IDENTIV Velocity 3.5 SP2 Release Notes

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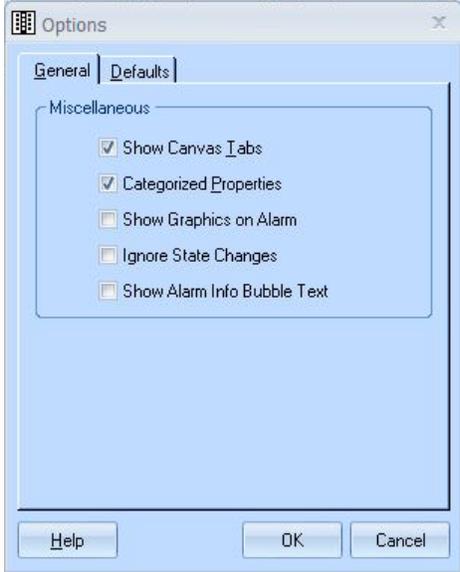
Overview

The Velocity 3.5 SP2 release includes many bug fixes, several new features, and support for a video integration plug-in for the American Dynamics Intellex DVR and VideoEdge NVR.

For more information, see the tables of New Features and Enhancements and Bug Fixes.

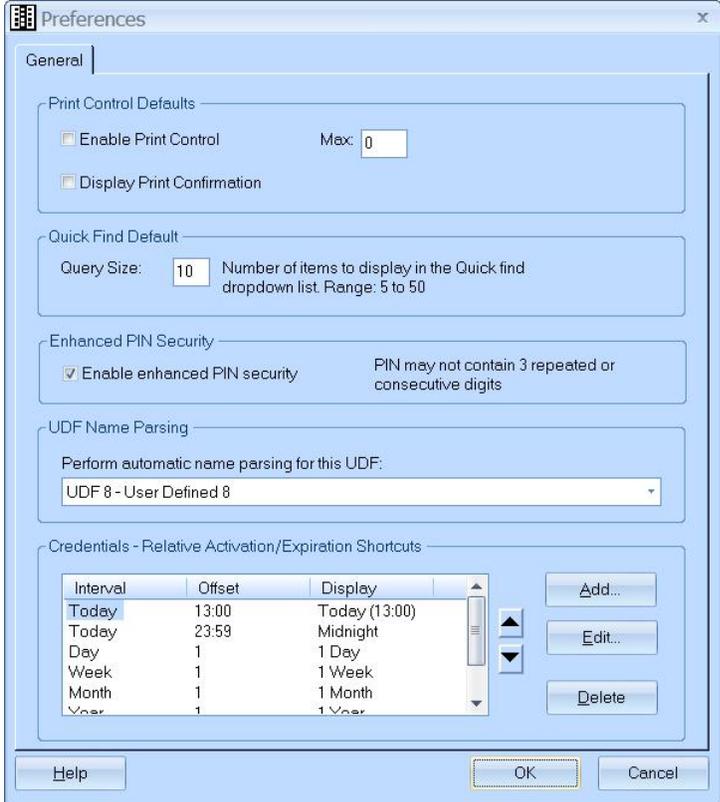This document also summarizes the Known Issues in this release.

- **To utilize all the features of 3.5 SP2 (including support for the Mx controller which was added in 3.5 SP1) requires CCM version 7.5.04 or later. We recommend that you use the latest version, which is currently 7.5.08.**

- **To utilize the PIV-I/128-bit GUID support (first provided in CCM Version 7.4.58) also requires MATCH2 version 130127 or later. (ScramblePad model numbers starting with DS47L-SSP include a MATCH2 board.)**
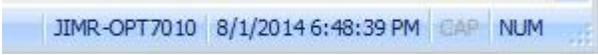
New Features and Enhancements

Reference ID	Feature	Description
VEL-249	Option to show or hide the bubble text of alarms in Graphics	When an alarm occurs on a point that is plotted in Graphics, the alarm's descriptive message is displayed as "bubble text" next to the point's icon. This bubble text can cover up nearby icons for other points, which can be as issue when there are multiple active alarms. A new option has been added to Graphics, so you can decide whether or not to show the bubble text of alarm information. This **Show Alarm Info Bubble Text** option is located on the General tab of the Graphics Options dialog:

