

IDENTIV uTrust Velocity 3.7 Release Notes

Copyright© 2015 - 2018, Identiv. Last updated on July 20, 2018.

Overview

The Velocity 3.7 release includes:

- support for Assa-Abloy's **Aperio** wireless locks,
- licensing of Velocity,
- a few other new features, and
- several [Bug Fixes](#).

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

IMPORTANT INSTALLATION NOTES:

- New installations of Velocity 3.7 require SQL Server 2014 or later. Velocity 3.7 provides you with the option to install the free Express edition of Microsoft's SQL Server 2014. If this Express edition is not adequate for your needs, then you must install a licensed edition of a supported version (2014, 2016, or 2017) of Microsoft's SQL Server, before doing a new Data or Server installation of Velocity 3.7.

If you are updating or upgrading an existing installation of Velocity to the 3.7 release, certain older versions of SQL Server are also still supported. So if you already have SQL Server 2008 R2 SP3, 2012 SP2, 2014, 2016, or 2017 installed on your server, the Velocity 3.7 Installer detects and uses your full edition of SQL Server for the Velocity database.

- Existing Velocity users moving from 3.6 to 3.7 should use the Velocity Update Wizard (build 03.06.008.1483). This wizard simplifies the effort required to upgrade, and uses smaller installation files than the Upgrade Wizards provided for previous versions of Velocity.
- If you are installing Velocity 3.7 on a computer running Windows 10, then you must first verify that .NET 4.6.2 or higher is installed. If it is not, you might receive an error message stating "A certificate chain could not be built to a trusted root authority.", if your computing environment is disconnected from the Internet or has a firewall that blocks content from <http://ctldl.windowsupdate.com/msdownload/update/v3/static/trustedr/en>.

To resolve this issue, you must download and install the latest Microsoft certificates, using one of the methods explained in <https://support.microsoft.com/en-us/help/3149737/known-issue-for-security-update-3136000-for-the--net-framework-4-6-1-4>.

For additional information about installing the .NET Framework on Windows 10 (or Windows Server 2016), see the following Web page: <https://docs.microsoft.com/en-us/dotnet/framework/install/on-windows-10>.

Firmware Requirements

- To utilize all the features of Velocity 3.7 requires CCM firmware version 7.6.20.24 or later.
- To utilize the PIV-I/128-bit GUID support (first provided in CCM firmware version 7.4.58), when readers are connected using a MATCH2 board, MATCH2 firmware version 130127 or later is also required. (ScramblePad model numbers starting with DS47L-SSP include a MATCH2 board.)
- If a controller has a SNIB2 board, Velocity 3.7 requires SNIB2 firmware version 5.99 or later. (The most recent version which is available is 6.52.) If a controller has a SNIB3 board, Velocity 3.7 requires SNIB3 firmware version 2.03.1008 (with OS component version 01.04.002 and Driver component version 01.05.002).

Compatible Builds of Integrations or Optional Components

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

Component:	Compatible build for Velocity 3.5 SP2.1	Compatible build for Velocity 3.6	Compatible build for Velocity 3.6 SP1	Compatible build for Velocity 3.6 SP2	Compatible build for Velocity 3.6 SP2.1	Compatible build for Velocity 3.6 SP3	Compatible build for Velocity 3.7
Velocity Web Services Client	3.5.1.67	3.6.2.10	3.6.2.11	3.6.5.1	3.6.6.515	3.6.7.527	3.6.8.558
Hirsch Video Integration framework	1.1.1.12	1.1.3.1	1.1.3.1	1.1.3.9	1.1.3.9	1.1.3.9	1.1.3.9
plug-in for Aventura	1.1.1.12	1.1.3.4	1.1.3.4	1.1.3.5	1.1.3.5	1.1.3.5	1.1.3.5
plug-in for unified American Dynamics							
Edge EVO Controller Integration	1.0.1.53	1.0.2.1	1.0.2.1	1.0.3.3	1.0.3.3	1.0.3.3	1.0.3.3

The following table shows the compatible builds of the software components in Identiv's FICAM Solution, corresponding with Velocity's most recent releases. (This has not changed between the Velocity 3.6 SP3 and 3.7 releases.)

FICAM Software Component:	Compatible build for Velocity 3.6 SP2	Compatible build for Velocity 3.6 SP2.1	Compatible build for Velocity 3.6 SP3	Compatible build for Velocity 3.7
CCM firmware	7.5.64.95	7.5.70.12	7.6.01.13	7.6.01.13
SNIB3 firmware	2.01.0011	2.02.0004	2.02.0026	2.02.0026
OS component	01.04.002	01.04.002	01.04.002	01.04.002
Driver component	01.05.002	01.05.002	01.05.002	01.05.002
uTrust TS Government reader firmware (TRN file)	2.1.315	2.1.315	2.1.315	2.1.315 (2.1.495 for the LED features of the TS ScamblePad)
Velocity	3.06.005	03.06.006.1128	03.06.007.1307	03.06.007.1307
Velocity Certificate Checking Service	3.6.5.118	3.6.6.184	3.6.7.197	3.6.7.197

