

Velocity 3.1 (Build 3.1.17) R3

Velocity 3.1 R3, released 03/18/2011

This DVD contains **Velocity 3.1 R3 for NEW installations** (Part number: VEL). **If Velocity 3.0 is already installed, this DVD will upgrade it to Velocity 3.1 R3.** If Velocity 2.6 SP2 is already installed, you **MUST** first upgrade to **Velocity 3.1 R2** prior to applying the **Update for Velocity 3.1 (KB600)** which contains all files necessary to bring you to latest **3.1 R3** version. If you are currently running a **Velocity** system older than **2.6 SP2** you must contact your local Hirsch Dealer or Hirsch Sales representative to purchase the appropriate update CD's.

To order a CD Set for an existing Velocity customer running an older version (**1.0.9.60, 2.5.0.28, 2.5.0.35, 2.5.0.37, 2.6.0.15**) who wants to update to **Velocity 2.6 Service Pack 2** you will need to use part number (s) **VEL-UPD25** and **VEL-UPD26** and **VEL-UPD26sp1** and **VEL-UPDsp2**. Please contact your dealer or **Hirsch Electronics** representative for the part numbers for your specific needs. Alternately, customers may order part number **VEL-UPDSUITE** if they are running any version 2.0 or older. It contains all upgrades from 2.0 to 3.1 R3.

Installation Prerequisites:

Product Packaging for Hirsch Electronics part number VEL

Velocity 3.1 R3 Supported Operating System and Database Configurations

The following are the supported Operating System and Database Configurations for **Velocity 3.1 R3 Server, Single-User Workstations** and **Clients**:

Velocity Mode	Operating System	Database
Server (Option 1)	Windows Server 2008 R2 Standard Edition (64-Bit)	SQL Server 2008 Standard or Enterprise Edition with SP1 (full version or SQL Server 2008 R2 Express (included on disk)
Server (Option 2)	Windows Server 2003 Standard or Enterprise Edition with SP2 (32-Bit or 64-Bit)	SQL Server 2005 Standard or Enterprise Edition with SP3 (32-Bit or 64-Bit); SQL Server 2008 Standard or Enterprise Edition with SP1 or SQL Server 2008 R2 Express (included on disk)
Single-User Workstation	Windows XP Pro with SP3 (32-Bit or 64-Bit), Windows Vista (32-Bit or 64-Bit) or Windows 7 (32-Bit or 64-Bit)	SQL Server 2008 R2 Express (included on disk)
Client (Communicates with a host Velocity Server)	Windows XP Pro with SP3 (32-Bit or 64-Bit), Windows Vista (32-Bit or 64-Bit) or Windows 7 (32-Bit or 64-Bit)	Not applicable; connects to Velocity Server for its database

NOTE:

Velocity 3.1 R3 is not backwardly compatible and does **NOT** work with **SQL Server 7, SQL 2000** and **MSDE**.

- If **SQL Server 2008** or **Express** is pre-installed, you may choose to create a named instance for Velocity to use and select it during the install process or you may elect to use the default instance if you do not want a named instance.
- Installations of **SQL Server 2008 R2 Express Edition** performed by the Velocity installer will enable server side "**Forced Encryption**" for protection between the server and clients. It will only do this with a **HIRSCH** named instance of **SQL Server 2008 R2 Express Edition**.

Velocity 3.1 R3 CCM Firmware Requirements

The **Velocity 3.1 R3** release requires that you be running **DIGI*TRAC CCM** Firmware 7.4.31 or higher. At the time this version was packaged the current shipping CCM version is 7.4.43. Failure to perform this update will result in unpredictable product behavior. The most recent firmware can be found in the **\\Velocity\Firmware\DIGI-TRAC** directory on this **Velocity 3.1 R3** DVD.

