



Velocity Licensing and Software Support Agreement (SSA) FAQs

Is software registration required for all Velocity Users?

Yes, registration of Velocity is REQUIRED for all Velocity end-users and dealers.

Registered users and dealers who are enrolled in a paid SSA will also receive access to the latest software releases, technical support, maintenance and services. Additional advantages with support registration are:

- New product announcements
- The latest Velocity releases
- Updates to hardware and firmware
- New 3rd party integrations

Are there any costs associated with software registration?

No, there is no cost to register Velocity software.

How do I get an upgrade license for my current Velocity system?

To obtain upgrade licensing for a current Velocity production system, partners or end-users will need to complete the [Software Registration Form](#). Once submitted, additional instructions will be sent via email to the specified contact to complete the process.

What does licensing activation mean for current Velocity End-Users?

Customers running Velocity 3.6 (or older versions) can continue using their current version of Velocity without the need to apply a license to their system. Customers interested in upgrading their production system to take advantage of the latest features and enhancements introduced in Velocity 3.7 will need to contact their certified Hirsch dealer for more information about enrolling in a Velocity Software Support Agreement.

Are there any costs associated with Velocity Licensing?

Through July 1, 2019, Hirsch partners and customers who have any version of Velocity installed and running will be able to obtain an upgrade license for the latest version of Velocity at no additional cost *for the license*. Simply complete the [Software Registration Form](#) and our licensing team will follow up with you on how to complete the process. On July 2nd, 2019 ALL Velocity End-users will need to enroll in paid a Software Support Agreement regardless if they are upgrading their Velocity software.



Will all new versions of Velocity require licensing to activate?

Yes, all versions of Velocity 3.7 and beyond will require licensing to activate the software. Customers and partners will continue getting access to the latest versions of Velocity by being enrolled or enrolling in a Software Support agreement.

Will my current licensing apply to new versions of Velocity?

Yes, by registering your Velocity system by July 1st, 2019, all licenses that have been issued based on the current hardware, 3rd party integrations and add-ons will be honored and transferable to the latest Velocity instance.

What is the difference between Velocity Licensing and Velocity Software Support Agreements?

A Velocity license is a persistent software license that entitles the user to use Velocity software as part of the user's physical access control system. This license is for the right to use Velocity software only, and does not confer any additional rights, privileges, or access to future upgrades of Velocity or any other software created or distributed by Identiv, Inc.

Velocity software support agreements (SSAs) are annual, paid agreements that allow end-users access to the latest software releases, firmware releases, and world-class Identiv technical support. When an end-user purchases Velocity software licensing, it includes one-year of Velocity Software Support. After the first year, Velocity SSAs will need to be renewed annually to continue receiving access to all the benefits included with SSA enrollment.

How is licensing determined?

Velocity licensing is divided into the following types:

- Base Licensing
 - Base licensing covers the Velocity platform, clients and configuration and control of all connected Hirsch hardware.
 - **Express Edition** - Support up to 32 modules total, a single workstation, no licenses required for web client connections or cardholders.
 - **Server Edition** - Allows up to 64 modules initially and supports expansion beyond 1,024 modules, one server and ten thick clients, no licenses required for web client connections or cardholders.
- Add-on Licensing
 - Electronic Data Interchange (EDI), FICAM, .NET SDK
- Integrations
 - 3VR, 3rd party VMS, Visitor Management, etc.



What is a license module?

A module, in the simplest definition, is a 'door' within a Velocity environment. A 'door' includes all inputs and outputs that are connected to the Controller, including readers. The table below shows the hardware with the corresponding module count:

Hirsch Hardware Model	Module Count in Velocity
M2	2
M8	8
M16	2
MSP-8R	2
M64	2
M1N	1
Edge EVO	1
Mx-1	1
Mx-2	2
Mx-4	4
Mx-8	8

Is demo licensing available?

Yes, we support end user and other demonstrations of our solution. For more information and to setup your personalized demos, please contact your Identiv Regional Sales Manager.

Additional Questions?

Any additional questions, please contact your Hirsch Dealer or email sales@identiv.com.

What important dates should I be aware of?

Milestone	Definition	Date
Certification requirement for Velocity tech support	Dealers will need to be certified to contact tech support. One "waiver" call will be granted, after that there will be a \$500 charge per incident. Fee waived if they signed up for certification course within 30 days.	May 21, 2018
Hirsch product	Hirsch products must be registered in order to receive technical	July 2, 2018



registration required	support. One "waiver" call will be granted, after that there will be a \$500 charge per incident. Fee waived if product registration is received within 1 week.	
Velocity 3.7 released	New features, wireless lock support, and software licensing activation.	July 2, 2018
Hirsch software licensing costs for new customers	All quotes provided AFTER July 2, 2018 will include software licensing line items.	July 2, 2018
Current install base (support)	As of July 2, 2018, Velocity 3.7 licensing and SSA go live. Channel partners need to register existing Velocity customer installations for a free Velocity 3.7 license. By registering, existing customers may upgrade to 3.7 at no charge until July 2, 2019. After July 2, 2019, customers wishing to upgrade to Velocity 3.7 or higher will need to purchase a new license.	July 2, 2018 through July 2, 2019
Enforcement for Velocity SSA	As of July 2, 2019, SSA enforcement will begin. All end-user customers must have a current software support agreement in place to receive technical support. The initial SSA pricing is based on the system as installed as of July 2, 2019.	July 2, 2019