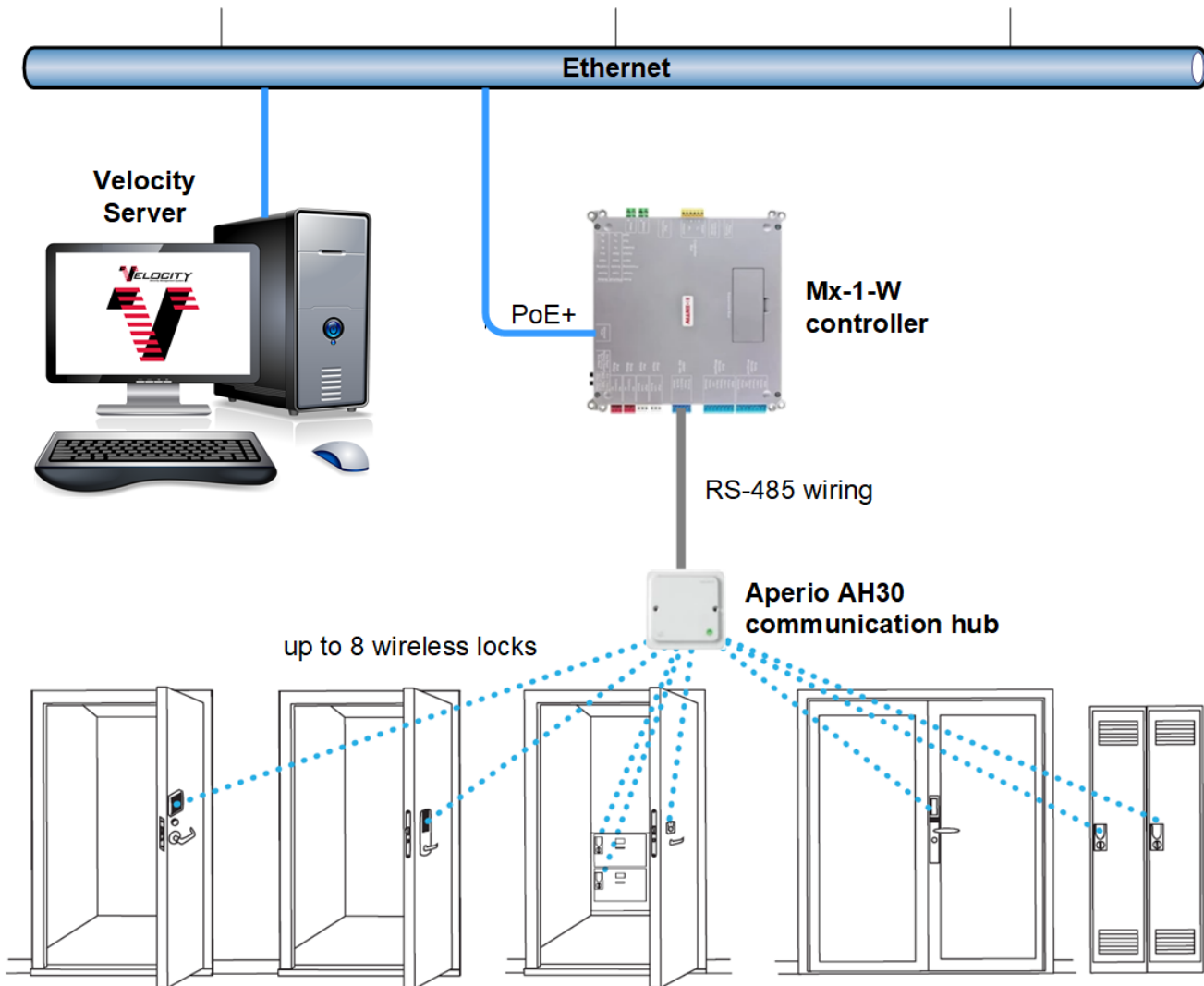
For more information about Identiv's FICAM Solution, see the **FICAM Solution** section of topics in the Velocity main help system. Information about the hardware components of Identiv's FICAM Solution is available in recent versions of the **DIGI*TRAC Systems Design and Installation Guide**.

New Features and Enhancements

This section summarizes the new features and enhancements introduced in the Velocity 3.7 release. (More detailed information about each feature is provided in the product documentation such as Velocity's online help system or the **DIGI*TRAC Systems Design & Installation Guide**.)

Support for Assa-Abloy's Aperio wireless locks

Velocity 3.7 includes support for Assa-Abloy's **Aperio** wireless locks, using an Mx-1-W controller to manage up to eight Aperio wireless locks. The following diagram shows the key components of Velocity's support for Aperio wireless locks:

