

IDENTIV Velocity Web Services Client 1.0 Installation Guide and Release Notes

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Overview

This document provides the only information about version 1.0 of the Velocity Web Services Client, which is a new optional browser-based client for Velocity 3.5 SP2 that supercedes the optional Velocity Web Console (provided in earlier releases of Velocity 3.5). A major advantage of the new Velocity Web Services Client (compared to the previous Velocity Web Console) is that it uses the same Velocity database.

Note that this is a limited-functionality client; only the traditional Windows-based Velocity Client provides access to all of Velocity's extensive functionality. See the [Quick Tour](#) section of this document for a brief summary of the functionality provided by the Velocity Web Services Client.

Before you can install and use the Velocity Web Services Client, you must first install Microsoft's Internet Information Services (IIS) on the same computer where the Velocity Server is installed. If your organization isn't comfortable providing remote access to your physical access control system, do not install IIS or the Velocity Web Services Client.

In this document, there is information about:

- [System Requirements](#)
- [Installing](#) the Velocity Web Services Client (and its prerequisites)
- a [Quick Tour](#) of the Velocity Web Services Client
- the [Known Issues](#) in this release

System Requirements

The Velocity Web Services Client requires the following components:

- A physical access control system with various hardware components controlled by version 3.5 SP2 of the Hirsch Velocity security management system software
- The optional Velocity Web Services Client component for your Velocity Server, which can be installed either as part of a full Velocity 3.5 SP2 installation, or installed separately later
- A Web server running Microsoft's Internet Information Services (IIS) (version 6.0 or later), which is installed on the same computer where the Velocity Server is installed
- A personal computer, tablet computer, or smartphone running a relatively current Web browser such as Google's Chrome (version 39.0 or later), Microsoft's Internet Explorer (version 11 or later), or Apple's Safari (version 6.2 or later). We recommend using Google's Chrome browser.

Installing the Velocity Web Services Client (and its prerequisites)

The optional Velocity Web Services Client can be installed either as part of a full Velocity 3.5 SP2 installation, or separately after the Velocity installation. After installing this client, you must also perform a few configuration and setup tasks.



Prerequisites: *To install the Velocity Web Services Client, you must be logged into Windows using an account that has Administrator privileges, and you must know the name and password of the Velocity services account (which were specified when Velocity was installed).*

NOTES: The Velocity Web Services Client only needs to be installed on your Velocity Server. If you want to install and use this optional client, you must first install Microsoft's Internet Information Services (IIS) on the same computer where the Velocity Server is installed. The installer program checks your existing system to see whether all of the prerequisites for this new client have been met.

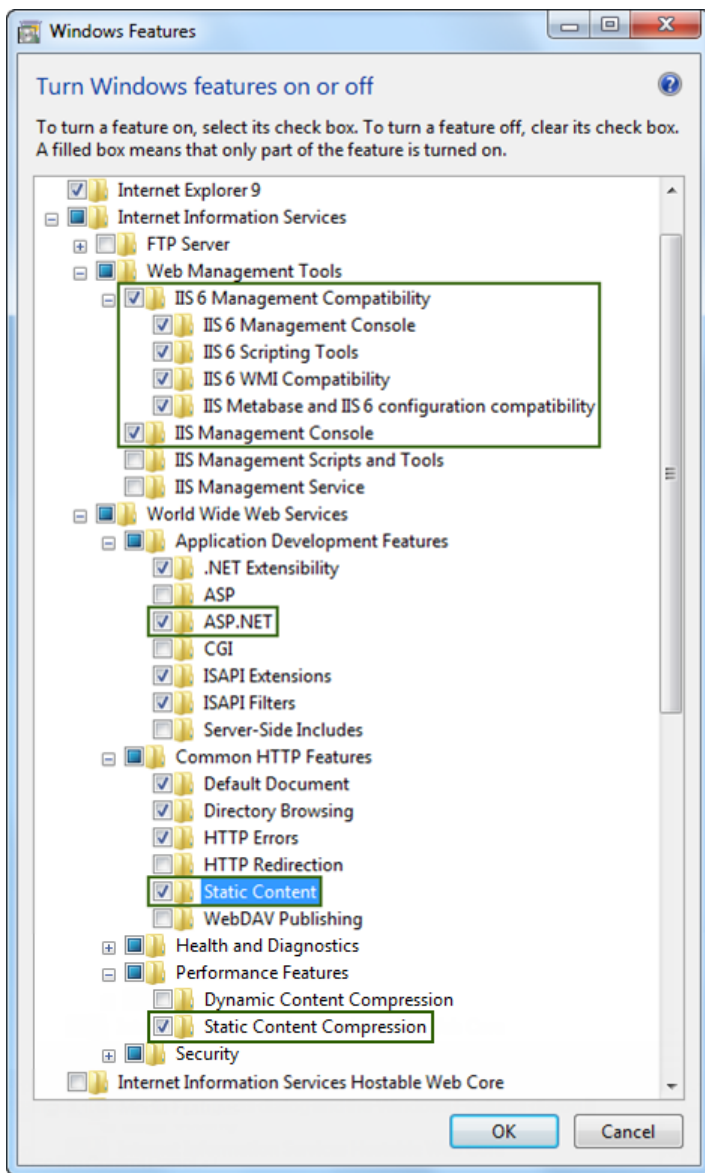
Installing Microsoft's Internet Information Services (IIS) to Support the Velocity Web Services Client

Before you can install and use the Velocity Web Services Client, you must first install Microsoft's Internet Information Services (IIS) on either your Windows 7 standalone Velocity workstation or your Windows Server 2008 Velocity server or workstation.

To install IIS on Windows 7:

1. From your Windows 7 Start menu, launch **Control Panel**.
2. If you are viewing by Category: click the **Programs** link, and then click the '**Turn Windows Features on or off**' link (in the Programs and Features category).

If you are viewing by Small Icons or Large Icons: click **Programs and Features**, and then click the '**Turn Windows Features on or off**' link (in the left pane).
3. In the resulting Windows Features dialog, expand the **Internet Information Services** folder to reveal the available options.
4. Check the options that are highlighted in the boxes below, and then click **OK**.