Reference ID	Feature	Description
VEL-1671	Operators who have the permission to add an object can now also use it	Previously, operators who were not a member of the Administrator role but had the permission to add certain types of objects were unable to use an object they had created, until an Administrator manually granted them permission to use that new object. Now when an operator adds a new object, the permission to use that object is automatically granted to all the roles that the operator belongs to which have permission to add that type of object. This means that a non-admin operator can now create and use these objects: Command sets, Credential templates, Door Groups, DVRs, Function Groups, Graphics, Master Door Groups, Person Groups, Person templates, Status Viewer Groups, and Video Explorer Groups. NOTE: This change does not apply to Time Zones or Master Time Zones.
VEL-3051	Add Sync Credentials functionality	A "ghost credential" is a credential which exists in a controller's memory but not in Velocity's SQL database. If someone uses a ghost credential to gain access, Velocity doesn't know who was just granted access. Now Velocity automatically synchronizes the credentials in its database and in a controller, by deleting any unused/ghost credentials when you download credentials to that controller. Then if someone tries to use a ghost credential again, the controller will report that credential as unknown and deny access.
VEL-3075	Email Writer reliability enhancements	Previously, the Email Writer extension service would stop working after it received a total of 10 errors, regardless of whether successful attempts were made between those errors. The behavior of the Email Writer has been improved so that: • The error count is reset whenever there is a success. • For each failure, a software event #1284 is generated to let you know that an email was not generated. • When 10 consecutive failures occur, an alarm #5911 is generated to let you know that the Email Writer is no longer processing requests.
VEL-3097	Enhance SNIB2 network communication tolerance	When there is a momentary break in the communication between Velocity and a controller with a SNIB2 board, the polling engine tries to recover by taking the port offline and then immediately reconnecting. This can result in an operator seeing a sporadic port offline alarm quickly followed by a port online event, which is a problem at very secure sites that must thoroughly respond to every alarm. A new option (which is turned off by default) enables you to have Velocity suppress the generation of an offline alarm when the corresponding online message occurs within a specified number of seconds. This is an advanced feature that is not exposed in Velocity's user interface, contact Sales Engineering for more information.
VEL-3193	Include biometric data in Velocity's Data Export	Previously, biometric data was not included in the information generated by Velocity's Data Export feature. Now biometric data is included in the exported information.
VEL-3203	Add configuration to allow the DTServer to continue to poll and log transactions after an SDServer disconnect	Previously, when the DTServer lost its connection with the SDServer, it stopped polling for transactions from the controllers. This was a problem at large sites with hundreds of controllers, which had to wait for several minutes while the DTServer was restarted. Now the DTServer has an option (which is turned off by default) to continue to poll and log transactions after losing its connection with the SDServer. This is an advanced feature that is not exposed in Velocity's user interface, contact Sales Engineering for more information.

Reference ID	Feature	Description
VEL-3218	Add VelocityDebug configuration options to allow DTServer and SDServer to rotate logs based on size as well as add configuration to write logs to separate directory	VelocityDebug.ini (which is used to configure the debug logging for several of Velocity's components) has some new common properties that enable you to better manage the debug log files. These new properties supercede the previous NumberOfDaysToKeep property. • **StartupMode**={0,1} where 0=Rotate the log files at each startup (by renaming .TXT files to .BAK files, starting new log files, and rotating them whenever one reaches the specified RotateBySizeMB value), and 1=always append data to the current log file. (The default value of this option is 0.) • **LogDirectory**= the full path of the service log file location. By default, log files are created in the Velocity application path (which is typically C:\Program Files\Hirsch Electronics\Velocity). • **RotateBySizeMB**=N where N is the maximum size in MB of a log file before it is rotated. (If this option is not specified, the default value is 500 MB.)
VEL-3256	Add PDF option for the output format of an Email Reports scheduled task	Previously, scheduled reports sent via email could only be generated in HTML format. Now the scheduled reports can be generated in either HTML or PDF format. (In Velocity's Scheduler, select the task type of Email Reports, and choose the desired output format.)
VEL-3294	Add new scheduled task to Synchronize Controller Clocks	Synchronizing the time on the Velocity Server and controllers is especially important for sites using a video integration. To help automate this task, Velocity now has a default scheduled task to **Synchronize Controller Clocks** at 2:30 AM every night.
VEL-3312	Implement SQLWriter service to offload database logging from SDServer	Velocity now has a SQL Writer service that offloads the database logging tasks which were previously part of the work performed by the Velocity Security Domain Service. This SQL Writer service is one of Velocity's basic required services (along with the Security Domain Service and the DIGI*TRAC Network Service).

Reference ID	Feature	Description
VEL-3317	Add option in Enrollment Manager to enable enhanced PIN security	An option has been added to the Enrollment Manager's Preferences dialog to **Enable enhanced PIN security**. When this option is checked, a PIN code must have at least four digits and cannot contain either three adjacent repeated digits (such as 777) or three consecutive digits (such as 123). PIN codes such as these are considered less secure because they are frequently chosen by users who want an easy to remember number, so they are more likely to be used by someone trying to gain access by guessing a PIN code.
VEL-3328	Allow adding operator to user-specified domain if the "Custom Velocity Users Group Names" option is enabled	Velocity has a "Custom Velocity Users Group Names" option (on the Advanced page of the Velocity Settings dialog) which is only available when your Velocity Server is part of an Active Directory domain. If that option is checked, the General tab of the properties dialog for adding a new operator includes a Domain field which might have a drop-down list of values. For sites that have a complex Active Directory trust structure, the Domain field now enables you to type in the necessary value if it is not present in the drop-down list.
VEL-3351	Executive Override Reports	The set of standard reports in Velocity's Report Manager now includes: • **Executive Override Passback**, which a list of all credentials where the Executive Override option (on the Options tab of the credential's Properties dialog) is checked for the Anti-Passback feature. • **Executive Override Passback with UDF 123**, which is a list of all credentials where the Executive Override option (on the Options tab of the credential's Properties dialog) is checked for the Anti-Passback feature. This report includes up to three user-defined fields.