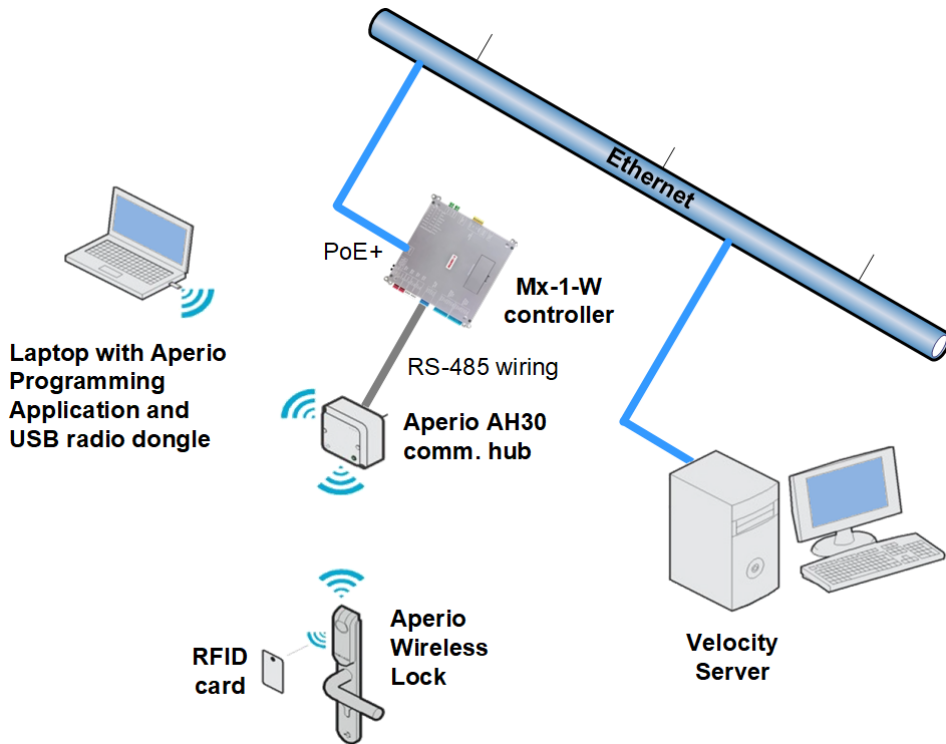


Velocity 3.7 Release Notes

The following table provides the details about the RS-485 wiring between the 5-pin OSDP RS-485 Readers terminal on an Mx-1-W controller and the 8-pin wiring terminal on an Aperio AH30 communication hub.

Pin Label on Mx-1-W	Pin Label on AH30
Ground	GND
Power	8-24VDC
Data A +	A
Data B -	B
Shield	(unused)

Note that a certified installer must use a laptop with a USB radio dongle and the Aperio Programming Application to configure the Aperio AH30 communication hubs and the Aperio wireless locks. Then some additional configuration of the Mx-1-W controller must be performed by a Velocity Administrator. (The set of components used for configuration is shown in the following diagram.)



Velocity 3.7 Release Notes

The address of an Aperio wireless lock varies depending on which Aperio AH30 communication hub it is paired with. The following table shows some examples of that addressing; for more information, see the **Aperio Online Mechanical Installation Guide**.

Lock	Lock Address (depending on which hub it is paired with)		
	when on Hub 1	when on Hub 2	when on Hub 3
1	1	2	3
2	17	18	19
3	33	34	35
4	49	50	51
5	65	66	67
6	81	82	83
7	97	98	99
8	113	114	115

Here are some additional things to note about support for wireless locks in this release:

- Some new events and alarms were added for Wireless locks.
- The Mx-1-W controller provides a single dedicated alarm relay which is shared by the wireless locks. When an alarm is received by an Mx-1-W controller, its **Aux. Relay** (Y4) LED turns on and its alarm relay is activated.
- Velocity's Status Viewer was extended to include a new Status Group type of Wireless Door, and to show the unique properties of Battery status and Hub Tamper status for wireless locks. (The battery status can be either OK, Unknown, Low, or Flat.)
- In Velocity's Administration window, a wireless door under an Mx-1-W controller has a right-click command to **Reset Hub**. (Resetting an Aperio AH30 communication hub affects all wireless locks paired to that hub.)
- Velocity's Badge and Graphic Designer was extended to include new objects for wireless doors and the battery status for wireless locks.
- A new standard report named **Wireless Doors with Battery Status** was added (in the DIGI*TRAC Configuration folder).
- The Door Properties dialog was updated to show the appropriate details for a wireless door, when the Reader Interface option has the new **Wireless Interface** value.
- The additions to Velocity for wireless locks are customizable using the Customization Manager.
- Wireless locks require a "Velocity Mx-1-W" license component.
- To enable the Request to Exit (RQE) feature for a wireless lock, open the Door Properties dialog for that lock and navigate to the **Input** page > **Setup** subpage, then select "DTLM2/MELM2" from the **Line module** drop-down list, and select the **RQE Enabled** checkbox.
- Compared to a traditional wired door, there will be a slight delay before a wireless lock unlocks or relocks in response to a **Momentary Access, Unlock, or Relock** command.
- In response to a **Momentary Access** command, a wireless lock might be unlocked for slightly less than the time specified in the **Door Mode time** option on the **Door Properties** dialog > **Relay** page > **Setup** subpage.
- On the **Door Properties** dialog > **Entry Reader** (or **Exit Reader**) page > **Card Reader Setup** subpage, the **Octal Pass-Through (DP)** option for the MATCH Algorithm does not work for a wireless lock.

For more information, see the new "DIGI*TRAC Hardware Configuration > **Wireless Locks**" section in the Velocity 3.7 main help.

Licensing of Velocity

Coinciding with the Velocity 3.7 release, all customers and certified Hirsch/Identiv dealers will need to register their Velocity systems and complete a software support agreement, to obtain technical support and access software updates. Registering for software support also ensures that all valid licenses which are currently applied to your existing system will be carried forward.