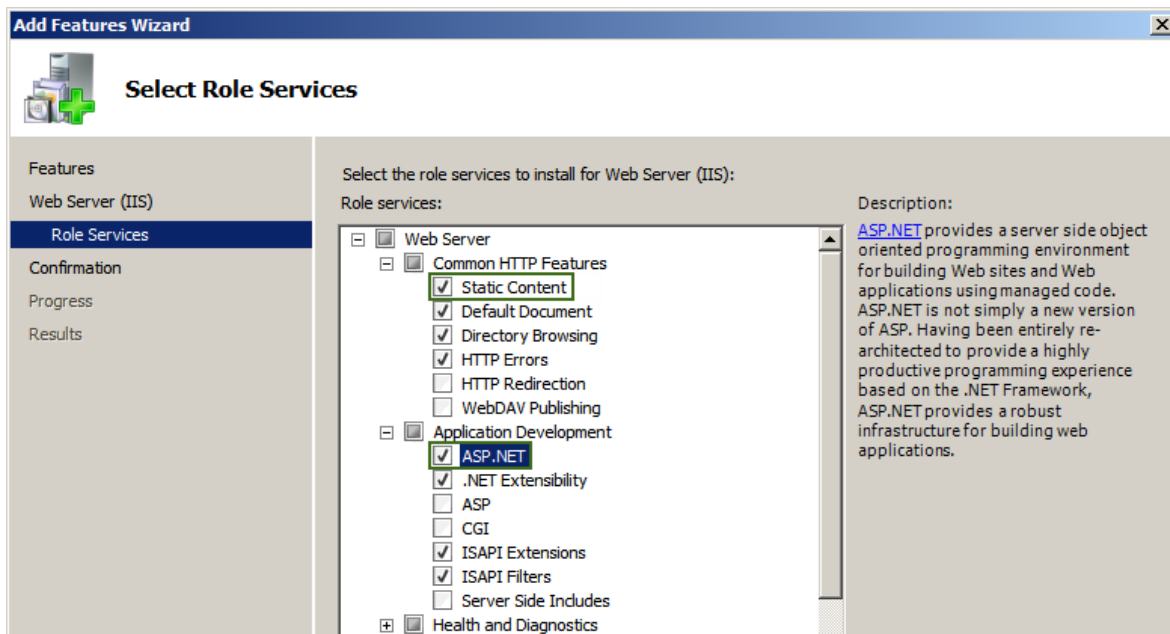
A progress dialog informs you that Windows is making the requested feature changes. When Windows has finished making the changes, it closes the progress dialog and the Windows Features dialog.

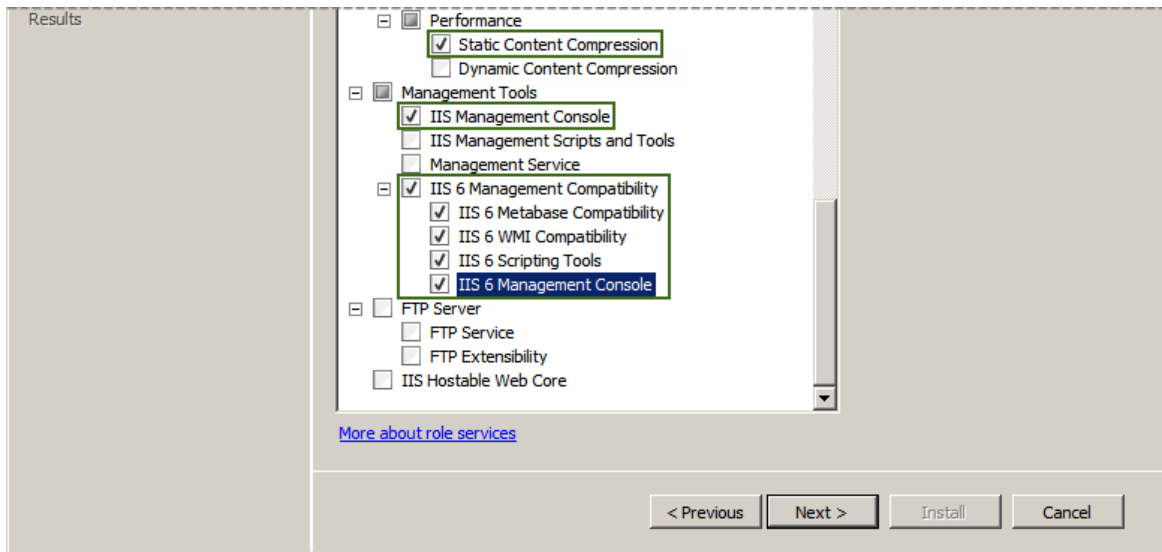
5. Close the Control Panel.

To install IIS on Windows Server 2008:

1. From your Windows Server 2008 Start menu, launch **Control Panel**.
2. If you are viewing by Category: click the '**Turn Windows Features on or off**' link (at the bottom of the left column).
If you are viewing by Small Icons or Large Icons: click **Programs and Features**, and then click the '**Turn Windows Features on or off**' link (in the left pane).
3. In the resulting Server Manager window, click the **Features** item (in the left pane), and then click the **Add Features** link.
4. In the resulting Add Features Wizard, scroll down and check the '**SMTP Server**' box.
5. In the resulting dialog that asks 'Add role services and features required for SMTP Server?', click the **Add Required Role Services** button.

6. In the Add Features Wizard, click **Next**.
7. On the Web Server (IIS) page of the Add Features Wizard, click **Next**.
8. If necessary, on the Select Role Services page of the Add Features Wizard, expand the **Web Server** folder and the **Management Tools** folder to display the available options.
9. Under Web Server, select these options:
 - the Common HTTP Features option of **Static Content**
 - the Application Development option of **ASP.NET**. (If you receive a dialog that asks 'Add role services required for ASP.NET?', click the Add Required Role Services button.)
 - the Performance option of **Static Content Compression**
10. Scroll down, and under Management Tools, select:
 - **IIS Management Console**
 - **IIS 6 Metabase Compatibility**
 - **IIS 6 WMI Compatibility**
 - **IIS 6 Scripting Tools**
 - **IIS 6 Management Console**
11. Verify that you have selected all the options highlighted in the boxes below, then click **Next**.





12. On the Confirm Installation Selections page of the Add Features Wizard, click **Install**.

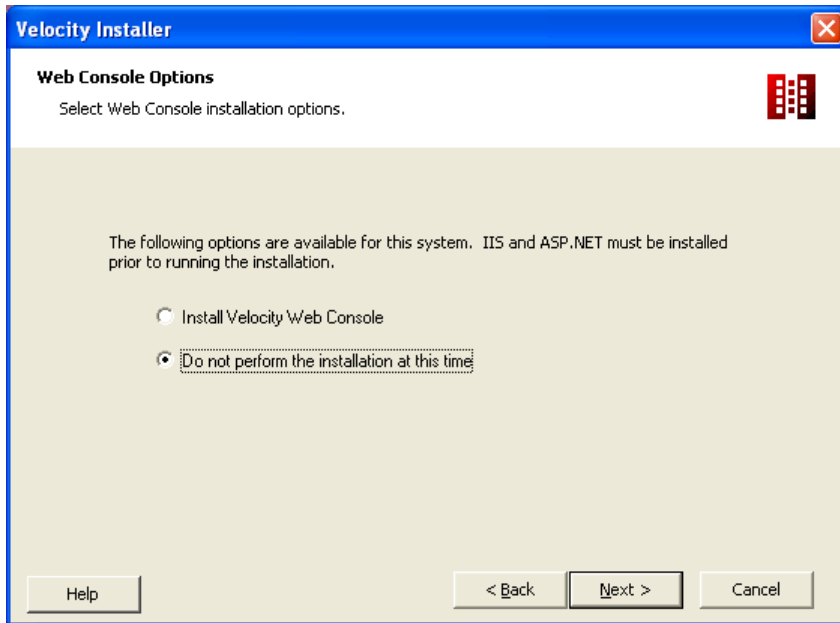
On the Installation Progress page of the Add Features Wizard, progress messages are displayed until the installation is complete.

