

IDENTIV uTrust Velocity 3.6 SP1 Release Notes

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Overview

The Velocity 3.6 SP1 release includes:

- a new option for [verified anti-passback](#) (in addition to the existing timed anti-passback),
- support for the new SNIB3 communications expansion board (which supports Ethernet speeds up to 1000BaseT, 128-bit IPv6 addressing, and 256-bit encryption),
- a few other [enhancements](#), and
- several [Bug Fixes](#).

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

Firmware Requirements

- To utilize all the features of Velocity 3.6 SP1 (such as the new verified anti-passback option and the new SNIB3 expansion board) requires CCM firmware version 7.5.37 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 SP1 requires SNIB2 firmware version 5.99 or later. (The most recent version which is available is 6.42.)

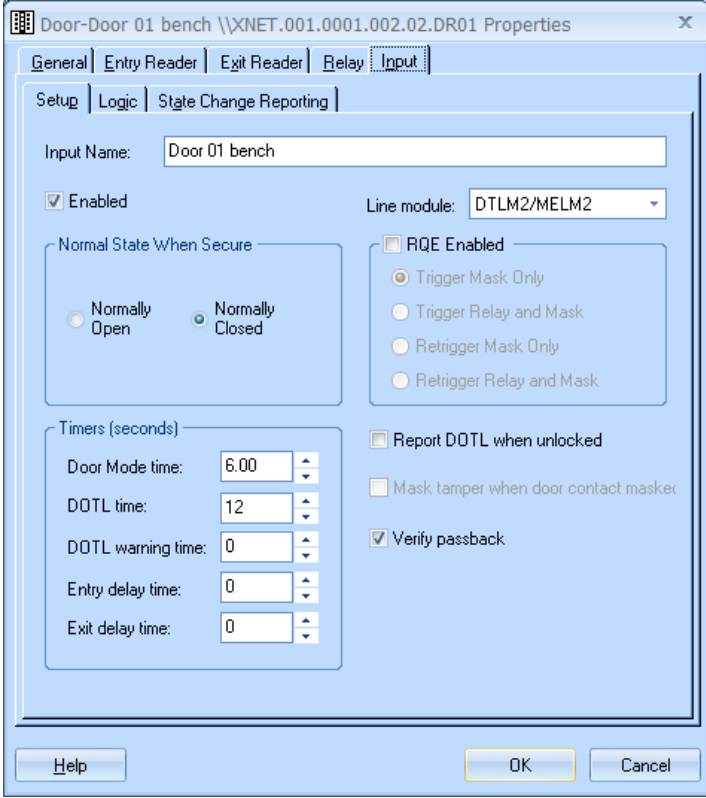
Compatible Versions of Integrations or optional components

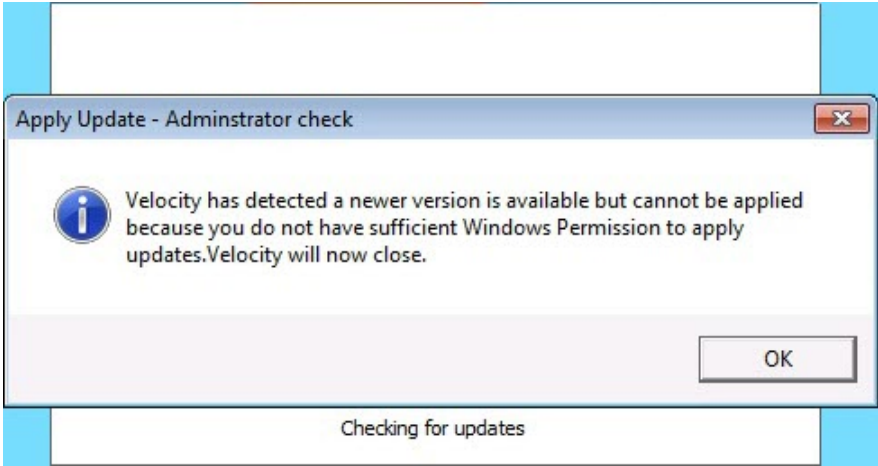
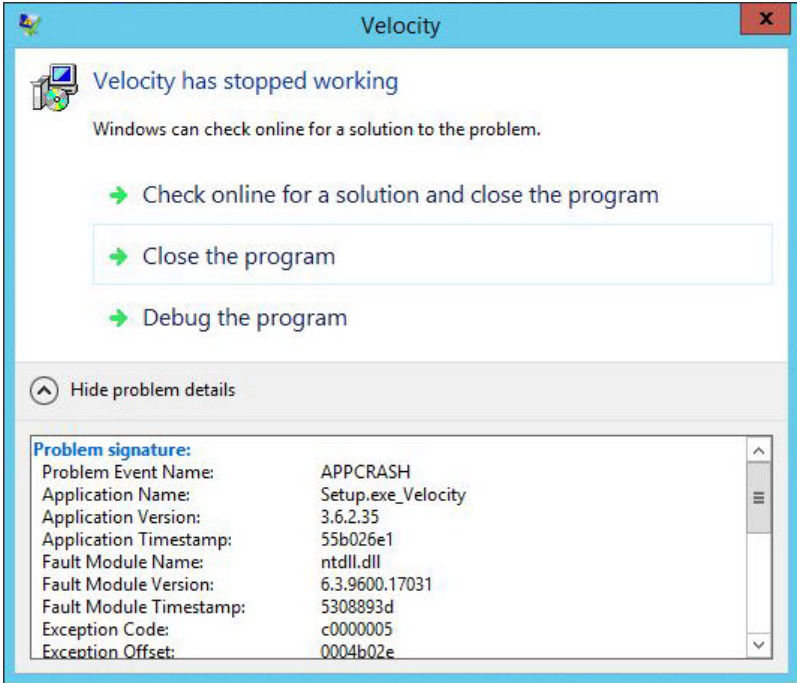
The following table shows the compatible versions of integrations or optional components for Velocity's recent releases.