Reference ID	Feature	Description
VEL-3352	A/B Rule Reports	The set of standard reports in Velocity's Report Manager now includes: • **A-B Rule Status Report**, which a list of all credentials that have been assigned an A/B rule (for the 2-person rule). • **A-B Rule Status Report with UDF 123**, which is a list of all credentials that have been assigned an A/B rule (for the 2-person rule). This report includes up to three user-defined fields.
VEL-3367	Option to show server name in status bar of Velocity's main window	A new option (which is turned off by default) enables you to include the name of your Velocity Server in the status bar of Velocity's main window, to the left of the date/time field. For example: JIMR-OPT7010 8/1/2014 6:48:39 PM CAP NUM This option is not exposed in Velocity's user interface, contact Sales Engineering for more information.
VEL-3374	Customization of the ribbon toolbar and system menu in Velocity's main window	Most of Velocity's user interface can be modified using the Customization Manager tool. However, the ribbon toolbar and system menu of Velocity's main window are implemented using features supplied with Microsoft Windows, so they must be modified separately. For detailed instructions, see the following topics in Velocity's online help system: • Velocity Basics ► Changing the Language Used on Velocity's Ribbon Toolbar and System Menu • Velocity Basics ► Customizing Velocity's Ribbon Toolbar • Velocity Basics ► Customizing Velocity's System Menu
VEL-3426	Improvements to downloads and the Download Monitor	Various improvements were made to Velocity's Download Monitor (and related processes) to solve the following issues: • When a custom global passback service caused a deadlock on the Commandsets table, incorrect information was recorded. (Now when this deadlock occurs, the operation is retried twice.) • When downloading a door group to a controller that is disabled, the transaction sets were not automatically executed after the controller was enabled and came back online. • When downloading multiple holidays, a separate batch was created for each holiday. (Now the downloading of multiple holidays is optimized so there is only one batch per controller.) • Some download operations were leaving orphaned rows in the database, which caused some tables to grow larger over time. (These problems have been corrected.)

Bug Fixes

Reference ID	Bug	Description
VEL-216	Add-Ins Help button in Server Extension Properties does not work	The Help button on the Velocity Server Extensions Manager window was not working. This issue has been fixed, so that this Help button now opens the "Client Add-Ins and Server Extensions ▶ Server Extensions ▶ Server Extensions – Introduction" topic in Velocity's help system.
VEL-287	In Graphics, immediately accessing a door while a door is forced will not activate the relay as expected	In Graphics, a door sometimes would not open after an operator right-clicked on the door's icon and chose an access function. (This issue happened the first time an alarm occurred for a Velocity object, and the menu item key was improperly reset when Graphics generated the alarm's "bubble text".) This issue has been fixed.
VEL-1796	Escalated alarm doesn't appear in Alarm Viewer until refreshed	Escalated alarms were not appearing automatically in the Alarm Viewer after their specified escalation interval. (They were displayed after the operator manually refreshed the Alarm Viewer.) This issue has been fixed.
VEL-2860	DigiTrac service starts but does not communicate with panels	Velocity's DIGI*TRAC Network Service sometimes would not communicate with controllers when tasks were scheduled to run more than once a day, if the next scheduled time occurred on the following day. This issue has been fixed.
VEL-2877	Velocity fails to install on drives that come pre-formatted by DELL computers	Velocity was not installing properly on computers where the hard drive did not support the old DOS-style 8.3 filenames. This issue has been fixed, by having the Velocity Installer no longer require support for 8.3 filenames.
VEL-2971	Error occurs if closing Print Preview screen after closing Credential Properties screen	If you had the Properties dialog and the Print Preview window open on the same credential, and then closed the Properties dialog, an error would occur when you closed the Print Preview window. This issue has been fixed, by requiring you to close the Print Preview window first.
VEL-3009	Error occurs when deleting the port from either the Server or Client	If you deleted something (such as a port) from the hardware tree in Velocity's Administration window, an error could occur. This issue has been fixed.
VEL-3043	Velocity Installer allows IP address in Server name field	During the installation of a Velocity Client, the **Velocity Server location** field (on the Install Options screen) enables you to bypass the drop-down list and the browse button methods of selecting the server by manually typing in a server name, IP address, or fully-qualified domain name. However, an IP address or fully-qualified domain name was not being converted to the necessary server name format. This issue has been fixed.
VEL-3080	Link Credential expiration to UDF	When a credential template was changed, the credentials using that template were not being deactivated or expired on the scheduled date specified in a user-defined field. This issue has been fixed.