IMPORTANT CCM 7.3.0 or HIGHER FLASH UPDATE INFORMATION

Before you can flash your current **7.2.x** version CCM to **7.3.0** or higher you must first check the **BIOS** level of the **CCM**. In order for the **7.3.0** flash update to work properly you must be running a **CCM** with a **BIOS** level of **7.1.20** or higher. If you are running a **BIOS** Level less than **7.1.20** you will need to replace your CCM (**DO NOT ATTEMPT TO FLASH IT THROUGH VELOCITY**). The current shipping **CCM BIOS** Level at the time of this release is **7.3.17**. To determine the BIOS level of a CCM you will need to use the **Velocity Diagnostic Window** found under the **Help Menu**.

How to determine your CCM BIOS Level

1. Go to the **Help** menu on the tool bar and click on the **Diagnostic Window** option.
2. From within the **Diagnostic Window** use the **Controller** list box and select the appropriate controller. Now go over to the **Diagnostic Command** list box and select option **1 - Date, Time, Version Number** and click the button next to this list box. The controller will display system information in the bottom pane of this window. Please look for the following information below and determine the **BIOS** level of your **CCM**. In this example we were running **CCM BIOS 7.2.19**. The Firmware version number may be very different than the **BIOS** number. Please remember to only determine the **BIOS** Level.

```
1:24:40 PM 001:001:001 SNET Message 139 Device Info Device Type 3 M2
1:24:40 PM . ROM Sig. ffffffff BIOS=7.2.19 Firmware Date=20041027 Vn. 7.3.01
```

3. If you are running **BIOS Level 7.1.20** or higher you can use **Velocity** to flash your **CCM to 7.3.0** or higher.

Velocity 3.1 R3 SNIB2 Firmware Requirements

1. **Velocity 3.1 R3** requires that you be running **SNIB2** Firmware **5.98** or higher. At the time this version was packaged the current shipping **SNIB2** Firmware version is **5.98**.

IMPORTANT SNIB2 INFORMATION

If you plan on deploying the **SNIB2** high-security communication board you must update your controllers with **DIGI*TRAC** Firmware **7.3.0** or higher prior to installation of this board in your controller. Please refer to the **DIGI*TRAC** section in the **Velocity Browser's Velocity Learning Center** and review the **DIGI*TRAC Design and Installation Guide** prior to updating your controllers with the **SNIB2**.

Velocity 3.1 R3 XBox Firmware Requirements

1. **Velocity 3.1 R3** requires that you be running **XBOX** Firmware **2.45/3.15**. At the time this version was packaged the currently shipping **XBox** Firmware version is **3.15**.

Installation Notes

- For Installation Notes, refer to the Velocity 3.1 Installation Guide or 3.1 Quick Install Guide.

Upgrading Velocity 3.0 System to Velocity 3.1 R3

Important Notes: Before updating Velocity, you must be logged into the **Server** with an **"account"** that has **Administrator** rights. If you attempt to install without such rights, the Installer will not continue.

You must upgrade the Server machine first. You will upgrade the client machine after the server completes its upgrade. Both server and client machines must be upgraded in order to use this version.

The Server upgrade could take several minutes or more depending on the size of your database. Please do this upgrade off hours, and understand Velocity clients will not be able to connect to the Server during the upgrade process.

For more detail Information regarding the Upgrade, refer to the Velocity Quick Install Guide.

NOTE:

Velocity 3.1 R3 is **NOT** backwardly compatible and does **NOT** work with older SQL Server editions: neither SQL Server 7.0, MSDE nor SQL 2000 Server.

Upgrading Velocity 2.6 SP2 System to Velocity 3.1 R3

Upgrading from Velocity 2.6 SP2 to Velocity 3.1 R3 must follow a **"Two-Step Installation"** process. This is necessary since the SQL Server 7, SQL 2000 Server, or MSDE installed with 2.6 are not compatible with the SQL Server 2008 version installed with Velocity 3.1 R3. For installation notes, refer to the Velocity 3.1 Installation Guide or 3.1 Quick Install Guide.

If you plan to use Windows Server 2008 R2 and SQL Server 2008 with Velocity 3.1 R3, we recommend that you migrate to a new machine using the database on your existing machine as the backup for the SQL database.