To register, you must complete and submit an online [Support Registration Form](https://www.identiv.com/products/physical-access/hirsch-velocity-software/register/) (which is located at <https://www.identiv.com/products/physical-access/hirsch-velocity-software/register/>). After the form for Velocity has been submitted, a member of Identiv's Velocity licensing fulfillment team will contact you with additional information about completing the process.

Starting with the Velocity 3.7 release, customers will also need to obtain a software license when installing a new system or when upgrading an existing system. (Customers running an older version of Velocity can continue using that version, without having to license it.) The new software license will be based on certain aspects of your system, including the number of hardware modules (where a module is essentially a door), add-on software (such as the FICAM Velocity Certificate Checking Service, EDI, or SDK), and various integrations (such as those for the Edge EVO controller or various Video Management Systems).

The previous editions of Velocity (Velocity Unlimited Edition and Velocity FED Unlimited Edition) will be replaced by an **Express** edition and a **Server** edition.

- The **Express** edition supports up to 32 modules, with Velocity running on a standalone workstation.
- The **Server** edition initially supports up to 64 modules, one Velocity Server, and ten Windows-based thick Clients.

No licenses are required for user credentials or browser-based Web Client connections.

When a license is within 30 days of expiring, a warning dialog will be displayed periodically when a Velocity operator logs in. After a license has expired, Velocity will continue running, but you won't be able to update or upgrade that system until you obtain a valid license. (After a special "demo" license available to dealers expires, Velocity will stop running.)

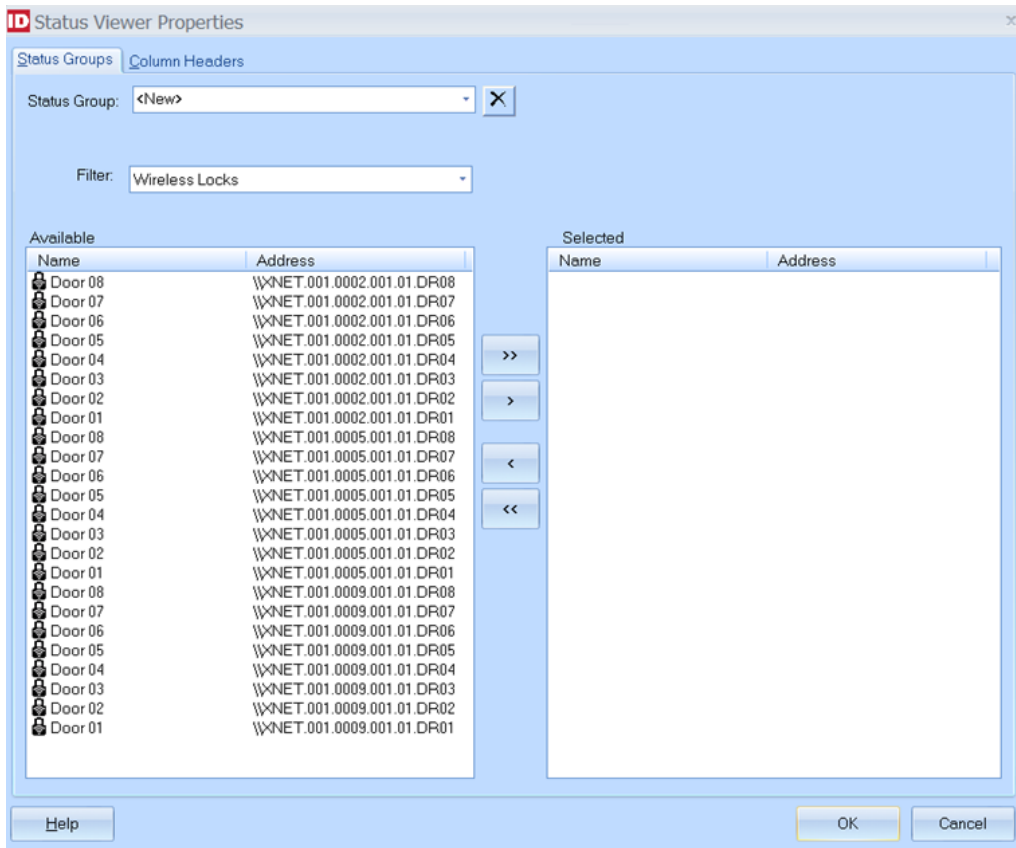
The following table explains the milestone dates for Velocity licensing and software support agreements.