Reference ID	Bug	Description
VEL-3098	An Admin using group view or non-Admin without permission to Administration window will get an application error when controller is added on another client	An error could occur when a controller was added in the Administration window on a different Velocity Client, if either an Administrator was using the Group Types view in the System Tree pane of the Administration window, or a non-Admin operator did not have the role permission to use the Administration window. This issue has been fixed.
VEL-3099	Deleting points plotted in Graphics does not delete the points	Deleting certain types of points in Velocity's Administration window did not delete the corresponding plotted points in Graphics. The types of points affected were: • Dialup location • CCTV port, CCTV switcher, and CCTV camera • Alarm receiver, Account, Area, and Point This issue has been fixed.
VEL-3101	If an XBox (XNet) or port (SNet) has the same name as the controller you are trying to move the controller will not move to it	If a controller had the same name as the XBox (for the XNET protocol) or the port (for the SNET protocol) you were trying to move it to, it could not be moved there. This issue has been fixed.
VEL-3103	Badge Designer should not launch if the operator does not have permission	Role permissions for the Badge Designer tool and the Graphics tool were somewhat confusing and did not always work as intended. For example, an operator without the necessary role permissions to use the Badge Designer could still open that tool instead of receiving an access denied message (even though he was then correctly prevented from making any changes). The role permissions have been changed so that: • The top-level role permissions folder formerly named Graphics has been renamed to **Graphics/Badges**. • Under Application Permissions ▶ Badges, a new role permission of **Badges – Use** has been added. (This role permission is examined whenever an operator clicks on the Badge Designer icon on the ribbon toolbar of Velocity's main window, or tries to switch to Badge mode in the Graphics tool.)
VEL-3107	Server Disconnect message is hidden behind Graphics window on client	When a Velocity client disconnects from the server, the message dialog can be hidden behind the Graphics window. This can be a problem when the Graphics tool is running in full-screen mode. To make the message dialog visible, the Graphics window will automatically be minimized when the Velocity client disconnects from the server.
VEL-3112	Error occurs when clicking on Quick Link Viewer after selecting a blank field in Custom field in Properties	In the Graphics tool, an error would occur if you clicked a Quick Link Viewer object after you had selected the Custom field in its Properties sheet but left that field blank. After the error occurred, that Quick Link Viewer object could not be deleted. This issue has been fixed.

Reference ID	Bug	Description
VEL-3115	Trigger Action Manager does not update Address change when controller is dragged from Snet to Xnet Port	When a controller with programmed Trigger-Action pairs was moved to a different port, the Trigger-Action pairs retained their previous port address (instead of automatically being updated). This issue has been fixed.
VEL-3120	Clicking in Layer field after the address is changed in Graphics, causes the icon on canvas to become invisible in live mode	In Graphics, the icon for some objects could become invisible in Live mode after you clicked in the Layer field on the object's Properties sheet. This could occur with an object that has the Visible property or an Address. This issue has been fixed.
VEL-3122	Clicking on left mouse button after the address is changed in Graphics, causes an error in live mode	In Graphics, an error could occur in Live mode if you changed the address of a point and then clicked on the **Left Mouse Click** drop-down list on the point's Properties sheet. This issue has been fixed.
VEL-3151	No warning issued when the data for a UDF field in Person Template is invalid	In certain situations, invalid data could exist for a credential. For example, when a user-defined field which originally contained text was changed to a Unique Number, the UDF validation checking did not detect the invalid data. This issue has been fixed.
VEL-3156	Lock down functionality does not work if the Workstation Name contains an apostrophe	If a workstation's name contained an apostrophe character, that workstation could not be locked down. This issue has been fixed.
VEL-3159	Renaming an imported controller causes an error on other clients and server	Renaming an imported controller caused an error on the Velocity server and on other clients, but not on the client where the controller was renamed. This issue has been fixed.
VEL-3168	Help button in Point Monitoring Zone window does not open the Help window	The Help button on the Point Monitoring Zone window was not working. This issue has been fixed, so that this Help button now opens the "Badge & Graphic Designer ▶ Drawing and Designing ▶ Drawing a Control Zone" topic in Velocity's help system.
VEL-3171	Changing properties in an imported controller causes an app error	Changing the properties of an imported controller caused an error on the Velocity server and on other clients, but not on the client where the controller's properties were changed. This issue has been fixed.
VEL-3183	Multiple selection problem in Alarm Notes	The queue for adding operator notes to multiple alarms was not being cleared if you cancelled adding the notes and then selected a different set of alarms to add operator notes to. This issue has been fixed.