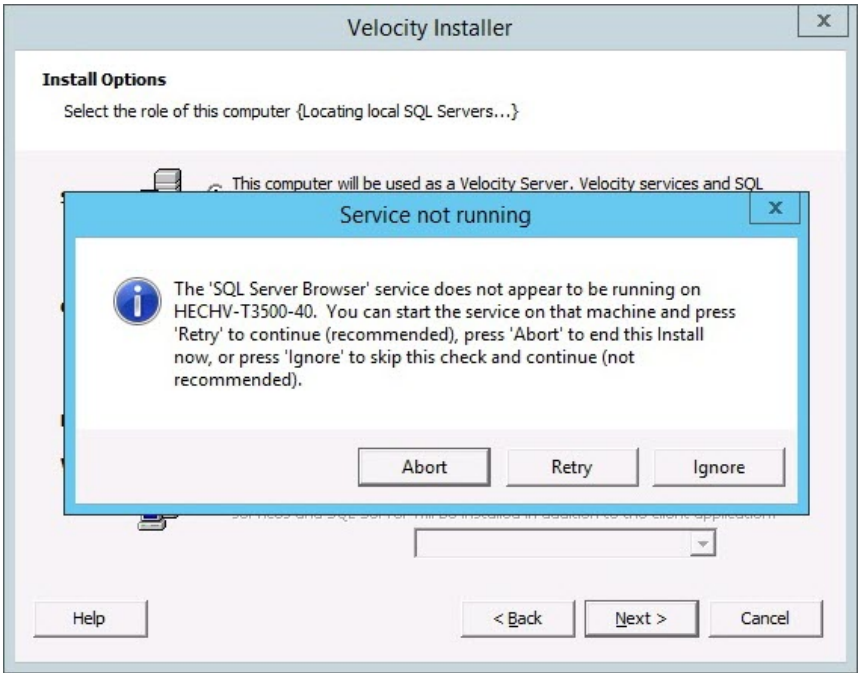
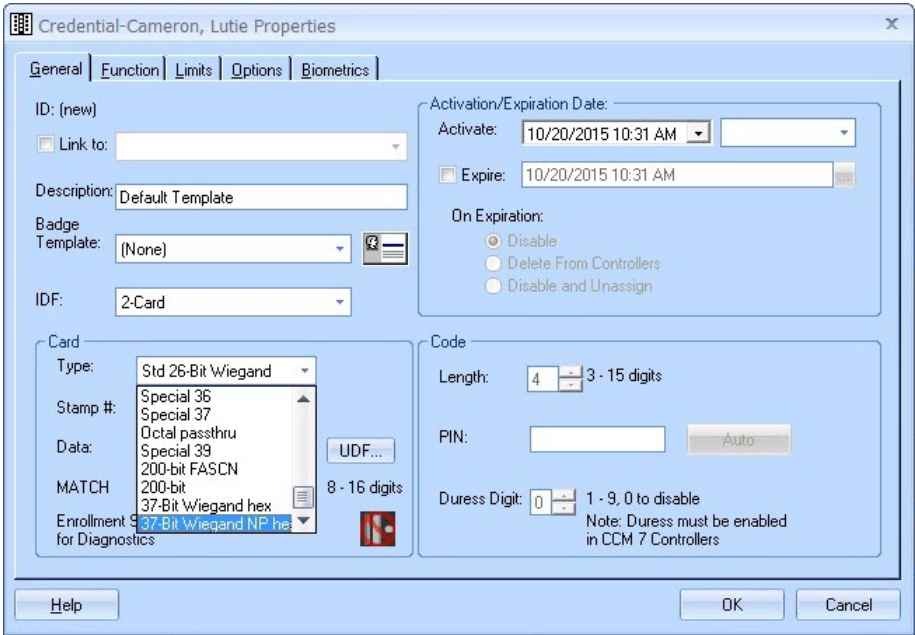
Component:	Compatible version for Velocity 3.5 SP2.1	Compatible version for Velocity 3.6	Compatible version for Velocity 3.6 SP1
Velocity Web Services Client	3.5.1.67	3.6.2.10	3.6.3.5
Hirsch Video Integration framework	1.1.1	1.1.3	1.1.3
plug-in for Aventura	1.1.1.12	1.1.3.1	1.1.3.1
plug-in for unified American Dynamics	1.1.1.12	1.1.3.4	1.1.3.4
Edge EVO Controller Integration	1.0.1.53	1.0.2.1	1.0.2.1

New Features and Enhancements

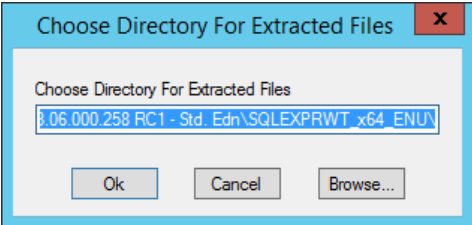
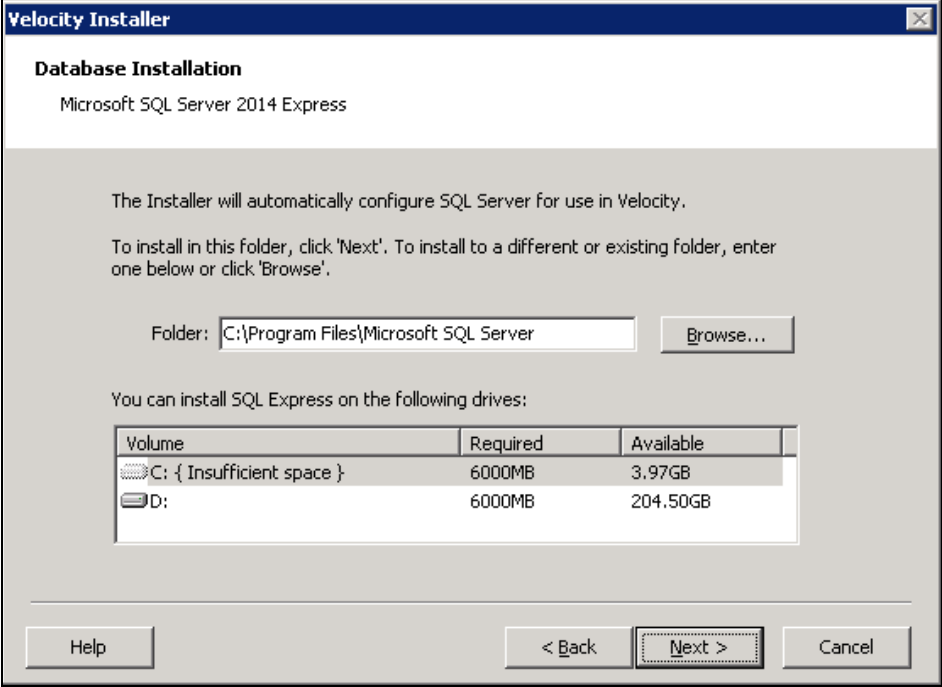
Reference ID	Feature	Description
VEL-1500	SigPlus Pro ActiveX control updated to a version which fixes security vulnerabilities and works with Windows 8.1.	Velocity provides the SigPlus Pro ActiveX control which is used with Topaz signature pads, but it was an older version which had some known security vulnerabilities and would be flagged during a security scan. Now the SigPlus.ocx file has been updated to version 4.4.0.24, which fixes the known security vulnerabilities and works with newer versions of Windows (such as Windows 8.1).

