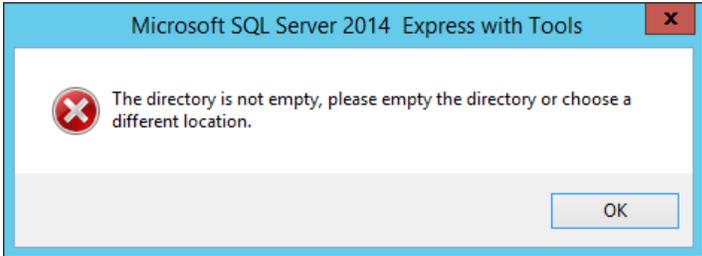
Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3494	The Alarm Viewer does not apply the "Use 24 Hour Time Format" preference to previous alarms.	<p>After you enable the Use 24 Hour Time Format option (on the General tab of the Velocity Preferences dialog), when you open the Alarm Viewer new alarms are displayed using the 24-hour time format, but the previous alarms continue to be displayed using the local time format specified in Windows.</p> <p>There is no workaround for this issue.</p>
VEL-3495	When the Alarm Viewer's Force Fixed Column Sorting option is off, alarms in the Acknowledged pane sometimes are not sorted properly.	<p>When the Force Fixed Column Sorting option (on the Sorting tab of the Alarm Viewer Properties dialog) is unchecked, the alarms in the Alarm Viewer's Acknowledged pane sometimes are not sorted in the expected order.</p> <p>The workaround is to manually refresh the Alarm Viewer.</p>
VEL-3496	The "Restrict alarms and events using Velocity Roles" option can cause unexpected results when an operator has multiple roles.	<p>The Restrict alarms and events using Velocity Roles option (on the Advanced page of the Velocity Settings dialog) works by excluding everything not assigned to an operator role, rather than by including only those things assigned to an operator role. This approach works for a single operator role, but can have unexpected results when an operator has multiple roles.</p> <p>For example, when this option is enabled on a system with two controllers, you could create an operator role responsible for the first controller and another operator role responsible for the second controller. If an operator is then assigned both of these roles, you probably would expect that the operator will see the events and alarms from both controllers, but instead the operator will not see any events or alarms from either controller.</p> <p>There is no workaround for this issue.</p>
VEL-3498	The status of a new credential with a delayed activation date/time might be prematurely shown as Active (if it was created on a Client in an earlier time zone than the Velocity Server).	<p>On a system where a Velocity Client is in an earlier time zone than the Velocity Server, a new user credential with a delayed activation date/time which is created on that Client might have its status prematurely shown as Active. The credential is not actually activated until the Velocity Server's time reaches the specified activation time.</p> <p>There is no workaround for this issue.</p>
VEL-3504 and VEL-3506	VelocityServices must use the "US" date/time format	<p>When VelocityServices is using a non-US date/time format where the month and the day of the month are in a different order, the software event 1297 is displayed after the 12th day of the month:</p> <p style="padding-left: 40px;">Database is offline. VelocitySQLWriter is storing commands offline for later execution.</p> <p>After this, transaction events for the Edge EVO Controller integration were no longer displayed in the Event Viewer.</p> <p>To prevent this issue, VelocityServices must use the "US" date/time format.</p>
VEL-3509	The value of a controller's Tag option is reset to <Never> at midnight.	<p>When a user-defined Time Zone is specified for the Tag option on the Setup tab of a controller's Properties dialog, the option is reset to the default value of <Never> at midnight.</p> <p>There is no workaround for this issue.</p>