Reference ID	Bug	Description
VEL-3190	All door controllers (M2, Mx2, Mx4) display 8 doors when in Group Type View in the Administration Window	When the Group Types view was selected for the System Tree pane of Velocity's Administration window, every controller was displaying 8 doors (even if a controller actually supported only 2 or 4 doors). This issue has been fixed.
VEL-3198 and VEL-3199	Graphics right clicking to change state may not always happen the 1st time	In Graphics, right-clicking on an object and selecting a command from the pop-up menu sometimes did not appear to work, because a different object nearby was accidentally selected while navigating the multi-level pop-up menu, so the command was performed on that object (instead of the intended object). This issue has been fixed.
VEL-3205	Creating a Serial CCTV Port while in the "Group Type View" changes to TCP\IP when you look at its properties	When the Group Types view was selected for the System Tree pane of Velocity's Administration window: • The **Interfaces Configuration ▶ CCTV** folder did not show any CCTV ports (regardless of whether they were serial or TCP/IP). • The Properties dialog of a serial CCTV port incorrectly indicated that it was a TCP/IP port. These issues have been fixed.
VEL-3206	Person Summary Reports containing the UDF pick list does not sort the UDFs	In Report Manager, some of the standard reports enable you to include the data from up to three user-defined fields, which you select from drop-down lists. The contents of those drop-down lists were not being sorted in FieldNo order. This issue has been fixed. NOTE: Report Manager remembers which user-defined fields you selected for a report. For example, if you run a report which includes user-defined fields and you select UDFs 2, 4, and 6, those UDFs will be the default selections the next time you open that report's criteria.
VEL-3213	Status Viewer reports the controller as online but if you try to send a command to it (e.g., trigger a door) you get an "execution failed controller offline" event	The Status Viewer was not always showing the current status of a controller. This issue has been fixed.
VEL-3215	Mx controller with default System Code will still allow keypad programming	When support for the Mx controller was added to Velocity, the option for enabling or disabling keypad programming was removed from the Properties dialog of a reader connected to an Mx controller. However, the options to **Disable local keypad programming** and to **Enable local system code reset** were not disabled on the Setup page of an Mx controller's Properties dialog. In certain situations, it was possible to enable keypad programming at the readers connected to an Mx controller and not have a user interface in Velocity to disable that feature. This issue has been fixed, so that: • For both DIGI*TRAC and Mx controllers, by default keypad programming and resetting the system code are now disabled. • For Mx controllers, those two options are greyed out so they cannot be changed, and the default system code has been changed to 00000000.
VEL-3237	Velocity 3.5 Data Exchange - PIV Credential Fails	A customer was initially unable to import a file of user data which included MATCH or card data, when specifying a template that directed the import to build the MATCH code from some user-defined fields. To resolve this conflict and enable the import to succeed, whenever the necessary data was available in the user-defined fields, a new MATCH code was generated and it replaced the previous value.

Reference ID	Bug	Description
VEL-3246	SDServer stops logging events to the database without any notification of an error	A customer had an issue where some events were not being recorded in Velocity's database. This issue has been fixed, and an alarm event is generated if there is an error logging events to the database.
VEL-3247	Port Properties Ping Button flashes CMD Window for an instant but you can't see it	After clicking the Ping button on the Properties dialog of a TCP/IP port, the resulting command line window was displayed so briefly that you did not have enough time to read the information. This issue has been fixed.
VEL-3248	Computer with no Serial Ports causes infinite exceptions in DTServer	On a computer without any serial ports, an exception was being continuously logged in the DTServer log file. This issue has been fixed.
VEL-3249	Certain sites are unable to install Velocity using Advanced Authentication (Custom Groups)	A customer was unable to install Velocity using custom users/groups on a domain with Active Directory Organization Units. This issue has been fixed.
VEL-3251	Right Click on Event Viewer will display incorrect credential if windows scrolls before menu item is selected	In the Event Viewer, right-clicking on an event for a credential and selecting the Display Credential command from the pop-up menu did not work when the Event Viewer's content was scrolling, because a different event was accidentally selected while navigating the multi-level pop-up menu. This issue has been fixed.
VEL-3254	Canvas Tab inside the graphics get the wrong character set	On a Velocity client that used the Czech language, the Canvas tab names in the Graphics tool were displayed in a different language. This issue has been fixed.
VEL-3255	Velocity Technical Support File and Velocity Threading Queue-Technical Support File don't reset on service restart	Some Technical Support log files could grow to a very large size and have to be manually renamed so additional information could continue to be gathered, because the files were not automatically reset after a service restart. This issue has been fixed.
VEL-3264	Error occurs if two identical Hirsch Video Integration Trigger Actions exist	If two identical trigger-action pairs existed in a plug-in for the Hirsch Video Integration, a Velocity Alarm Viewer error could occur. This issue has been fixed.
VEL-3270	Aventura Plugin Update gets removed from the SQL Velocity Database after uninstalling Hirsch Identive Update for Aventura Plugin on a client	After uninstalling an update to the Aventura plug-in (for the Hirsch Video Integration) on a Velocity client, the update was also removed from Velocity's database, which meant it would have to be reinstalled on the Velocity Server. This issue has been fixed.