Reference ID	Feature	Description
VEL-3290	Implement the verified anti-passback feature (for CPNI certification)	<p>In the Automatic Access Control Systems standard published by the United Kingdom's Centre for the Protection of National Infrastructure (CPNI), section 3.4.1 about PIN/Token Use includes the requirement that:</p> <p>To prevent passback, a token shall not be considered as having moved to the next location following any incomplete transaction (such as access being granted at a reader but the associated door not being opened and closed within a normal amount of time).</p> <p>Previously, Velocity provided options related to passback violations, occupancy tracking, and 2-person rules on the Passback tab of the Controller Properties dialog, with the passback zones for a particular facility being defined on the Logic tab of the Reader Properties dialog.</p> <p>However, these existing features did not comply with section 3.4.1 of CPNI's standard because they did not test for an appropriate state change of the associated door. For a door that has a supervised door contact, the new verified anti-passback feature can be enabled by checking the new Verify passback option on the Input ► Setup tab of the Door Properties dialog:</p>  <p>NOTE: The previously existing features related to passback violations, occupancy tracking, and 2-person rules are essentially unchanged. However, the 2-person rules feature cannot be used at the same time as the new verified anti-passback feature.</p>

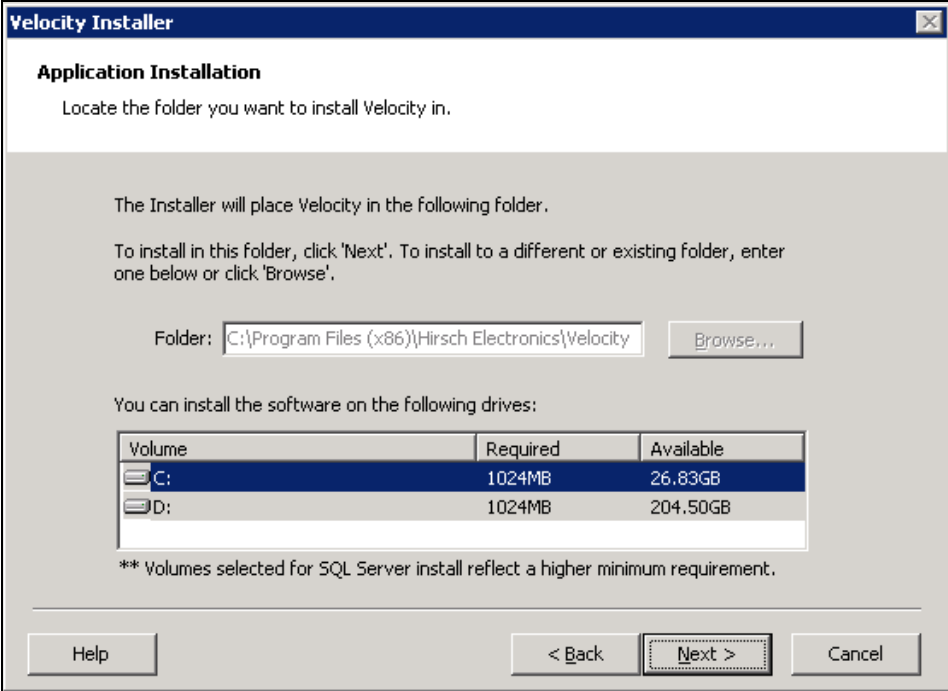
Reference ID	Feature	Description
VEL-3766	Check for Windows local administrator privilege before downloading an update to a Velocity client	<p>After your Velocity server has been updated with a Service Pack release, it tries to automatically update each Velocity client the next time they attempt to connect to that server. Previously, the software update was silently downloaded in the background and tried to install itself, but it would fail if the user who was logged on to the client computer did not have the necessary Windows local administrator privilege.</p> <p>Now when a Velocity client needs to be updated, the check for local administrator privilege is performed before attempting the software download, so if the current user does not have the necessary privilege the following error message is displayed:</p> 
VEL-3767 and VEL-3775	The Velocity Installer now detects when the "SQL Server Browser" service is not running, and displays a dialog with options for remedying the problem.	<p>Previously if the "SQL Server Browser" service was not running when the Velocity Installer reached the Install Options screen during a Server or a Client installation, the following non-specific dialog was displayed:</p>  <p>Now a much more helpful dialog is displayed, which enables you to remedy the problem:</p>