Date	Milestone	Explanation
May 21, 2018	Certification required for contacting Identiv's Tech Support about Velocity	Dealers and end-users must be certified to contact Tech Support. One "waiver" call will be granted, after that, there will be a \$500 per incident charge. The fee will also be waived for a dealer who signs up for the certification course within 30 days.
July 2, 2018	Release of Velocity 3.7	Wireless locks and software licensing activation will be available.
July 2, 2018	Licensing costs for new customers go into effect	All customers quoted after July 2, 2018 will have licensing line items added to the quote.
September 30, 2018	Quotes sent before July 2, 2018 for new customers will be honored	All quotes sent out before July 2, 2018 will be honored (for 90 days from licensing activation).
(ongoing)	Licensing of currently installed base	Licensing will be issued to customers who register for a SSA. (This applies for all modules, even those being added after being issued a license.)
July 1, 2019	Software Support Agreements required; end of free licensing for Velocity	Velocity Licensing and Software Support Agreements went live on July 2, 2018. Customers and dealers need to register for a SSA. (After being confirmed, they will have an "active" agreement on file in Salesforce.) NOTE: Certification remains a requirement for contacting Identiv's Tech Support about Velocity.
July 2, 2019	Enforcement of Software Support Agreements	The requirement for a SSA will be enforced starting July 2, 2019. Any customer having a dealer contact Identiv on their behalf must also have an SSA to receive support.

For more information about licensing, you can either contact your certified Hirsch/Identiv dealer, or send an email message to sales@identiv.com.

Status Viewer Properties dialog Updated

On the Status Groups page of the Status Viewer Properties dialog, the previous 'View as:' group of radio buttons was replaced by a **Filter** drop-down list.



New Output Format of .XLS for the Scheduling Agent's Email Reports task type

Previously, the Scheduling Agent's **Email Reports** task type allowed you to choose either HTML or PDF as the file format for the generated reports. Now you have the additional option of **XLS**, which is a spreadsheet file format used by Microsoft Excel 2003 (that is still compatible with later versions).

Velocity (and its Integrations) Updated to Use Microsoft's .NET Framework 4.6.2

To continue working on newer versions of Microsoft's Windows operating system, Velocity and its integrations have been updated to use Microsoft's .NET Framework 4.6.2.

For related information, see <https://support.microsoft.com/en-us/help/17455/lifecycle-faq-net-framework>.

Bug Fixes

Reference ID	Bug	Description
PAC-20	An error could occur in the Alarm Viewer if alarms were stacked and the DVR column was moved.	An error could occur in Velocity's Alarm Viewer when the system-wide option to " Stack Alarms of similar type " (on the Alarm Options page of the Velocity Preferences dialog) was checked, if you moved the DVR column in the lower (Acknowledged Alarms) pane to a different position, and then acknowledged an alarm in the upper (Unacknowledged Alarms) pane. This issue has been fixed.
PAC-40	When biometric information is not found, the Export Wizard was outputting the wrong number of fields.	When biometric information (fingerprint images) is not found, Velocity's Export Wizard was writing the wrong number of fields to the output file. This issue has been fixed.
PAC-111	Installer sometimes failed to register files or log those failures.	In certain situations (such as when a Scanshell scanner was part of the system), the Velocity Update Wizard would display an error message stating that it "Could not successfully register a file." This error prevented the Velocity Client from being updated correctly and started. This issue has been fixed, by including the MSVC 2010 redistributable as a prerequisite in the Velocity Installer, and fixing the logging issue.
PAC-119	SDServer service sometimes failed to respond.	After a customer's IT department installed some scanning software without notification, Velocity clients were unable to connect to the Velocity server due to numerous Winsock errors. (After the scanning software was disabled, the problem no longer occurred.) This issue has been fixed, by implementing better recovery processing when responding to network errors.
PAC-120 or VEL-4465	A server name longer than 25 characters caused downloads to fail.	Batch downloads didn't work if the Velocity Server name was longer than 25 characters. This issue has been fixed.
PAC-128 and PAC-185	Using Photo Callup in Velocity 3.6 SP2.1 bolded the font used in most of the user interface.	After upgrading to the Velocity 3.6 SP2.1 release, using certain features (such as Photo Callup) would cause some common controls to change many parts of the Velocity user interface to be displayed in a wider bold font. This issue has been fixed.
PAC-129	SQLWriter error was closing the connection to Velocity's database.	Velocity's SQLWriter service incorrectly handled some non-fatal database errors by closing the connection to Velocity's database and generating repetitive messages (which filled the Event Viewer). This issue has been fixed.
PAC-187	With FICAM enabled, the Accept button (for a ScanShell scanner) generated an error.	When enrolling a user credential while the FICAM functionality is enabled, clicking the Accept button on the ScanShell Scanner page of the Verify Scanner Data dialog was generating an error. This issue has been fixed.
PAC-198	Previous values of an RS-485 reader's Firmware info were being displayed after that reader was replaced by one without Firmware info	Normally, a TS reader's Firmware information is shown on the Setup page of a Reader Properties dialog when the Reader Interface option is set to RS-485 Interface . But if that reader was replaced by a different reader without the firmware information, the previous reader's information continued to be displayed. This issue has been fixed, so the attached reader's displayed Firmware information is blank when necessary.