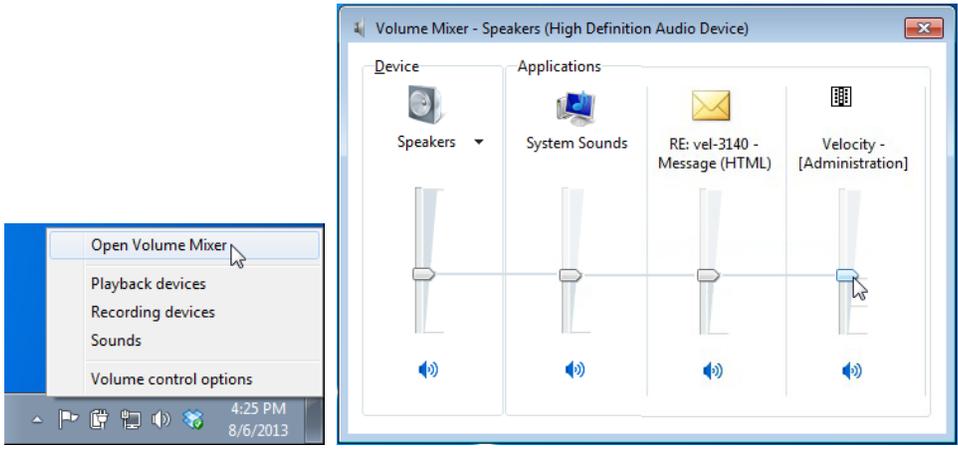| Reference ID	Bug	Description
VEL-3271	Cancelling an Aventura update doesn't try to install it again the next time you launch Velocity, and Help About shows the build that was cancelled	After cancelling an update to the Aventura plug-in (for the Hirsch Video Integration) on a Velocity client, the update did not automatically try to install itself the next time Velocity was started, and the **Help ▶ About** command showed the version number of the update that was cancelled. This issue has been fixed.
VEL-3273	Right Click functions on credential will not highlight when you mouse over options	In Enrollment Manager, after you selected a person and right-clicked on a credential, the items on the pop-up menu were not being highlighted when you moved the mouse over them. This issue has been fixed.
VEL-3276	Use a heartbeat mechanism instead of TCP/IP ping for the keep alive process in the clients	Previously, the "keep alive" mechanism for checking the connection between a Velocity client and the server relied on TCP/IP pings, which could be blocked or dropped by some network routers or switches. This issue has been fixed, by changing to a "heartbeat" mechanism.
VEL-3277	Alarm Actions disappear after upgrading from v3.1 to v3.5 if switching controller model from M8 to Mx8	After upgrading from Velocity 3.1 to Velocity 3.5 and switching the controller's Model property from M8 to Mx8, the Alarm Actions tab of the controller's Properties dialog did not contain any of the previously defined alarm actions. This issue has been fixed.
VEL-3280	In Graphics, linking a VSO to a Command Set causes an application error	In Graphics, linking a VSO to a Command Set object caused an error. This issue has been fixed.
VEL-3293	End of year rollover date-time problem	In some situations where the Velocity Server and a controller are located in different time zones, the event information at the end-of-year rollover could report the wrong year. This issue has been fixed.
VEL-3295	Event Viewer error when Event Filter deleted	When an operator who had previously selected a filter in the Event Viewer later launches the Event Viewer after a different operator has deleted that filter, a "subscript out of range" error was generated for every event. This required the operator to click OK in every message dialog, and then select either a new filter or <None>. This issue has been fixed by sending a message to every active Velocity client when a filter is deleted so they can set their filter to <None>, and by having every Velocity client set its filter to <None> when it tries to use a filter which no longer exists.
VEL-3297	Selecting the Print Badge on the Enrollment Manager puts Enrollment Manager and Velocity in a state where they cannot be closed	In Enrollment Manager, when you printed a badge you could not close Enrollment Manager or Velocity until printing was finished. This issue has been fixed.