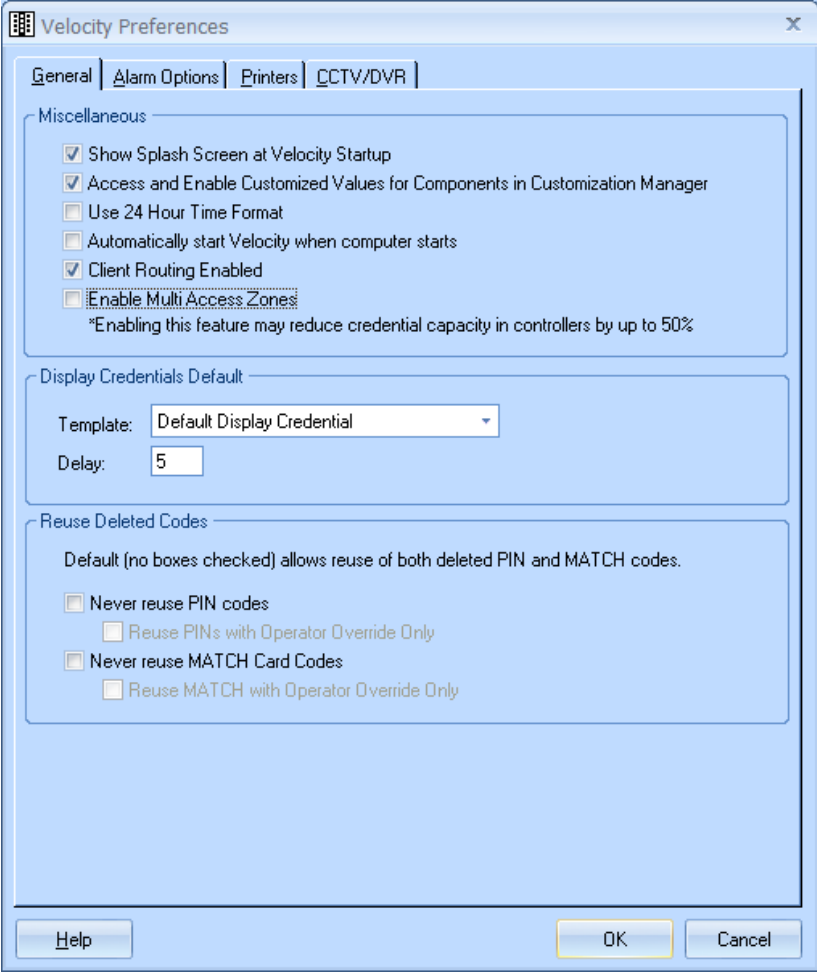
Reference ID	Feature	Description
		
VEL-3777	<p>New custom card types added to support 37-bit Wiegand hex data</p>	<p>Velocity now provides two additional custom card types to support certain low-frequency proximity cards:</p> <ul style="list-style-type: none"> • 37-bit Wiegand hex (with parity) • 37-bit Wiegand non-parity hex <p>These new card types are available in the Type drop-down list on the General tab of the Credential Properties dialog:</p> 

Bug Fixes

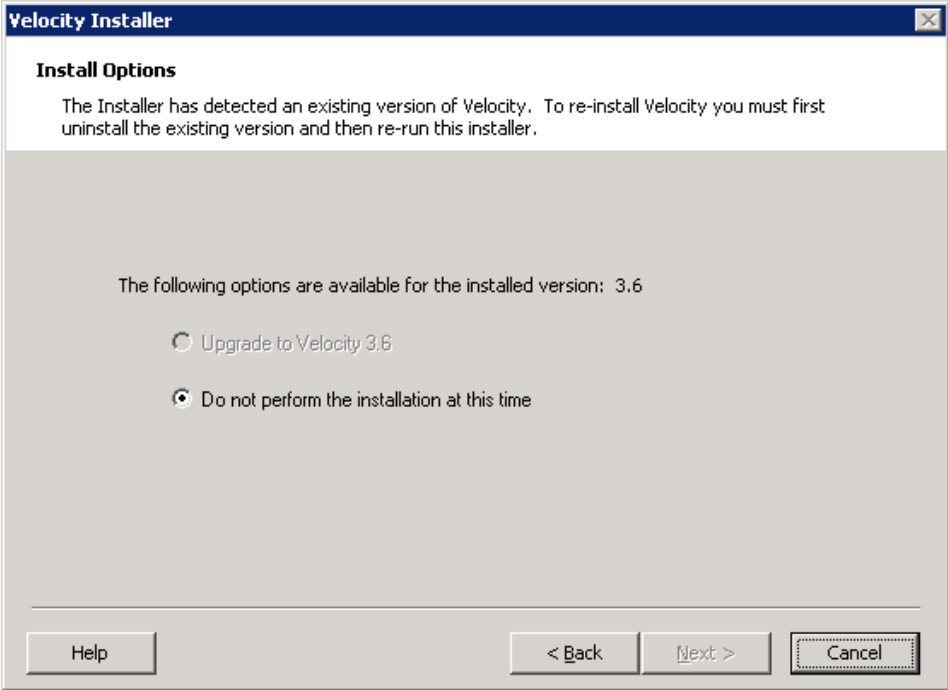
Reference ID	Bug	Description									
VEL-3594	All MRQ events for any expansion input were showing their Address in the Status Viewer as ending in XI00	All MRQ events (for a Request-to-Exit switch connected to any expansion input) were showing their Address in the Status Viewer as ending in XI00. This issue has been fixed.									
VEL-3621	Temporary files were not being deleted after Velocity finished installing SQL Server 2014 Express	<p>If you choose to install SQL Server 2014 Express as part of your Velocity 3.6 system, you previously were asked to choose a directory where temporary files will be extracted to:</p>  <p>But the temporary files were not being deleted after Velocity finished installing SQL Server 2014 Express. (This was a known issue with previous versions of Microsoft's installer for SQL Server 2014 Express.)</p> <p>This issue has been fixed so that you are no longer asked to choose a directory, and the temporary files are deleted.</p> <p>NOTE: The Velocity Installer creates a temporary folder on the Windows system drive (typically C:\SQLEXPRWT), and this portion of the installation process requires at least 6.0 GB of available disk space, as shown on the Database Installation screen:</p>  <table border="1" data-bbox="659 1497 1341 1612"> <thead> <tr> <th>Volume</th> <th>Required</th> <th>Available</th> </tr> </thead> <tbody> <tr> <td>C: { Insufficient space }</td> <td>6000MB</td> <td>3.97GB</td> </tr> <tr> <td>D:</td> <td>6000MB</td> <td>204.50GB</td> </tr> </tbody> </table>	Volume	Required	Available	C: { Insufficient space }	6000MB	3.97GB	D:	6000MB	204.50GB
Volume	Required	Available									
C: { Insufficient space }	6000MB	3.97GB									
D:	6000MB	204.50GB									