Velocity 3.7 Release Notes

Reference ID	Bug	Description
PAC-199	A Veridt reader's Firmware info was not being displayed.	The Firmware information for a Stealth Bio or Stealth Dual reader by Veridt was not being displayed. This issue has been fixed, so the Firmware information is shown on the Setup page of a Reader Properties dialog (when the Reader Interface option is set to RS-485 Interface).
PAC-394	Wizards to Export Configuration (for a controller) and to Import New Controller were missing the option for Mx-1.	The wizards to Export Configuration (for a controller) and to Import New Controller were missing the option to select an Mx-1 controller for the Model. This issue has been fixed, so the Model drop-down list includes an option for the Mx-1 controller.
PAC-435	Adding a Holiday was delaying event processing by DTserver.	When a new Holiday was added to Velocity, the DTserver generated downloads for all of the controllers, which could be a problem on a large system. (For example, at a customer site with 850 controllers, event processing was stopped for nearly 10 minutes.) This issue has been fixed, by moving the processing of Holiday changes to the VelocityThreads component (so the DTserver remains available to process events).
PAC-436	If Velocity could not decorate a database maintenance message, it generated an error in the SDServer log file.	As explained in the CCM\CCMx Version 7.6.01 Release Notes , messages related to the database maintenance feature appear in Velocity's Event Viewer window with an Event ID value of 9022. When new messages about new functionality for that feature were added to the CCM firmware, it would cause Velocity to generate an error in the SDServer log file (if Velocity was unable to decorate a database maintenance message.) This issue has been fixed.
PAC-437	Errors when starting Velocity if the server's date format includes commas, and the Event Viewer's Load cached events option is checked.	Multiple errors would be generated when starting Velocity, if both of the following conditions were met: <ul style="list-style-type: none"> • The Velocity server's date format included commas • the Load cached events option on the General page of the Event Viewer Properties dialog was checked This issue has been fixed, by changing the parsing technique in the "Load Cached Events" routine of the Event Viewer.
PAC-438	Some Return To Normal events were not being displayed.	Some of the Return To Normal events (for certain alarms) were not being displayed in the Event Viewer. This issue has been fixed.
PAC-469	Unable to encrypt stored procedures.	A customer's script to encrypt stored procedures failed because some elements in a database table were renamed, but a stored procedure for that table was not updated to use the new names. This issue has been fixed, by updating the stored procedure to use the new names.
PAC-677	Velocity Installer was not copying some files from cumulative updates.	The Velocity Installer was not copying files from cumulative updates (where the file action was COPYREGIGNORE). As a result of this bug, the ScanShell scanner was not working properly because the updated drivers were not being installed. This issue has been fixed.
PAC-760	DIGI*TRAC Network Service could crash when connecting to a network port if the network layer generated an "Unknown remote host" error.	Velocity's DIGI*TRAC Network Service could crash when connecting to a network port if the network layer generated an "Unknown remote host" error. This issue has been fixed.

Velocity 3.7 Release Notes

Reference ID	Bug	Description
PAC-776	The firmware import wizards sometimes failed to open.	<p>The firmware import wizards (which are located on the Data Exchange menu after clicking on Velocity's menu button) sometimes failed to open. This happened if the SQL Server version did not match the SQLDMOVersion value in some Windows registry entries (on your Velocity server).</p> <p>This issue has been fixed, so the firmware import wizards use only the Provider value in those Windows registry entries.</p> <p>NOTE: For related information, see the Known Issue PAC-113 at the end of this document.</p>
PAC-802	Enabling a port could cause an exception in the polling engine interface.	<p>Enabling a port could cause an exception in the polling engine interface.</p> <p>This issue has been fixed.</p>

Known Issues

Reference ID	Summary	Description
VEL-3268	The Enrollment Manager's window sometimes opens with a maximized height.	<p>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).</p> <p>There is no workaround for this issue.</p>
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.	<p>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.</p> <p>The workaround is to enter the date using the expected forward slashed to separate the month, day, and year.</p>
VEL-3356	Incorrect date/time is shown for an alarm video triggered on an AD VideoEdge NVR (using Velocity's legacy support).	<p>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.</p> <p>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.</p>
VEL-3365	Titles and column headers are truncated or misplaced when a report is exported to an Excel spreadsheet.	<p>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.</p> <p>The only workaround is to manually correct the report titles and column headers in the Excel spreadsheet.</p>
VEL-3390	Enrollment station sometimes will not read additional cards when finding a credential by MATCH code.	<p>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.</p> <p>The workaround is to close the existing Find Credential dialog and issue the Tools ► Find Credential... command again.</p>

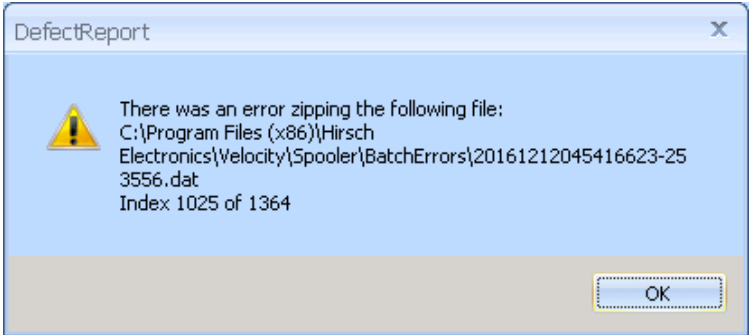
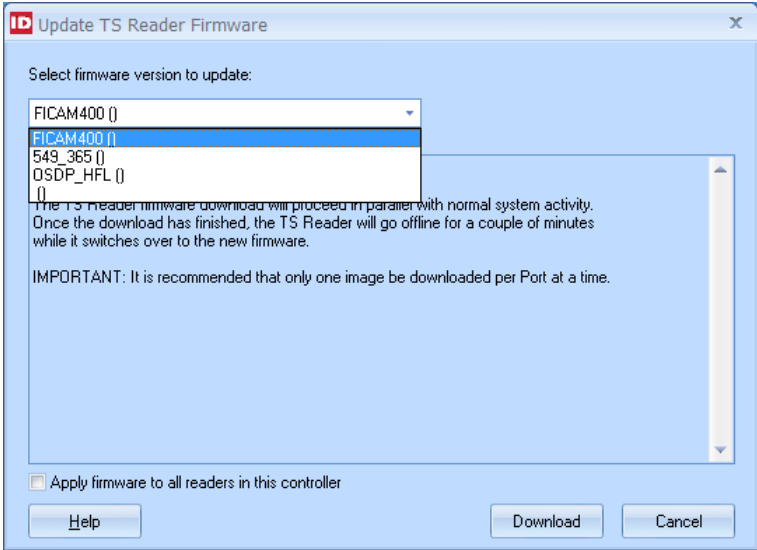
Velocity 3.7 Release Notes