What's New in Velocity 3.1 R3

Installation

- Support for **Microsoft SQL Server 2008 R2 Express Edition**
- Support for Windows 7 (**Single-User Workstation installation**)

What's Fixed in Velocity 3.1 (KB600)

PRB - An application error occurred when restricting access via Roles to only view an M64 Controller

Symptom: When selecting the Relay folder to only view an **M64 Controller** with restricted access via **Roles**, the following error occurred:

Description: Item cannot be found in the collection corresponding to the requested name or ordinal.

Function: `ADODB.Fields.FAdministration.Hardware_NodeClick(84)`

Error Number: 3265

Cause: This function failed due to an SQL error.

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**

Applies To: VEL-473

PRB: The Disable "Right Click" function via Roles in Graphics do not work

Symptom: While in **Graphics**, it does not allow you to disable the **"Right Click"** option even it is disabled via **Roles**.

Solution: To resolve this issue, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-564

PRB: Inconsistent date format appears in the print preview when defined in the User Defined Field (UDF)

Symptom: When a **UDF** is set to be a specific Date format such as **MM/DD/YYYY** and you attempt to preview the badge template, you will notice that the badge will display or print as **YYYY/MM/DD**.

Cause: Due to a minor programming error, the **UDF** date field in the **Enrollment Manager** is not recognizing the localized date format consistently.

Solution: Badge Printing was modified to display the **UDF** date field in the localized date format. To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-579

PRB: Changing a Linked Credential Template does not download the associated credentials

Symptom: When changing a **Linked Credential Template**, the associated credential will not download and instead will send a message "**Operator started download of all controller setups:**" in the **Event Viewer**.

Cause: Due to an internal software defect, the **Linked Credential Template** is not downloading the associated credential.**Workaround:** Right click mouse the **Controller** and select **Download Credential**.

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-584, VEL-692

PRB: Adding or modifying a credential template is generating a download of all controller setups

Symptom: When adding or modifying the **Credential Template**, the associated credential will not download and instead will perform a "**download of all controller setups**".

Cause: Due to an internal software defect, the **Credential Template** is not downloading the associated credential.**Solution:** To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.**Applies To:** VEL-584, VEL-692

PRB: An unexpected application error may occur when you open Enrollment Manager if the Scanner, PIV or RUU is enabled

Symptom: An unexpected application error occurred when opening the **Enrollment Manger** if the **Scanner, PIV or RUU** is enabled under **Device Configuration**, similar to the error listed below:

Function Name: ScannerSupport.InitRegionCombos
FunctionSubItem: 4
Number: -2147024770
Description: Automation error
The specified module could not be found

Cause: This behavior is caused by a defective .dll file. **Solution:** To resolve this issue, apply **ScanWex.dll** version 9.3.13.4. This file is available in **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-715

PRB: An unexpected application error may occur when opening Guest or Unassigned Credential in the Enrollment Manager

Symptom: An unexpected application error occurred when opening the **Guest or Unassigned Credential** in the **Enrollment Manager**, as shown below:

Function Name: frmCredential.LoadBiometricData
FunctionSubItem: 51

Number: 94
Description: Invalid use of Null

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-807

PRB: Inputs report incorrect names

Symptom: When an alarm is generated, the alarm will display with a different name in the **Event Viewer** and **Alarm Viewer** as well in **Graphics Maps**. In addition, the **Report** will show the incorrect input name.

Cause: The specific cause of this defect is unknown at this time. This problem was **ONLY** reproducible with the customer's database.

Solution: To resolve this issue, apply **SDServer.exe** version 3.1.600.4. This file is available in **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-814

PRB: An exception error occurred in the Enrollment Manager when adding a Credential Template on a UK Region setting

Symptom: An exception error occurred in the **Enrollment Manager** when adding a **Credential Template** on a **UK Region** setting.

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-815

PRB: Function Groups are being deleted from a Credential

Symptom: When multiple **Function Groups** are assigned to a **Credential**, and a **Velocity Operator** deletes any one of them, they are all deleted from the **Credential**.