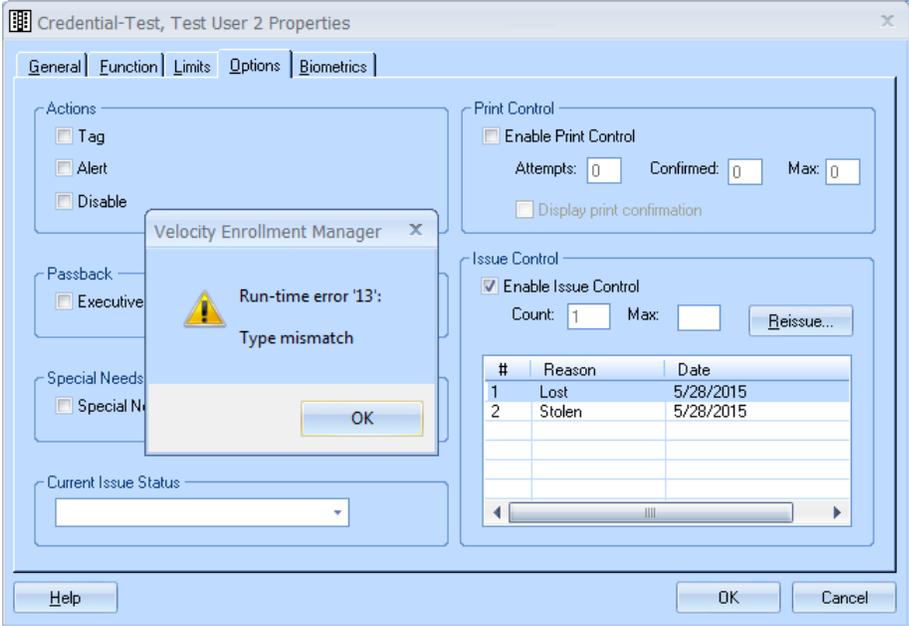
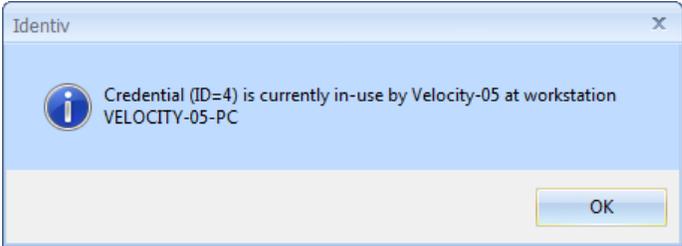
Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3526	An error occurs if the Status Viewer is open while applying the Velocity 3.5 SP2 update	<p>If the Status Viewer is open while applying the Velocity 3.5 SP2 update, the following error message is displayed:</p>  <p>The workaround is to close the Status Viewer before performing the update.</p>
VEL-3527	Photo Callup feature is limited to 10 concurrent windows	<p>Velocity provides a Photo Callup feature (which is configured on the General tab of a door's Properties dialog) that displays a credential's photo when access is attempted at a specific door. You specify what information is displayed by the Photo Callup feature by selecting a badge template, and you determine how long the information is displayed. Because this feature remembered the location of the window used for each enabled door, it was common practice for an operator to manually reposition the windows so they did not completely overlay each other.</p> <p>If too many doors are enabled with the Photo Callup feature, there can eventually be problems caused by a lack of system resources. (This is especially true when the information is displayed indefinitely, rather than for just a few seconds.) To reduce the occurrence of these problems, the Photo Callup feature is now limited to 10 concurrent windows.</p> <p>For 10 or less enabled doors, the Photo Callup feature operates as before, with a window dedicated to each door and the system remembering the position of each window. For more than 10 enabled doors, the credential information for a door can appear in any available window.</p> <p>When all 10 Photo Callup windows are in use, a window is reused if a different credential attempts access at one of those doors. If no window is available, the credential information will not be displayed, and a message listing the user ID that was not displayed will be written to the log file.</p> <p>There is no workaround for this issue.</p>
VEL-3594	All MRQ events for any expansion input show their Address in the Status Viewer as ending in XI00	<p>All MRQ events (for a Request-to-Exit switch connected to any expansion input) show their Address in the Status Viewer as ending in XI00.</p> <p>There is no workaround for this issue.</p>
VEL-3605	XMSG 14 is not being parsed correctly	<p>The XMSG 14 message (about detecting a socket break) is not being parsed correctly by Velocity.</p> <p>There is no workaround for this issue.</p>
VEL-3607	An unexpected exception occurs if you disable a port while credentials or configuration information is being downloaded	<p>An unexpected exception (in code region PollingEngineInterface.TranslateMessage) occurs if you disable a port while credentials or configuration information is being downloaded to a controller on that port.</p> <p>There is no workaround for this issue.</p>