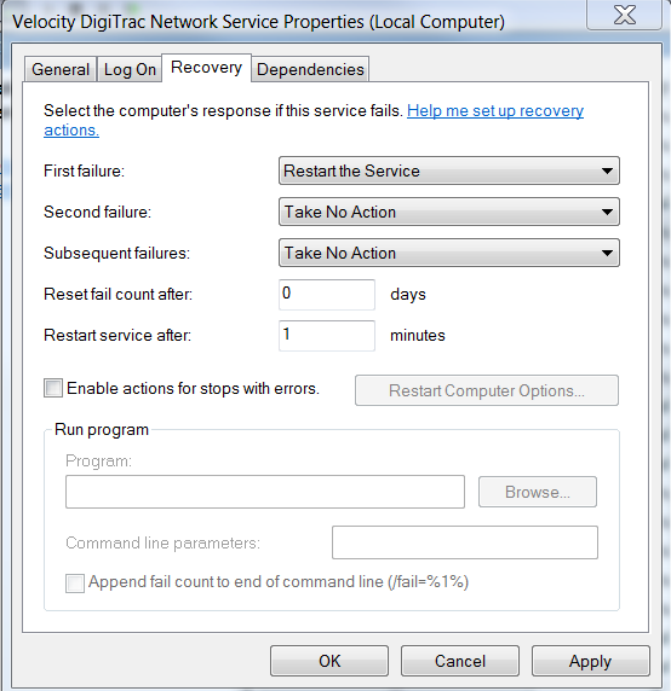
Reference ID	Summary	Description
VEL-3400	After you install a Velocity update, the Alarm Viewer is sometimes initially blank.	<p>When Velocity's main window is automatically opened after the successful installation of a Velocity update, the Alarm Viewer is sometimes blank (with just a light blue background).</p> <p>The workaround is to close this blank Alarm Viewer window, and then open the Alarm Viewer again.</p>
VEL-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 Edge EVO system.	<p>The Report Manager's Event Customization report was not updated to include any events for the Edge EVO system.</p> <p>There is no workaround for this issue.</p>
VEL-3496	The "Restrict alarms and events using Velocity Roles" option can cause unexpected results when an operator has multiple roles.	<p>The Restrict alarms and events using Velocity Roles option (on the Advanced page of the Velocity Settings dialog) works by excluding everything not assigned to an operator role, rather than by including only those things assigned to an operator role. This approach works for a single operator role, but can have unexpected results when an operator has multiple roles.</p> <p>For example, when this option is enabled on a system with two controllers, you could create an operator role responsible for the first controller and another operator role responsible for the second controller. If an operator is then assigned both of these roles, you probably would expect that the operator will see the events and alarms from both controllers, but instead the operator will not see any events or alarms from either controller.</p> <p>There is no workaround for this issue.</p>
VEL-3498	The status of a new credential with a delayed activation date/time might be prematurely shown as Active (if it was created on a Client in an earlier time zone than the Velocity Server).	<p>On a system where a Velocity Client is in an earlier time zone than the Velocity Server, a new user credential with a delayed activation date/time which is created on that Client might have its status prematurely shown as Active. The credential is not actually activated until the Velocity Server's time reaches the specified activation time.</p> <p>There is no workaround for this issue.</p>
VEL-3504 and VEL-3506	VelocityServices must use the "US" date/time format	<p>When VelocityServices is using a non-US date/time format where the month and the day of the month are in a different order, the software event 1297 is displayed after the 12th day of the month:</p> <p style="padding-left: 40px;">Database is offline. VelocitySQLWriter is storing commands offline for later execution.</p> <p>After this, transaction events for the Edge EVO Controller integration were no longer displayed in the Event Viewer.</p> <p>To prevent this issue, VelocityServices must use the "US" date/time format.</p>