Solution: To resolve this issue, apply **HirschFunctionGroup.dll** version 3.1.600.1. This file is available in **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-847

PRB: An application error occurred when restarting the Velocity Services following a Database Application Role Password change

Symptom: An application error may occur when restarting the **Velocity Services** after changing the **Database Application Role Password**.

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-850

PRB: Unable to use the Service Control Manage (SCM) to stop the Velocity Extension Service

Symptom: Unable to use the **Service Control Manage (SCM)** to stop the **Velocity Extension Service** when the **DVR Reader Server Extension** is **Enabled**.

Solution: To resolve this issue, apply **HirschSensormaticExt** version 3.1.600.1. This file is available in **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-857

PRB: SDServer Log Files do not display the full version number

Symptom: Since the automating the build process with the new longer version numbers, the log files no longer display the accurate version string.

For Example:

DServer version 3.1.544.54 is only displaying **3.1.54** instead of **3.1.544.54** in the logs.**Solution:** To resolve this issue, apply **SDServer.exe** version 3.1.600.4 and **DTServer.exe** version 3.1600.4. These files are available in **Update for Velocity 3.1 (KB600)**.**Applies To:** VEL-874

PRB: An unexpected error occurred when attempting to print from a Zebra ZXP-8 Badge Printer

Symptom: An unexpected error occurred when attempting to print from a **Zebra ZXP-8 Badge Printer**, as shown below:

Description: Invalid property value
Function: PrintEngine.FPPreview.PrintPicture(23)
Error Number: 380

Solution: To resolve this problem, apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-877

Enhancements in Update for Velocity 3.1 (KB600)

ENH: The “Show Last Door Name” for Credentials option will show the Door Name in the Enrollment Manager
Description: Modified **Enrollment Manager** to add “**Show Last Door Name**” for **Credential** options to show the **Door Name** instead of the **Door Address** under the **Last Door** column.
To **Enable** or **Disable** the “**Show Last Door Name**” option:

1. Select **View** from the **Enrollment Manager Main Menu**.
2. Select to place a check mark on “**Show Last Access for Credentials**” and “**Show Last Door Name**”.

NOTE: NO check mark will show the **Door Address**

To verify this function, select a **User** with **Credential** and view the **Last Door** column

Installation: Apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-442

ENH: Support for American Dynamics Intellex version 4.3

Description: Support for **American Dynamics Intellex** version **4.3** has been added.

Installation: Apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-537

ENH: Card Scanning Solutions (CSSN) SDK Update 9.42.0

Description: The SDK version has been updated to support the new **Nevada Driver's License** format.

Installation: Apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-576

ENH: Improve Velocity system performance when running large Archive Reports

Description: Currently when a large archive file is being restored to the database for the purpose of generating a report, it runs at the same priority as everything else. Priority should be given to alarm reporting and event handling. Reports should run in the background.

This enhancement only affects the restoration of an archive table to the current database. It prevents that restoration from tying up the SQL server during the restoration period. The restoration will take place in the background allowing other processes to use the SQL server and preventing the archive process from starving the system of resources.

Installation: Apply **Update for Velocity 3.1 (KB600)**.

Applies To: VEL-854

Known Issues

PRB: Pelco DVR integration does not work in Windows Vista or Windows 7

Symptom: Pelco DVR integration with **Velocity** does not work in **Windows Vista** or **Windows 7**

Cause: Pelco do not support **Vista** or **Windows 7** at this time.

Solution: None at this time.

Workaround: None at this time.

Status: This is a known issue that will be addressed in a future release.

Applies To: VEL-878

PRB: MATCH number generated by Batch Enroll Credentials does not match what is being displayed by Readers

Symptom: The **MATCH** number on cards being enrolled using the **Batch Enroll Credentials Function** are different than what is being reported by readers. As a result, the card won't perform the assigned function.

Cause: Unknown at this time.

Solution: None at this time.

Workaround: Use the standard **Enrollment** process instead of the **Batch Enrollment** process.

Status: This is a known issue that will be addressed in a future release.

Applies To: VEL-896

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