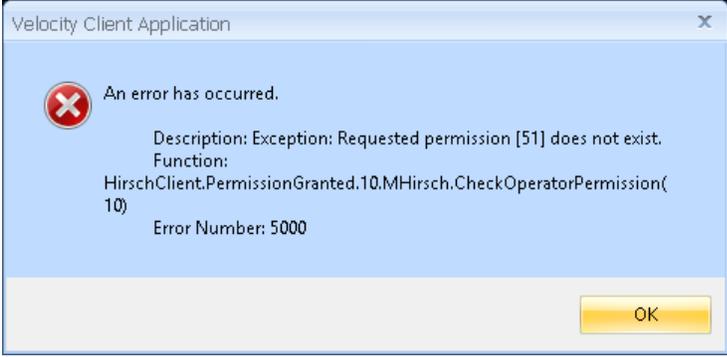
Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3611	A controller is not logged off if its port is disabled during a configuration download	<p>If you disable a port while configuration information is being downloaded to a controller on that port, the controller is not logged off. (The underlying problem was that the controller logoff command was not sent because the polling engine's command buffer was full.)</p> <p>There is no workaround for this issue.</p>
VEL-3621, VEL-3664, and VEL-3715	Problems with directory for extracted files for installing SQL Server 2014 Express	<p>If you choose to install SQL Server 2014 Express as part of your Velocity 3.6 system, you are asked to choose a directory where temporary files will be extracted to:</p>  <p>But there are problems with this directory:</p> <ul style="list-style-type: none"> The temporary files are not automatically deleted after the installation has been completed. <p>There is no workaround for this known issue with Microsoft's installer for SQL Server 2014 Express. For details, see the following information on Microsoft's SQL Server forum: SQL Server 2014 installation using command line fails to remove the extraction folder when complete.</p> <ul style="list-style-type: none"> The default directory is under C:\Windows\system32\, which will cause the installer to fail. <p>The workaround is to specify a different directory which either does not exist or is empty.</p> <ul style="list-style-type: none"> The specified directory must be empty, or the following error message will be displayed:  <p>The workaround is to specify a different directory which either is empty or does not exist.</p>
VEL-3629	Windows local Administrator privilege is needed to run Velocity's Service Control Manager from a Velocity Client computer	<p>To run Velocity's Service Control Manager from a Velocity Client, you must be logged into Velocity with a Windows user account that has local Administrator privilege on that computer. If you switch operators and log into Velocity with a non-Administrator account, you will no longer be able to use the Service Control Manager to start or stop Velocity's services (even if that account has the "Application Permissions ► Service Control Manager ► Service Control Manager – Use" role permission).</p> <p>This is a Known Issue that is working as designed.</p>
VEL-3631	Velocity cannot install from a long file path	<p>If you copy the Velocity installation files to a directory structure that has a long file path, the installation will fail while trying to copy some .CAB files.</p> <p>The workaround is to use a different directory structure that has a shorter file path.</p>

Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3667	Enabling the Issue Control option for a credential but clearing the Max field causes problems	<p>The Options tab of the Credential Properties dialog includes an Issue Control feature. But if you deliberately clear the value in the Max field so it is blank and then click OK, it will cause problems.</p>  <p>The credential will be locked, and you won't be able to select it in the Enrollment Manager until after you restart Velocity.</p> 
VEL-3689	After the “Credential – Issue Control” role permission is disabled, the Reissue button remains active	<p>After removing an operator’s “Application Permissions ► Enrollment Manager ► Credential – Issue Control” role permission, the Reissue button for the Issue Control feature remains active on the operator’s Velocity Client computer.</p> <p>There is no workaround for this issue.</p>
VEL-3696	When a port is disabled, a credential download can be “completed with errors” (Alarm 5900) but still appear as Queued in the Download Monitor.	<p>When a controller’s port is offline or disabled, a credential download can be “completed with errors” (Alarm 5900) but still appear as Queued in the Download Monitor.</p> <p>There is no workaround for this issue.</p>
VEL-3697	On Windows 8 or Windows Server 2012, scroll bars don’t work in the Scheduling Agent’s New Schedule, Email Reports, and Print Reports pages	<p>When Velocity is installed on Windows 8 or Windows Server 2012, the scroll bars do not work in the grids on the Scheduling Agent wizard’s New Schedule, Email Reports, and Print Reports pages.</p> <p>The workaround is to use the keyboard arrow keys to navigate within the grids on those pages.</p>

Velocity 3.6 Release Notes

Reference ID	Summary	Description
VEL-3709	<p>Errors occur when a non-Admin operator who has been removed from all the Velocity roles logs in to Velocity</p>	<p>If a non-Admin operator is removed from all of the Velocity roles, errors such as the following are displayed when that operator next logs in to Velocity:</p>  <p>There is no workaround for this issue.</p>
VEL-3712	<p>After a Velocity Server has been upgraded from 3.5 to 3.6, a Velocity 3.5 Client will generate an alarm but will still load.</p>	<p>In most cases after a Velocity Server has been upgraded to a newer version, when an older Velocity Client tries to connect to that server, the version mismatch is detected and the newer version of the client is automatically downloaded from the server. But in some cases, including the major upgrade from a 3.5 release to 3.6, the version mismatch is not detected so the clients are not automatically upgraded.</p> <p>After you upgrade a Velocity 3.5 Server to the 3.6 release, when a Velocity 3.5 Client tries to connect to that server, it will load but it generates an alarm with the Event ID of 5905 and the following text:</p> <p style="padding-left: 40px;">Unhandled internal error: incompatible client connecting</p> <p>The workaround for this issue is to manually upgrade all of your Velocity 3.5 Clients to 3.6, after having upgraded your Velocity 3.5 Server to 3.6.</p>