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Reference ID	Bug	Description
VEL-3642	Validation for UDF-generated MATCH codes was checking length of UDF (instead of MATCH code)	When a User Defined Field was being used to generate a MATCH code for a credential, the validation for the MATCH code was incorrectly checking the length of the UDF (instead of the length of the generated MATCH code). This issue has been fixed.
VEL-3696	When a port was disabled, a credential download could be "completed with errors" (Alarm 5900)	When a controller's port is offline or disabled, a credential download previously could be "completed with errors" (Alarm 5900) but still appear as Queued in the Download Monitor. This issue has been fixed.
VEL-3697	On Windows 8 or Windows Server 2012, scroll bars were not working in the Scheduling Agent's New Schedule, Email Reports, and Print Reports pages	When Velocity is installed on Windows 8 or Windows Server 2012, the scroll bars were not working in the grids on the Scheduling Agent wizard's New Schedule, Email Reports, and Print Reports pages. (The workaround was to use the keyboard arrow keys to navigate within the grids on those pages.) This issue has been fixed.
VEL-3714	During an upgrade, the Velocity Installer was allowing you to change Velocity's installation location	Previously, the Velocity Installer allowed you to change Velocity's installation location during an upgrade (instead of reading the existing location from its database), which would cause the upgrade to fail. This issue has been fixed, so that during an upgrade the Folder field now shows the correct path and is disabled: 

Reference ID	Bug	Description
VEL-3719	<p>If some of the Velocity Preferences had been changed from their default values on a 3.5 system, they might be reset when upgrading to 3.6</p>	<p>Velocity provides a 4-tab dialog that enables you to customize various aspects of your system's behavior:</p>  <p>If you had changed some of the Velocity Preferences on a 3.5 system, those settings might have been reset to their default values when upgrading to the 3.6 release.</p> <p>This issue has been fixed.</p>
VEL-3729	<p>Sometimes the status of a rebooted controller was incomplete or incorrect</p>	<p>Sometimes when a controller was rebooted, its detailed status was not displayed in the Status Viewer. At other times, its UPS Battery status was initially shown as OK, but within a minute, a "UPS failure" alarm was received and the status changed to FAIL. Manually refreshing the Status Viewer restored the correct status of OK.</p> <p>This issue has been fixed.</p>
VEL-3734	<p>On a very busy Velocity Server, a disconnected Velocity Client might have trouble reconnecting</p>	<p>When a Velocity Server was very busy, the socket connection for a disconnected Velocity Client was not being properly closed, which could prevent the client from being able to reconnect.</p> <p>This issue has been fixed.</p>

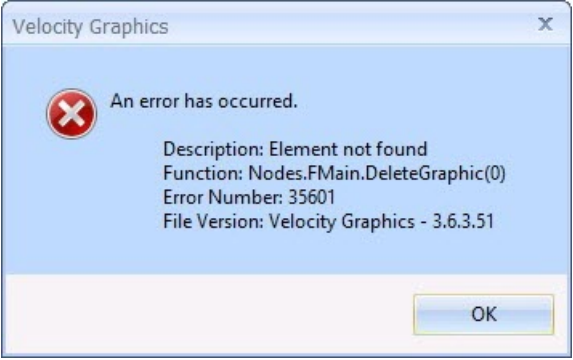
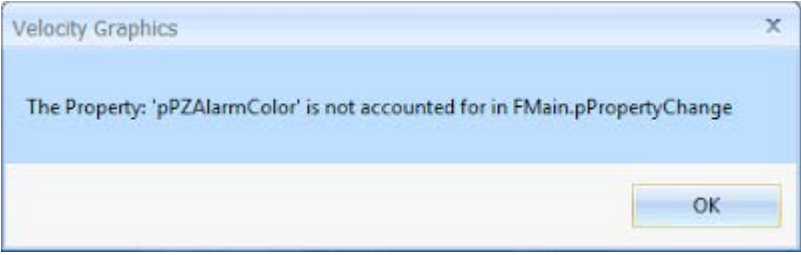
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Reference ID	Bug	Description
VEL-3735	The DIGI*TRAC Network Service could generate an "Out of stack space" error	In certain situations where multiple controllers had been offline, Velocity's DIGI*TRAC Network Service would generate an "Out of stack space" error while trying to process events as the controllers came online. This error would cause some alarms and/or events to be lost. This issue has been fixed.
VEL-3737	if you ran the Velocity 3.6 Installer again on a computer where Velocity 3.6 was already installed, the Install Options page incorrectly included the option to "Upgrade to Velocity 3.6"	On a computer which had a new installation of Velocity 3.6, if you ran the Velocity 3.6 Installer again, the Install Options page incorrectly included the option to "Upgrade to Velocity 3.6" and an incorrect message was displayed. This issue has been fixed so that when the installer detects this situation, it displays an Install Options page where the "Upgrade to Velocity 3.6" option is disabled and appropriate instructions appear at the top of the page: 
VEL-3750	The Show Credential Information option for a plotted door generated an error when an access transaction occurred	An error could occur when an access transaction happened at a door which was plotted in Velocity's Graphics module and had the Show Credential Information option enabled. This issue has been fixed.
VEL-3751	Deleting a person with multiple access zones generated some errors	When the Multi Access Zones feature (introduced in the Velocity 3.6 initial release) is turned on, deleting a user credential with multiple access zones was generating some errors. This issue has been fixed.
VEL-3752	The Diagnostics/Reporting ► SQL Manager command was not working for SQL Server 2014	If you are using SQL Server 2014 with Velocity 3.6, the SQL Database Management Studio was not launching after you clicked Velocity's menu button and selected the Diagnostics/Reporting ► SQL Manager command. This issue has been fixed.