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VEL-3305	SDServer exception executing command sets	The SDServer generated an exception while executing a customer's particular command set. This issue has been fixed.
VEL-3306	Change text for Event 7030, Persistent SNET communication error on SNIB2	The text for event #7030 did not accurately describe the communication error that had occurred. This issue has been fixed by changing the text from "Persistent SNET communication error" to "Controller communication error".
VEL-3318	Error changing Door Group referenced by a lot of Master Door Groups	A customer received an application error when adding a card reader to a large door group (that was part of many master door groups). This issue has been fixed.
VEL-3321	Adding Velocity Data Export to Scheduling Agent causes Server to close Velocity application	Adding an Export Data task in the Scheduling Agent caused the Velocity Server to close the Velocity client. (Although there was no error message displayed in Velocity, an error could be displayed using the Windows Event Viewer.) This issue has been fixed.
VEL-3338	Uninstalling the video framework from a client should not touch the database	The **Hirsch Video Integration – Video Explorer** tool was being deleted from the ribbon toolbar in Velocity's main window when a plug-in to the video integration was uninstalled from a Velocity client, but the plug-in was still installed on the Velocity server. This issue has been fixed.
VEL-3350	Custom Role Application Permission for Alarm Viewer not applying properly	Even when an operator did not have the role permissions required to acknowledge or clear multiple alarms in the Alarm Viewer, it was still possible to do so (by including the space beneath the last alarm in the Unacknowledged Alarms pane when using the mouse to select multiple alarms). This issue has been fixed.
VEL-3361	App error may occur when opening door component if more than 254 badge templates are defined	At a site with more than 254 badge templates, an error would be generated when the Auto Display Credentials feature tried to display information about the person accessing a door. This issue has been fixed.
VEL-3372	When deleting any Status Group, Error Number 381 occurred	When deleting a Status Group (on the Status Groups page of the Status Viewer Properties dialog), an error could occur. This issue has been fixed.
VEL-3379	Velocity Installer Admin checking fails on German OS	The Velocity Installer was not properly checking for administrative privileges on non-English versions of Windows. To address this issue, the checking process has been improved, and there is a new command switch (**-a**) you can specify to have the Installer bypass the checking for administrative privileges. To ensure that the Installer can identify the Domain Admins group when the group has been renamed or is not in English, you can specify the correct name to use by adding an entry to the Bootstrap section of the Setup.config file located on the DVD. For example, on a German computer you would add the following line: DomainAdminGroup=Domänen-Admins

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VEL-3380	Velocity updater not reporting (some) script errors	The Velocity Updater was not reporting some script errors (such as duplicate key errors), which could give the false illusion that the update had succeeded. This issue has been fixed.
VEL-3382	S2EDataPath Registry (Windows) key get deleted during 3.5 Upgrade	Velocity 3.1 includes an option to send the SNIB2 encryption keys to a particular path, which is specified in a Windows Registry key named **S2EDataPath**. But during an upgrade to Velocity 3.5, that registry key was being deleted, which broke encryption on all controllers (because the Velocity server was looking in the wrong path). This issue has been fixed.
VEL-3402	Alarm Viewer incorrectly displays alarms/events for points that the role restricts (routing)	When client-side routing was enabled, the Alarm Viewer and the Event Viewer were displaying some alarms or events which should have not been shown to an operator who was restricted from viewing specific points. This issue has been fixed.
VEL-3406	Clicking on a plotted Custom link displays just the "X" for a window	In certain situations, clicking on a plotted custom link in Graphics opened a window which displayed only a close button (the X normally appearing in the upper-right corner of a window). This issue has been fixed.
VEL-3416	UDF Auto-Sequential Duplicated on different workstation	In certain situations where operators on different workstations were trying to add a new person in Enrollment Manager at exactly the same time and the person information included an auto-sequential user-defined field, a deadlock error would occur and only one of the operators could save their new person. This issue has been fixed by retrying up to three times when a deadlock occurs, and if necessary displaying a message dialog that states: Deadlock occurred while obtaining next AutoSequential number. Please cancel and try again later.
VEL-3419	Automatic De-Activation or Activation of Credentials works intermittently	When credentials were scheduled to be automatically activated or deactivated on a particular day, the credentials which did not have a specified access function or control function were not being processed. This issue has been fixed.
VEL-3425	Event Viewer error when switching between filters	In the Event Viewer, an error sometimes occurred when you tried to change the filter. This issue has been fixed.
VEL-3429	SDServer takes too long to cache 2 million alarms on startup	On a system with a very large number of alarms (such as 2 million), the Velocity Server would take a long time to load because it was caching all the alarms. (On a computer which had only 2 GB of RAM, the caching could take hours or might never finish.) This issue has been fixed by changing how an internal array is populated. NOTE: During a restart of the Velocity Server, clients will still receive the message "Velocity was unable to locate the Velocity Server" until the alarm caching has finished.
VEL-3437	Velocity 3.5 SP1 Data installation log file still references Velocity 3.1 in filename	After a Data installation (where a separate computer is used for Velocity's SQL database) of Velocity 3.5 SP1, a log file in a temporary directory had a version number of 3.1. This issue has been fixed.
VEL-3438	Encountered "Failure while Attaching model database" error during German Installation	While attempting to install Velocity on a computer with the German language Windows operating system, an error occurred while trying to attach to the SQL database, because the installer program was expecting the returned information to be in English. This issue has been fixed by using a language-independent way of testing whether the database is successfully attached.