13. On the Installation Results page of the Add Features Wizard, verify that the installation succeeded, and click **Close**.

14. In the Server Manager window, verify that the **Web Server (IIS)** role was installed. You can then close the Server Manager window and the Control Panel.

Installing the Velocity Web Services Client during the Velocity Installation

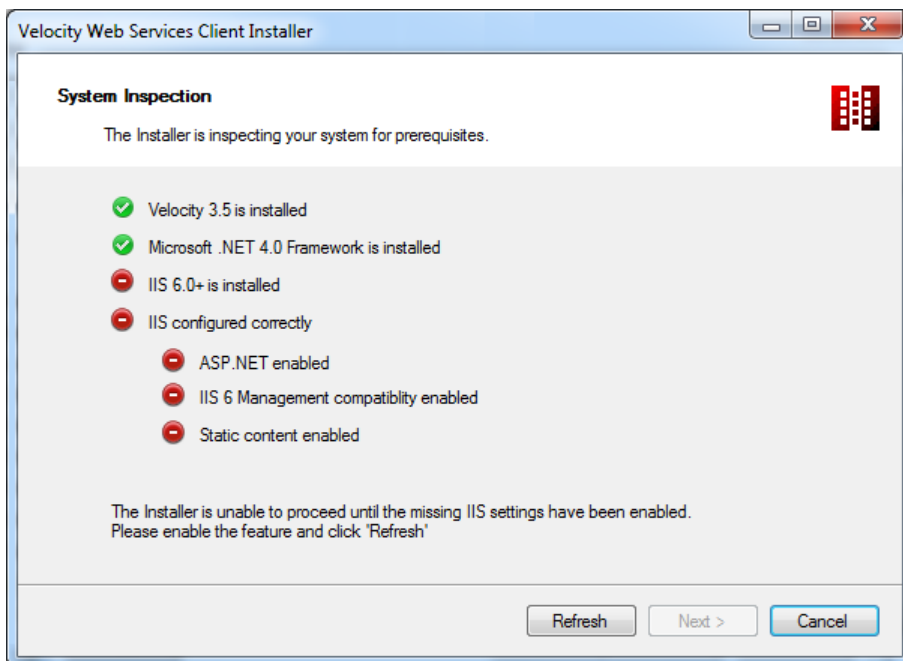
1. Start following the instructions in the **Installation ► Starting the Velocity Installation** topic of the Velocity 3.5 SP2 Installer's help system.
2. At the **Install Options** screen, select either the **Server** role or the **Workstation** role for your computer.
3. At the resulting **Web Console Options** screen, select the **Install Velocity Web Console** option (to install the Velocity Web Services Client), then click **Next**.



4. If you selected the **Server** role, then perform the steps in the **Installation ► Server Installation** help topic.

If you selected the **Workstation** role, then perform the steps in the **Installation ► Workstation Installation** help topic.

Eventually, the installer program checks your existing system to see whether all of the prerequisites for this new client have been met. The results are displayed on the **System Inspection** page, with any issues indicated by a red icon. For example:



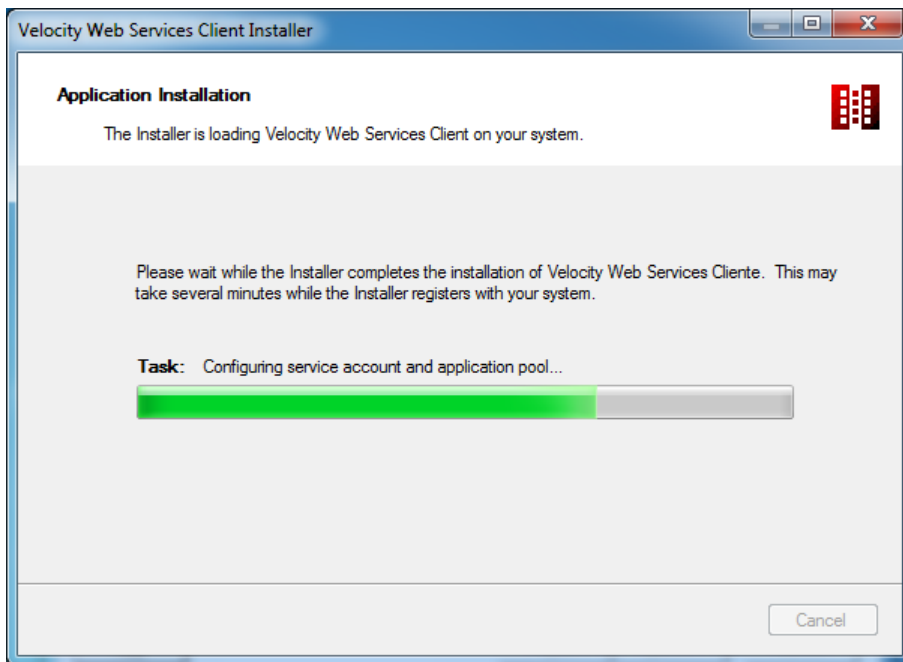
You cannot proceed with the installation of this component until you have resolved all of the issues.

- If you want to skip the installation of this optional component, click **Cancel**. You can separately install it later by running the **vwc2install.exe** file to install the Velocity Web Services Client. That file is located in the folder where you installed Velocity, which by default is C:\Program Files (x86)\Hirsch Electronics\Velocity.
- If you want to continue with the installation of this optional component, resolve the issues, and then click **Refresh** to check the prerequisites again. When all of the prerequisites have been met, there won't be any red icons, and the **Next** button will be enabled.