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Reference ID	Bug	Description
VEL-3764	The Status Viewer's Alarm column was being cleared by the Refresh command	The Refresh command on the Status Viewer's right-click menu was clearing the data from the Alarm column in the Status pane. This issue has been fixed.
VEL-3765	The Help ► About dialog did not indicate whether Velocity had been newly installed versus upgraded	After upgrading an existing installation of Velocity 3.5 to Velocity 3.6, the dialog displayed by the Help ► About command did not include the text " (Upgraded) " after the Velocity version number, so there was no indication of whether Velocity had been newly installed versus upgraded. This issue has been fixed.
VEL-3772	After upgrading to Velocity 3.5 SP2.1, transaction-related reports were taking much longer to run	On a Velocity 3.5 SP2.1 system with more than a million logged transactions, it was taking significantly longer to run the Transaction Log report and the Transaction Log by Transaction Type report. This issue started when the transaction-related reports were revised to include information about Edge EVO single-door controllers (which are managed using the optional Edge EVO Controller Integration to Velocity). This issue has been fixed.
VEL-3784	The right-click menu for Who's Inside Zone 2 did not include a Forgive Credentials command	When using Velocity's Who's Inside feature, right-clicking on Zone 2 was not displaying the expected command to Forgive Credentials. This issue has been fixed.
VEL-3800	When many reports were scheduled to run and be distributed via email in a short period of time, some of them failed to complete	When Velocity's Scheduling Agent was used to schedule many tasks in a short period of time for generating reports and distributing them via email, some of the tasks failed to complete. (This issue was caused by a timer synchronization problem.) This issue has been fixed.
VEL-3802	When a scheduled task for generating a report and distributing it via email encountered an error, the task might not end.	If a scheduled task for generating a report and distributing it via email encountered an error during the email stage, Report.exe continued to be a running task and did not release its hold on the generated report file. This issue has been fixed.
VEL-3811	The Show Credential Information option for a plotted door was not taking effect immediately	Instead of taking effect immediately, the Show Credential Information option (for a door plotted in Velocity's Graphics module) did not take effect until after Graphics was closed and reopened. This issue has been fixed.

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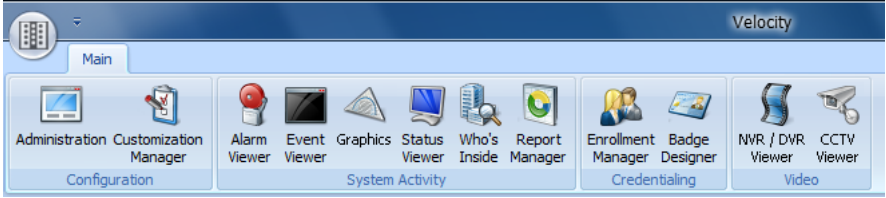

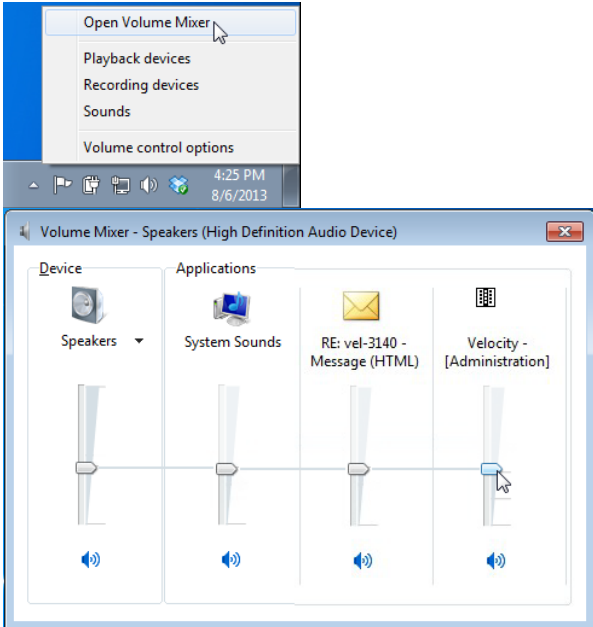
Reference ID	Bug	Description
VEL-3812	Deleting a plotted map in Graphics generated an error	<p>When a plotted map was deleted in Velocity's Graphics module, an error such as the following occurred:</p>  <p>This issue has been fixed.</p>
VEL-3813	Point Monitoring Zone state colors were not working	<p>In Velocity's Graphics module, if you tried to change the colors for the various states (such as Alarm, Secure, Masked, or Unknown) of the points in a Point Monitoring Zone, an error message like the following would be displayed:</p>  <p>Also, the default colors for the various states were not being applied during live mode. These issues have been fixed.</p>
VEL-3829	The Velocity 3.6 SP1 update could fail due to a timeout limit	<p>The Velocity 3.6 SP1 update could fail in these situations:</p> <ul style="list-style-type: none"> • Backing up the database took longer than 10 minutes. This issue has been fixed by increasing the timeout limit for this task to 60 minutes. • Running a script during the installation of the optional Velocity Web Services Client took longer than 30 seconds. This issue has been fixed by removing this timeout limit.
VEL-3835	Alarm routing was incorrect when an operator belonged to conflicting roles	<p>When an operator belonged to roles which had conflicting alarm routing, the results were incorrect.</p> <p>This issue has been fixed.</p>
VEL-3850	Velocity's License Manager might not display all of the licenses	<p>Velocity's License Manager sometimes did not display all of the software licenses. (If logging was enabled for the License Manager, an exception was recorded in the log file.)</p> <p>This issue has been fixed.</p>
VEL-3857	A Velocity upgrade can fail if the approle password does not meet your current Windows password policy	<p>When a customer running Velocity 3.5 SP2.1 changed their Windows password policy to require a password with more than 8 characters, this caused problems later while trying to upgrade to Velocity 3.6 SP1.</p> <p>This issue has been fixed.</p>