Reference ID	Bug	Description
VEL-3451	Allow operator override of installer admin check	To successfully install Velocity on a computer which is part of an Active Directory domain, you must be a member of the Domain Administrator user group. The Velocity Installer checks whether you have the necessary privilege, and if it doesn't think you do, displays a message dialog stating: Your Windows profile may not have sufficient privileges to install this software. It is recommended that a profile that is a member of the Domain Administrator group is used. If you continue, you may encounter an error during installation. Do you want to continue anyway? At a site with a complex Active Directory trust structure, the Velocity Installer might not be able to accurately determine whether you have the necessary privileges. If you know that you do, you can choose to continue the installation. (If not, you should cancel this installation, log off Windows, log on to Windows with a user account which is a Domain Administrator, and then install Velocity.) To successfully install Velocity on a computer which is **not** part of a domain, you must be a local Administrator. The Velocity Installer checks whether you have the necessary privilege, and if it doesn't think you do, displays a message dialog stating: Your Windows profile may not have sufficient privileges to install this software. It is recommended that a profile that is a member of the local administrator group is used. If you continue, you may encounter an error during installation. Do you want to continue anyway? The Velocity Installer is not always able to accurately determine whether you have the necessary privileges. If you know that you do, you can choose to continue the installation. (If not, you should cancel this installation, log off Windows, log on to Windows with a user account which is a local Administrator, and then install Velocity.)
VEL-3453	PSG passback service causes deadlocks in SDServer and DTServer while trying to create/ update/ delete command sets	A custom global passback service was causing deadlocks while trying to create, update, or delete command sets. To help resolve this issue, the operation on the command set is retried twice after an initial failure.
VEL-3458	Event Viewer right click "Display Credential" option not working consistently	In the Event Viewer, right-clicking on an event for a credential and selecting the Display Credential command from the pop-up menu should display information about the person who the credential is assigned to. Sometimes this command did not appear to be available, or displayed information about a different person. (As described in VEL-3251, this could happen when the Event Viewer's content was scrolling and a different event was accidentally selected while navigating the multi-level pop-up menu.) This issue has been fixed.
VEL-3467	When force download a credential to multiple controller, Download Monitor shows addresses of all the batches to the same controller	After you issued the Force Download command for some credentials selected in Enrollment Manager and batch files were created to download the credentials to multiple controllers, the Download Monitor was showing the wrong controller address for most of those batches. This issue has been fixed.
VEL-3482	Operators can change the credential template linked to a credential, even without Application permission	An operator whose role did not include the **Application Permissions ▶ Enrollment Manager ▶ Credentials – Link to template** permission was incorrectly allowed to change the credential template specified in the **Link to** drop-down list on the General page of a credential's Properties dialog. This issue has been fixed.

Reference ID	Bug	Description
VEL-3541	"Subscript out of range" exception in SDServer's FService.Dispatch Event.121, after 1000 client connections	A customer discovered that their Velocity log file contained entries such as: EXCEPTION in Class::FService.DispatchEvent.121 [9] Subscript out of range This issue occurred after 1000 client connections. This issue has been fixed, by making sure the underlying data array grows when a new client connection is requested.

Known Issues

Reference ID	Summary	Description
VEL-2690	Pelco DVR integration does not work on Windows Vista or Windows 7	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.) This issue is caused by Pelco not supporting Windows Vista or Windows 7. There is no workaround.
	DVR/NVR video cannot be viewed on Windows Server 2008	When trying to view DVR video from a Velocity Server running on Windows Server 2008, Velocity crashes. The workaround is to view the video from a Velocity Client (instead of the Velocity Server). In general, the Velocity server should not be used to perform client type functions.
VEL-3027	Pelco DVR not functional on 3.5 SP1 (or later)	Starting with the Velocity 3.5 SP1 release, you cannot connect to a Pelco DVR.
VEL-3140	Custom alarms do not play on some machines	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. 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).
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.

Reference ID	Summary	Description
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.
VEL-3397	Update installation fails if Velocity's help system is open.	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). 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.)

Reference ID	Summary	Description
VEL-3400	After you install a Velocity update, the Alarm Viewer is sometimes initially blank.	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). The workaround is to close this blank Alarm Viewer window, and then open the Alarm Viewer again.
VEL-3413	The Cogent CSD200i driver is not working for biometric enrollment.	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. The workaround is to make the new CSD200i enrollment reader use the old driver file (which was supplied with the model CSD200).
VEL-3421	Velocity cannot communicate with a controller using a 2-digit serial port number.	Velocity cannot communicate with a controller that is using a 2-digit serial port number; the port number must be a single digit. The workaround is to change the controller's serial port to an available port which has a single-digit number.
VEL-3440	The Searching… dialog does not display accurate information when there are many controllers with SNIB2 boards.	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. There is no workaround for this issue.
VEL-3473	The Customization Manager does not allow you to type the characters { or } in an event message.	In the Customization Manager, you cannot type the following special characters in the New Value field of an Event: • **{** (left curly bracket) • **}** (right curly bracket) 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.
VEL-3485	The Report Manager's Operator Log report does not include some events.	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. There is no workaround for this issue.
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.	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. 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).
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.

Reference ID	Summary	Description
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-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.
VEL-3527	Photo Callup feature is limited to 10 concurrent windows	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. 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. 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. 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. There is no workaround for this issue.