After you click the **Next** button, the following screen appears:

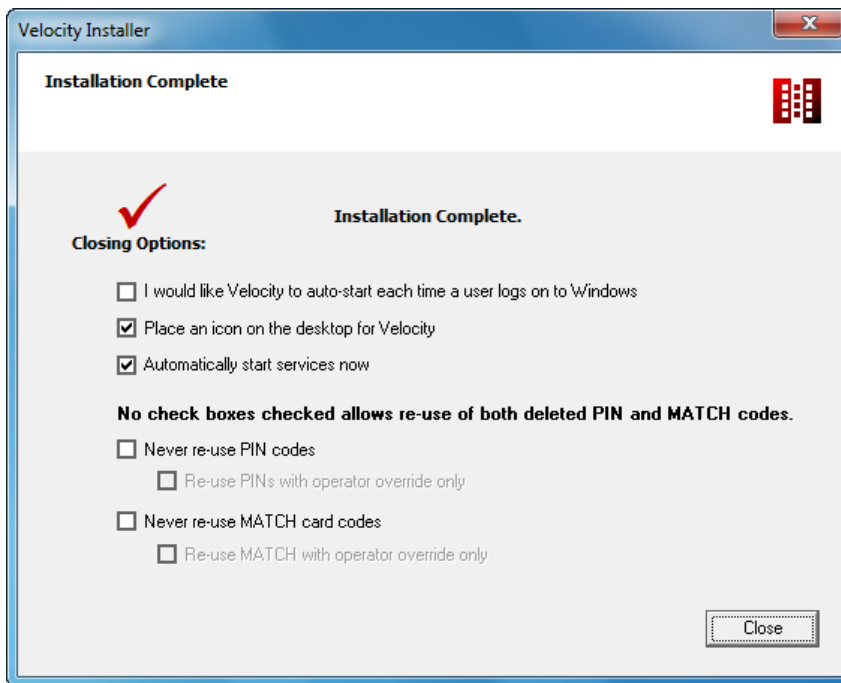
5. On this **Service and Website Settings** screen:
 - A. In the **Service Account** field, verify or change the user account (by default in the Velocity Services group) that the underlying service for the Velocity Web Services Client will use to log on to Velocity. The default information is automatically obtained for you.
 - B. In the **Password** field, enter the password that the specified Service Account will use to log on to Velocity.
 - C. In the **Port number** field, enter the network port number that will be used for communication between Velocity and the Velocity Web Services Client.
 - D. Click **Next**.

An **Application Installation** screen displays progress information while the Velocity Web Services Client is being installed. For example:



After the installation of the Velocity Web Services Client has finished, the Installation Complete screen will appear.

6. When the **Installation Complete** screen is displayed, select the desired Closing Options, and click the **Close** button.



After Velocity and the Velocity Web Services Client have finished installing, ensure that:

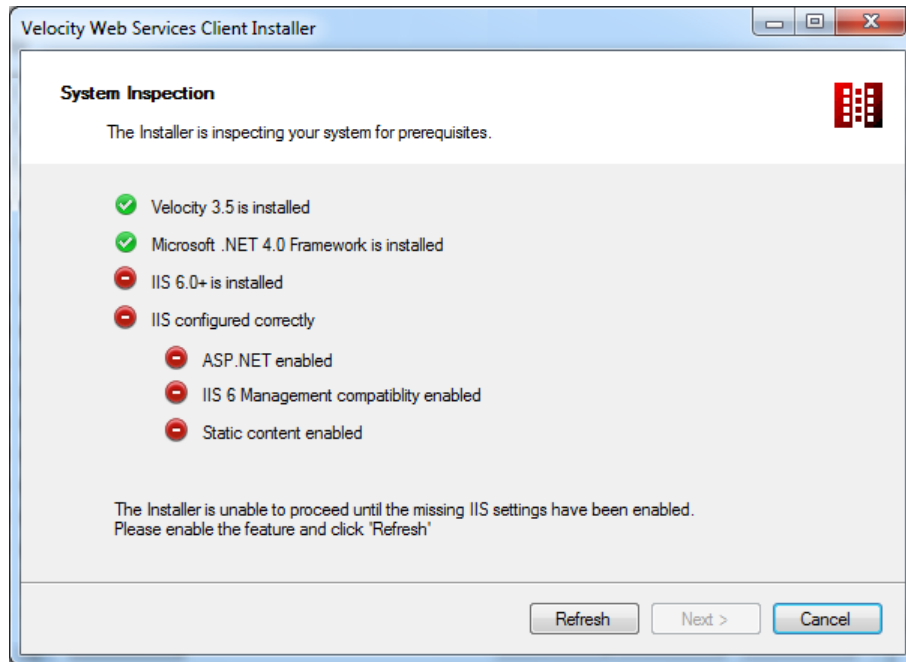
- [the Velocity Web Service is running](#)
- if you want to use a network port other than the default of 80, you must [configure the network port used by the default IIS Web site](#) to communicate with the Velocity Web Services Client
- [the network port used by the default IIS Web site is allowed through your firewalls](#)

Installing the Velocity Web Services Client Separately (after the Velocity Installation)

To install the Velocity Web Services Client later, perform the following steps.

1. Run the **vwc2install.exe** file located in your Velocity installation folder.
2. If the **Web Console Options** screen appears, ensure that the **Install Velocity Web Console** option is selected, and then click **Next**.

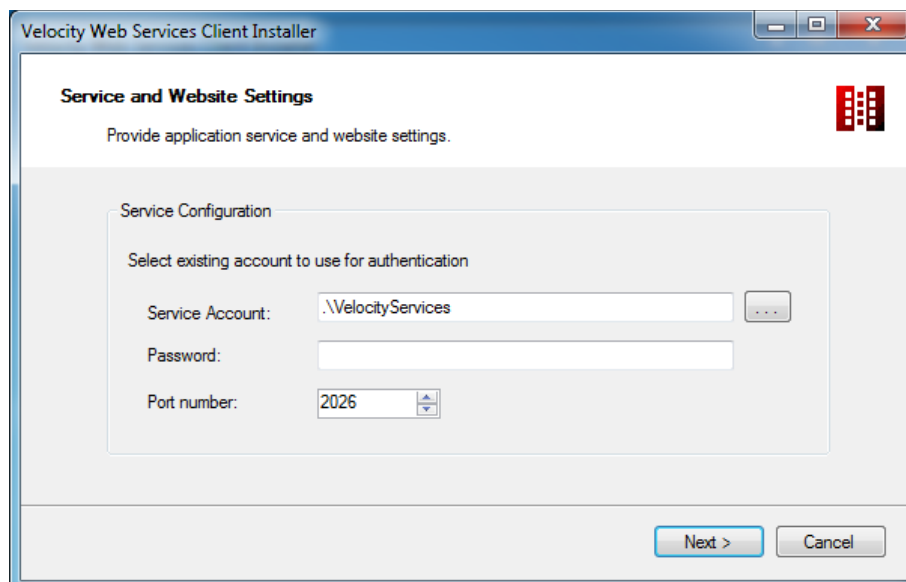
The installer program checks your existing system to see whether all of the prerequisites for this new client have been met. The results are displayed on the **System Inspection** page, with any issues indicated by a red icon. For example:



You cannot proceed with the installation of this component until you have resolved all of the issues.