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Reference ID	Bug	Description
VEL-3897	Large number of unnecessary batch files were sometimes generated when importing many users on a system with multiple controllers	<p>On a Velocity system with multiple controllers, an unexpectedly large number of unnecessary batch files was sometimes being generated when importing a large number of users.</p> <p>This issue has been fixed.</p>

Known Issues

Reference ID	Summary	Description
	Some documentation for Velocity 3.6 SP1 has not been updated	<p>Some of the documentation for Velocity 3.6 SP1 is still being developed.</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>

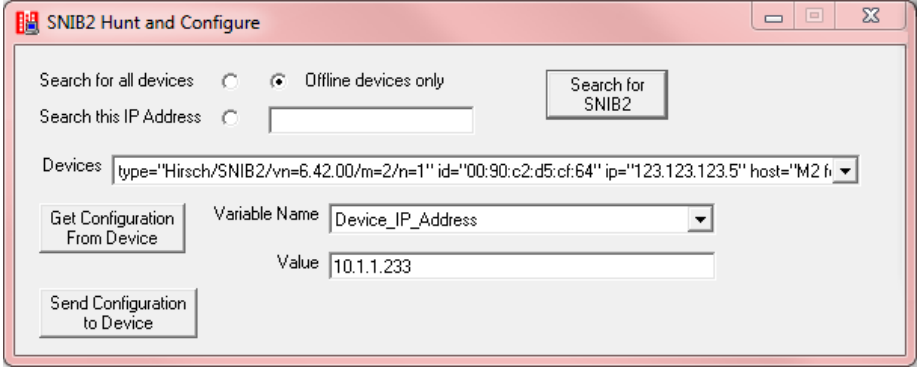
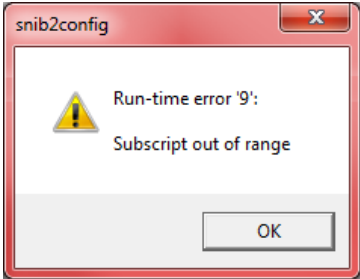
Reference ID	Summary	Description
VEL-2750	<p>After installing a new version of Velocity, the ribbon toolbar in Velocity's main window sometimes loses its icons (and only displays text)</p>	<p>The ribbon toolbar in Velocity's main window typically looks like this:</p>  <p>But sometimes after installing 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> 

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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.

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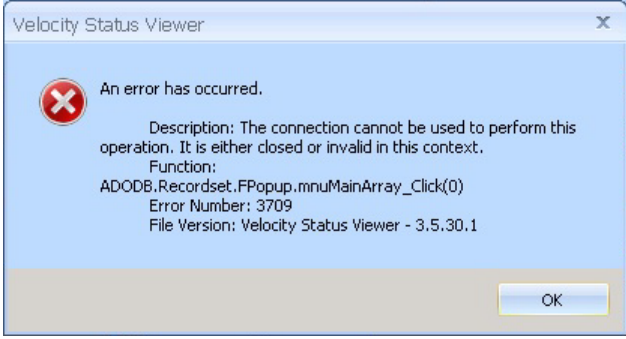
Reference ID	Summary	Description
VEL-3397	Update installation fails if Velocity's help system is open.	<p>If Velocity's online help system is open during the installation of a Velocity update, the installation will fail with a "Path/File access error" when it tries to overwrite the Velocity.chm file (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 complete 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 information.</p> <p>There is no workaround for this issue.</p>

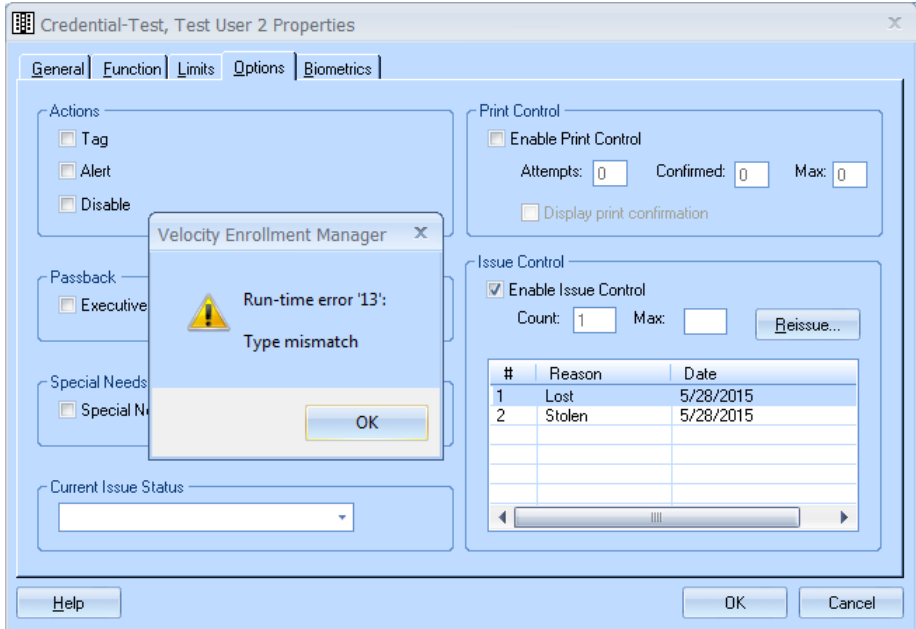
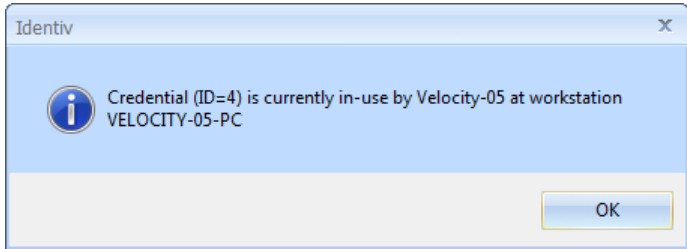
Reference ID	Summary	Description
VEL-3441	Clicking on the Search for SNIB2 button generates an error when there are too many devices to be listed	<p>The SNIB2 Configuration Tool has a Search for SNIB2 button:</p>  <p>But if there are too many Devices to be listed, the following error message is displayed:</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>These missing events do appear as Programming events in the All Events report.</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>