Velocity 3.7 Release Notes

Reference ID	Summary	Description
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-3629	Windows local Administrator privilege is needed to run Velocity's Service Control Manager from a Velocity Client computer	<p>To run Velocity's Service Control Manager from a Velocity Client, you must be logged into Velocity with a Windows user account that has local Administrator privilege on that computer. If you switch operators and log into Velocity with a non-Administrator account, you will no longer be able to use the Service Control Manager to start or stop Velocity's services (even if that account has the "Application Permissions ► Service Control Manager ► Service Control Manager – Use" role permission).</p> <p>This is a Known Issue that is working as designed.</p>
VEL-3631	Velocity cannot install from a long file path	<p>If you copy the Velocity installation files to a directory structure that has a long file path, the installation will fail while trying to copy some .CAB files.</p> <p>The workaround is to use a different directory structure that has a shorter file path.</p>
VEL-3923	Exporting a complex report to Excel sometimes results in incorrect column headings	<p>When a complex report is exported to Excel, the column headings are sometimes in the wrong order.</p> <p>The workaround is to export the report as a comma-separated values text file, edit the headings as needed, import the file into Excel, and then save the file as an Excel workbook.</p>
VEL-4019	Status Viewer might display inaccurate status for controllers after the DTServer is shut down abnormally	<p>When DTServer did not shut down correctly, the SuperStatus table was not updated properly (by SDServer), so the Status Viewer might display inaccurate status information for controllers.</p> <p>There is no workaround for this issue, except to restart the DTServer.</p>
VEL-4067	The Download Monitor does not have a Description for the download of a FICAM Degraded Mode configuration	<p>On a Velocity system running Identiv's FICAM Solution, a controller enters Degraded Mode when the certificates for its stored credentials have not been checked within a specified time limit. The behavior of the attached RS-485 readers when a controller is running in Degraded Mode is specified separately for each reader, and typically a controller's configuration will be different for Degraded Mode and need to be downloaded. But the Download Monitor does not have a Description for this type of download.</p> <p>There is no workaround for this issue.</p>

Velocity 3.7 Release Notes

Reference ID	Summary	Description
VEL-4118	The SCM stopped running after uninstalling the Hirsch Video Integration framework	Velocity's Services Control Manager (SCM) stops running if you remove some shared files while uninstalling the Hirsch Video Integration framework. When a dialog is displayed asking if you want to uninstall HirschIdentive.Common.dll and log4net.dll, be sure to click the No button.
VEL-4119	Dialup controller does not connect with host when an alarm occurs	A dialup controller is unable to establish a connection with the host when an alarm occurs. There is no workaround for this issue.
VEL-4124	Velocity System Report fails if there are more than 1024 files in the Spooler\BatchErrors folder	If there are more than 1024 files in the Spooler\BatchErrors folder, the Velocity System Report fails and the following error message is displayed:  <p style="text-align: center;">There is no workaround for this issue.</p>
VEL-4343	Velocity does not warn you when importing an older incompatible version of a TS reader firmware file	To support the new feature of downloading firmware updates to a TS reader, the format of those TRN files was changed in the Velocity 3.6 SP2.1 release. But Velocity still allows you to import older incompatible formats without warning you that they will not work. Do not select a TS reader firmware version which shows a value of only “ ()” in the drop-down list: 

Reference ID	Summary	Description																		
VEL-4350 or PAC-42	On Windows 10, the DigiTrac Network service does not always start automatically	<p>On Windows 10, Velocity's DigiTrac Network service does not always start automatically after the Velocity Server is rebooted.</p> <p>As a workaround, you can manually restart that service. You can also edit its Recovery properties to Restart the Service if it fails, or restart the service after a specified number of minutes:</p> 																		
PAC-113	If you upgrade your SQL Server, you might need to manually update some entries in the Windows registry of your Velocity Server	<p>When you use the Velocity Installer to upgrade the version of SQL Server for your Velocity database (such as when upgrading from Velocity 3.5 to 3.6 SP3), it also makes the necessary changes to the Windows registry entries on your Velocity Server. However, if you manually update your SQL Server, then you must manually edit the Windows registry to make the necessary changes.</p> <p>The two relevant Windows registry entries are:</p> <ul style="list-style-type: none"> • HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hirsch Electronics\Velocity\Client • HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hirsch Electronics\Velocity\Database <p>You will have to set the Provider and SQLDMOVersion items in those entries to the correct values for your SQL Server version, as shown in the following table:</p> <table border="1" data-bbox="646 1539 1255 1833"> <thead> <tr> <th>SQL Server version</th> <th>Provider value</th> <th>SQLDMOVersion number</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>SQLNCLI11</td> <td>14</td> </tr> <tr> <td>2016</td> <td>SQLNCLI11</td> <td>13</td> </tr> <tr> <td>2014</td> <td>SQLNCLI11</td> <td>12</td> </tr> <tr> <td>2012</td> <td>SQLNCLI11</td> <td>11</td> </tr> <tr> <td>2008 R2</td> <td>SQLNCLI10</td> <td>10</td> </tr> </tbody> </table>	SQL Server version	Provider value	SQLDMOVersion number	2017	SQLNCLI11	14	2016	SQLNCLI11	13	2014	SQLNCLI11	12	2012	SQLNCLI11	11	2008 R2	SQLNCLI10	10
SQL Server version	Provider value	SQLDMOVersion number																		
2017	SQLNCLI11	14																		
2016	SQLNCLI11	13																		
2014	SQLNCLI11	12																		
2012	SQLNCLI11	11																		
2008 R2	SQLNCLI10	10																		