- If you want to skip the installation of this optional component, click **Cancel**.
- If you want to continue with the installation of this optional component, resolve the issues, and then click **Refresh** to check the prerequisites again. When all of the prerequisites have been met, there won't be any red icons, and the **Next** button will be enabled.

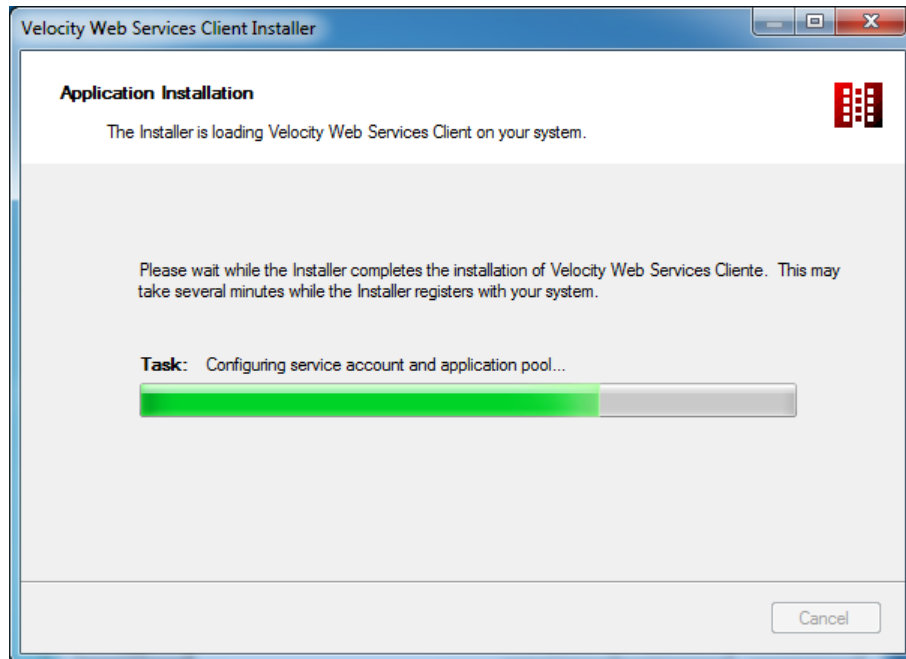
After you click the **Next** button, the following screen appears:



3. On this **Service and Website Settings** screen:

- E. In the **Service Account** field, verify or change the user account (by default in the Velocity Services group) that the underlying service for the Velocity Web Services Client will use to log on to Velocity. The default information is automatically obtained for you.
- F. In the **Password** field, enter the password that the specified Service Account will use to log on to Velocity.
- G. In the **Port number** field, enter the network port number that will be used for communication between Velocity and the Velocity Web Services Client.
- H. Click **Next**.

An **Application Installation** screen displays progress information while the Velocity Web Services Client is being installed. For example:



After the Velocity Web Services Client has finished installing, ensure that:

- [the Velocity Web Service is running](#)
- if you want to use a network port other than the default of 80, you must [configure the network port used by the default IIS Web site](#) to communicate with the Velocity Web Services Client
- [the network port used by the default IIS Web site is allowed through your firewalls](#)

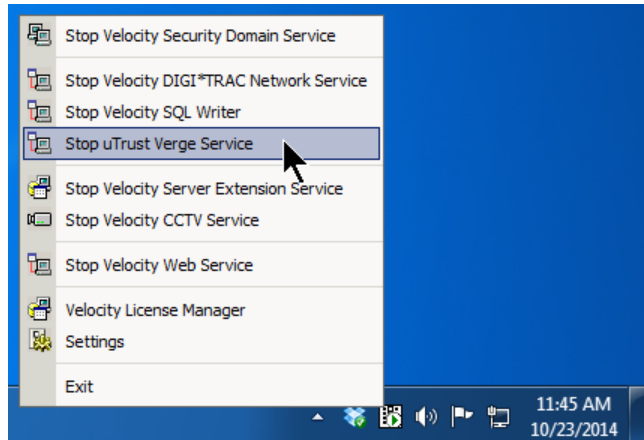
Ensuring that the Velocity Web Service is Running



Role Permissions: To check the status of the Velocity Web Service, you must have the following Role Permission: **Application Permissions ► Service Control Manager ► Service Control Manager - Use.**

After you install the Velocity Web Services Client, you should use Velocity's Service Control Manager to verify that the Velocity Web Service is running.

Right-click on the Velocity Service Control Manager icon in the Windows taskbar, and look at the commands on the pop-up menu:



- If you see a command to **Start Velocity Web Service**, click on it.
- If you see a command to **Stop Velocity Web Service**, the service is already running, and you should click outside the pop-up menu to close it.

Configuring the network port used by the default IIS Web site

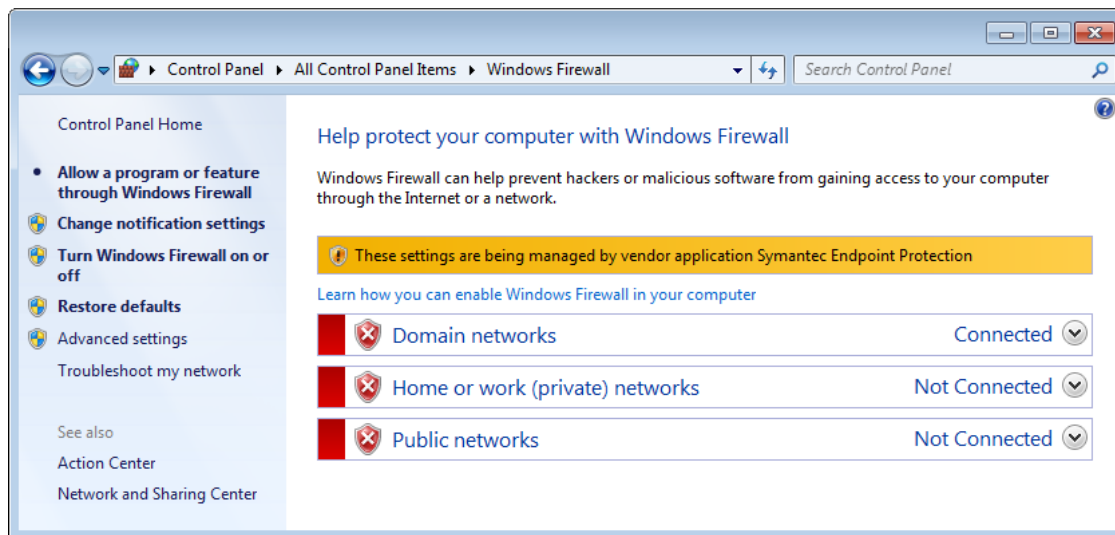
The Velocity Web Services Client works like a typical Web page, and connects to Microsoft's IIS using the HTTP protocol. The default network port is 80, which might already be used by some other program.