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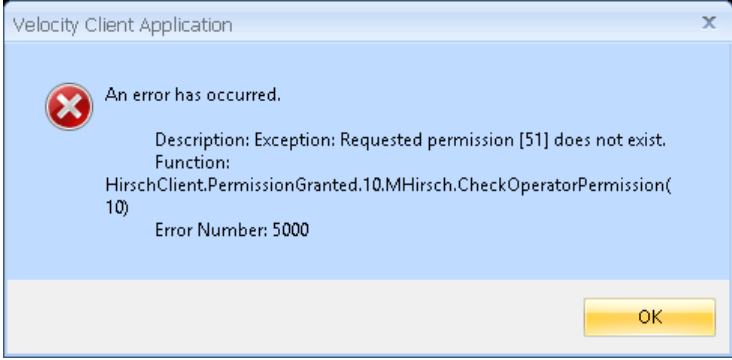
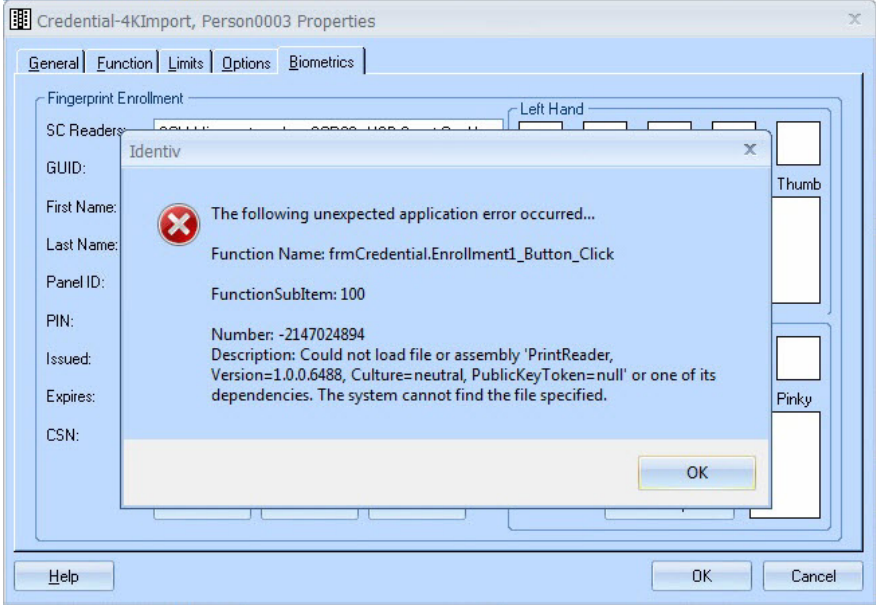
Reference ID	Summary	Description
VEL-3494	The Alarm Viewer does not apply the "Use 24 Hour Time Format" preference to previous alarms.	After you enable the Use 24 Hour Time Format option (on the General tab of the Velocity Preferences dialog), when you open the Alarm Viewer new alarms are displayed using the 24-hour time format, but the previous alarms continue to be displayed using the local time format specified in Windows. There is no workaround for this issue.
VEL-3495	When the Alarm Viewer's Force Fixed Column Sorting option is off, alarms in the Acknowledged pane sometimes are not sorted properly.	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. The workaround is to manually refresh the Alarm Viewer.
VEL-3496	The "Restrict alarms and events using Velocity Roles" option can cause unexpected results when an operator has multiple roles.	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. 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. There is no workaround for this issue.
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).	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. There is no workaround for this issue.
VEL-3504 and VEL-3506	VelocityServices must use the "US" date/time format	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 12 th day of the month: Database is offline. VelocitySQLWriter is storing commands offline for later execution. After this, transaction events for the Edge EVO Controller integration were no longer displayed in the Event Viewer. To prevent this issue, VelocityServices must use the "US" date/time format.
VEL-3509	The value of a controller's Tag option is reset to <Never> at midnight.	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. There is no workaround for this issue.

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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-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>
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>

Reference ID	Summary	Description
VEL-3629	Windows local Administrator privilege is needed to run Velocity's Service Control Manager from a Velocity Client computer	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). This is a Known Issue that is working as designed.
VEL-3631	Velocity cannot install from a long file path	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. The workaround is to use a different directory structure that has a shorter file path.
VEL-3667	Enabling the Issue Control option for a credential but clearing the Max field causes problems	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>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	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. There is no workaround for this issue.

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Reference ID	Summary	Description
VEL-3709	Errors occur when a non-Admin operator who has been removed from all the Velocity roles logs in to Velocity	<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	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>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="text-align: center;">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>
VEL-3776	The Cogent CSD200 device driver does not work on Windows 8.	<p>The device driver for Cogent's CSD200 fingerprint reader does not work on newer versions of the Windows operating system (such as Windows 8, 8.1, or 10). This causes the following error in Velocity when you try to use the Biometrics tab of the Credential Properties dialog:</p>  <p>There is no workaround for this issue with a 3rd-party device driver.</p>

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Reference ID	Summary	Description
VEL-3821	Download error occurs when Velocity tries to automatically download new credentials to an offline controller	<p>A download error is generated after importing users with a credential template that references a door group with doors from a controller that is currently offline. (This issue happens because Velocity attempts to automatically download the new credentials to all affected controllers, instead of postponing the downloads to offline controllers until after they come back online.)</p> <p>The workaround for this issue is to download the new credentials again. (If you are not sure which credentials need to be downloaded, you can download all credentials.)</p>