If you want to use a network port other than the default of 80, you can perform the following steps to configure the network port used by the default IIS Web site to communicate with the Velocity Web Services Client.

1. From your Windows Server Start menu (on the computer where IIS and the Velocity Server are installed), select **Administrative Tools ► Internet Information Services (IIS) Manager**.
2. In the Connections pane of the **Internet Information Services (IIS) Manager** window, expand the computer name, expand **Sites**, and then click on **Default Web Site**.
3. In the Actions pane (under Edit Site), click on **Bindings**.
4. In the resulting Site Bindings dialog, click the **http** entry, and then click on **Edit**.
5. In the resulting Edit Site Bindings dialog, enter the desired value (such as 8080) for the **Port**, and click **OK**.
6. Close the Site Bindings dialog.
7. In the Actions pane of the **Internet Information Services (IIS) Manager** window (under Manage Web Site), click **Stop**, and then click **Start**.

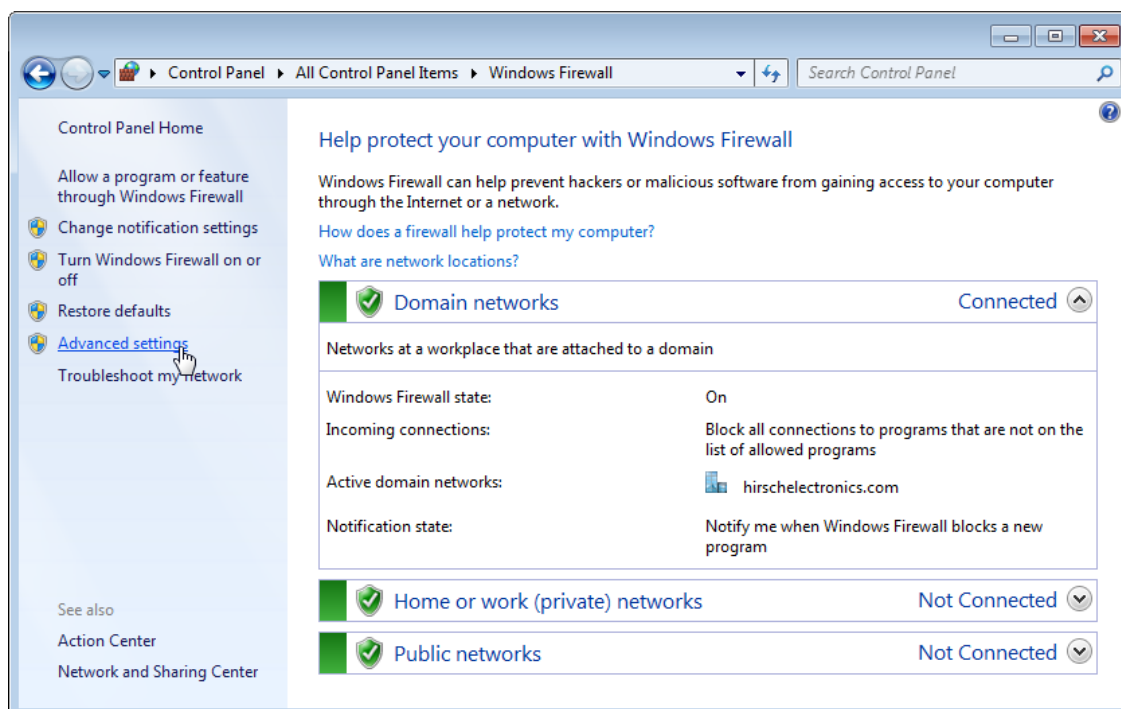
Ensuring that the Network Port used by the Default IIS Web Site is Allowed Through Your Firewalls

Because the Velocity Web Services Client communicates across a shared network (instead of a dedicated physical security network), you will have to work with your network administrator to ensure that the network port used by the default IIS Web site is allowed through your firewalls. Some networks use the software firewall provided with Microsoft Windows, other networks use a software firewall provided by a different vendor (as shown in the following image), and high-security networks include hardware firewalls.



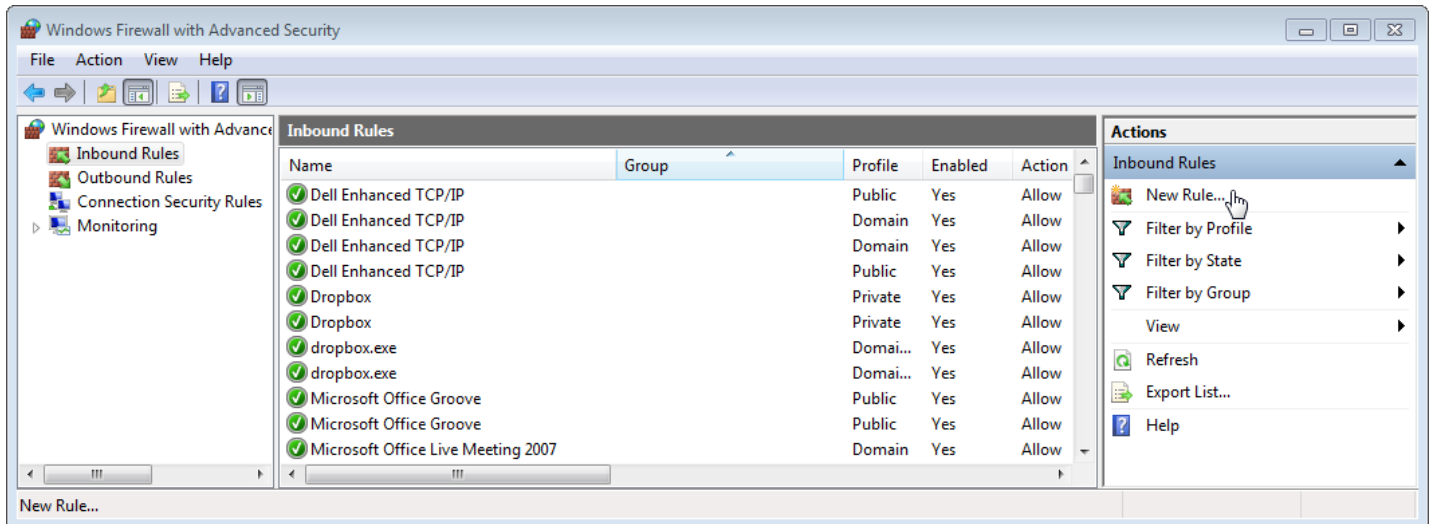
Because the firewalls on a network can vary so much, we cannot provide a detailed procedure for your specific network. But the following example for the Windows 7 Firewall should help illustrate the general process.

1. Open the Windows 7 **Control Panel**, and click on the **Windows Firewall** link.

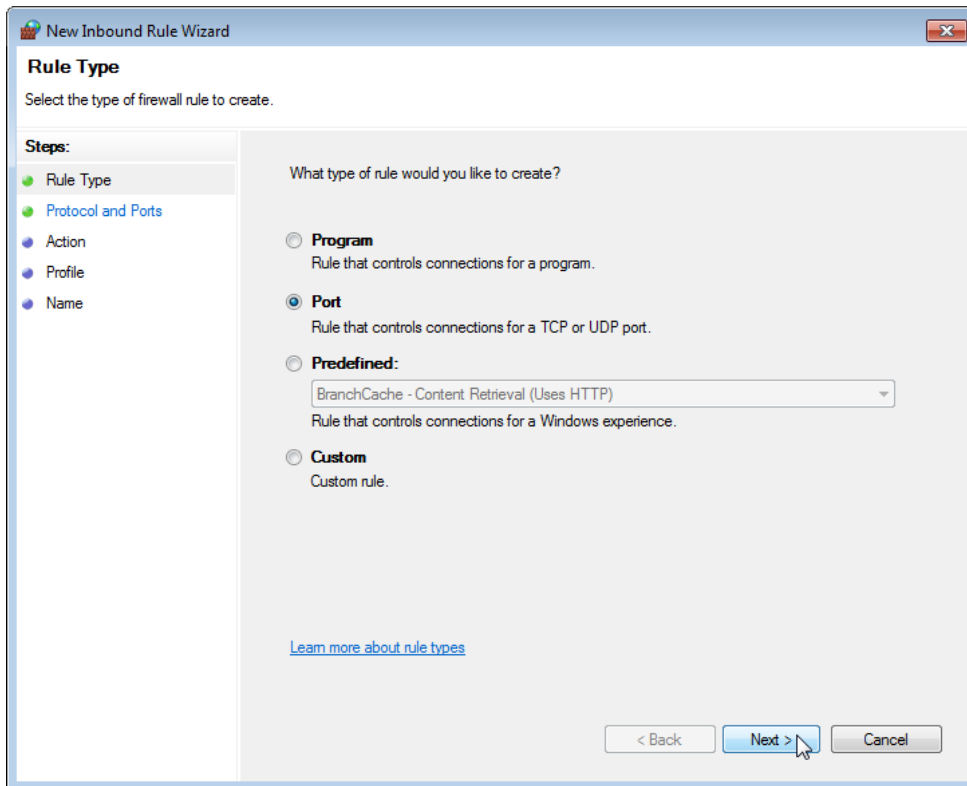


2. Click on the **Advanced settings** link (in the left column).

3. In the resulting **Windows Firewall with Advanced Security** window, click on **Inbound Rules** (in the left pane), and then click on **New Rule...** in the Actions pane.



4. On the **Rule Type** page of the resulting **New Inbound Rule Wizard**, select the **Port** option, and then click **Next**.



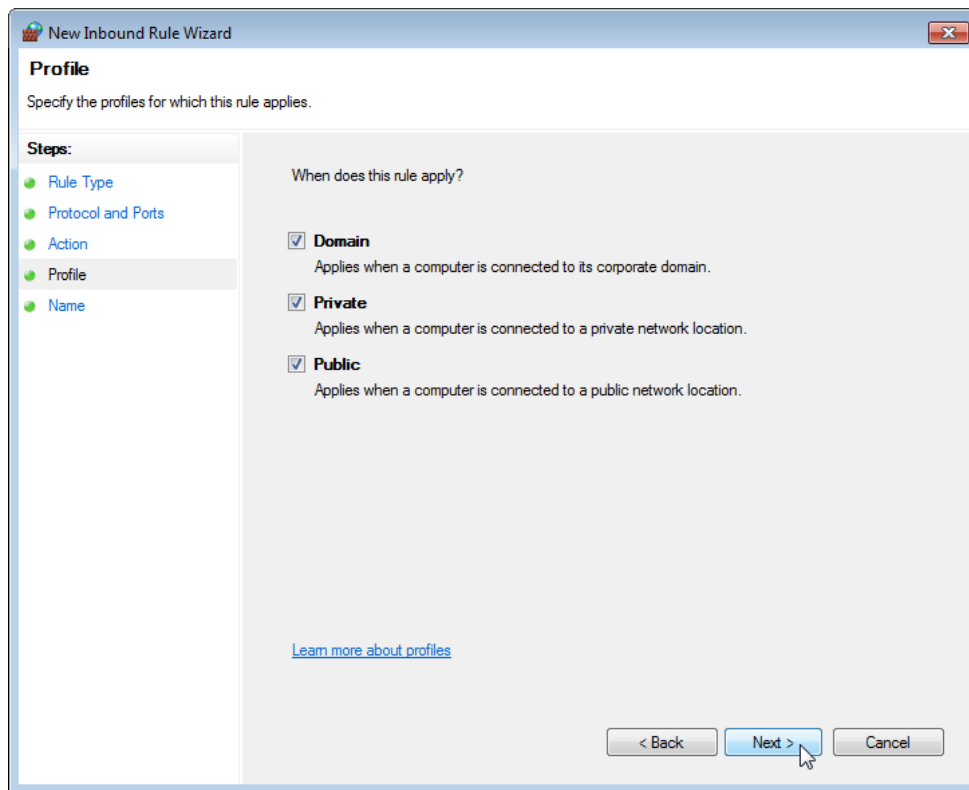
5. On the **Protocol and Ports** page, select the **TCP** option, select the **Specific local ports** option and enter the desired value (such as 8080), and then click **Next**.

The screenshot shows the 'New Inbound Rule Wizard' window, specifically the 'Protocol and Ports' step. The left sidebar lists the steps: Rule Type, Protocol and Ports (selected), Action, Profile, and Name. The main area contains two questions. The first question is 'Does this rule apply to TCP or UDP?' with radio buttons for 'TCP' (selected) and 'UDP'. The second question is 'Does this rule apply to all local ports or specific local ports?' with radio buttons for 'All local ports' and 'Specific local ports' (selected). Below the 'Specific local ports' radio button is a text input field containing '8080' and an example text 'Example: 80, 443, 5000-5010'. At the bottom right, there are three buttons: '< Back', 'Next >' (with a mouse cursor pointing to it), and 'Cancel'. A link 'Learn more about protocol and ports' is located at the bottom left of the main area.

6. On the **Action** page, click **Next** to accept the defaults.

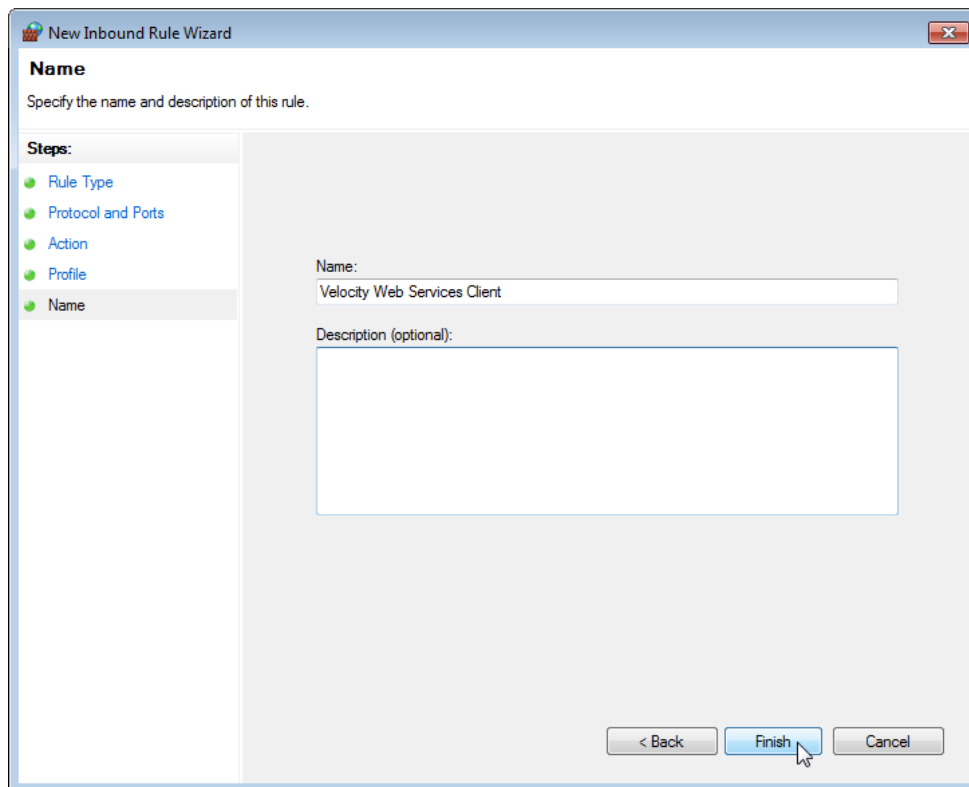
The screenshot shows the 'New Inbound Rule Wizard' window, specifically the 'Action' step. The left sidebar lists the steps: Rule Type, Protocol and Ports, Action (selected), Profile, and Name. The main area contains the question 'What action should be taken when a connection matches the specified conditions?' with three radio button options: 'Allow the connection' (selected), 'Allow the connection if it is secure', and 'Block the connection'. Below the 'Allow the connection if it is secure' option is a 'Customize...' button. At the bottom right, there are three buttons: '< Back', 'Next >' (with a mouse cursor pointing to it), and 'Cancel'. A link 'Learn more about actions' is located at the bottom left of the main area.

7. On the **Profile** page, click **Next** to accept the defaults.



The screenshot shows the 'Profile' page of the 'New Inbound Rule Wizard'. The title bar reads 'New Inbound Rule Wizard'. The page header is 'Profile' with the instruction 'Specify the profiles for which this rule applies.' On the left, a 'Steps:' pane lists 'Rule Type', 'Protocol and Ports', 'Action', 'Profile', and 'Name', with 'Profile' selected. The main area is titled 'When does this rule apply?' and contains three checked options: 'Domain' (Applies when a computer is connected to its corporate domain.), 'Private' (Applies when a computer is connected to a private network location.), and 'Public' (Applies when a computer is connected to a public network location.). A link 'Learn more about profiles' is at the bottom left. At the bottom right are buttons for '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the 'Next >' button.

8. On the **Name** page, enter the required **Name**, optionally enter a **Description**, and click **Finish**.



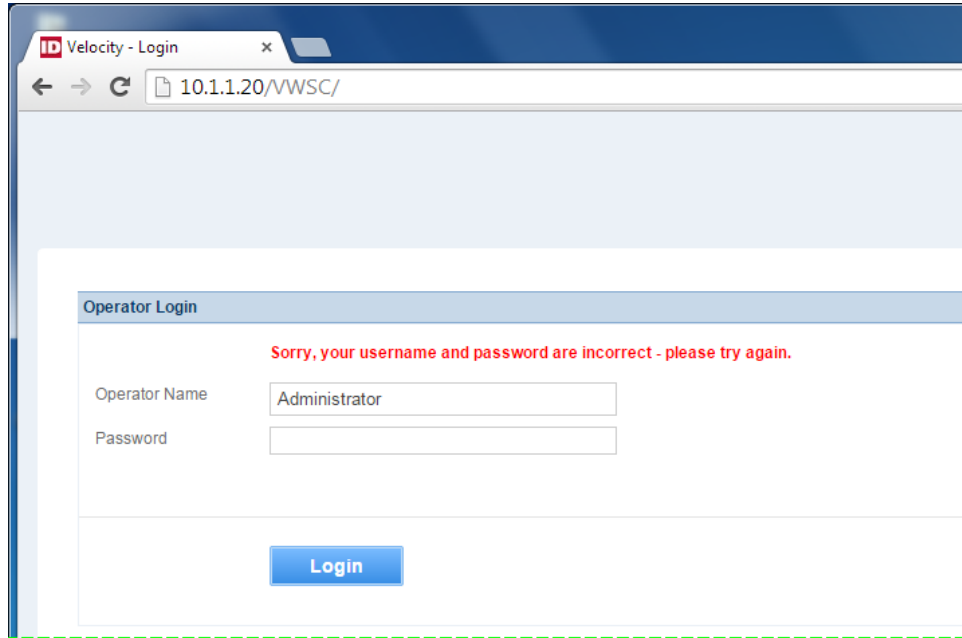
The screenshot shows the 'Name' page of the 'New Inbound Rule Wizard'. The title bar reads 'New Inbound Rule Wizard'. The page header is 'Name' with the instruction 'Specify the name and description of this rule.' On the left, the 'Steps:' pane lists 'Rule Type', 'Protocol and Ports', 'Action', 'Profile', and 'Name', with 'Name' selected. The main area has a 'Name:' label followed by a text box containing 'Velocity Web Services Client'. Below it is a 'Description (optional):' label followed by a large empty text box. At the bottom right are buttons for '< Back', 'Finish', and 'Cancel'. A mouse cursor is pointing at the 'Finish' button.

Quick Tour of the Velocity Web Services Client

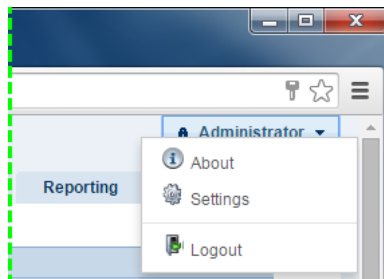
This section provides a quick tour of the functionality available in the Velocity Web Services Client.

Logging In to the Velocity Web Services Client

The Login page is used to log in to this client. Enter the username and password of an existing Velocity operator, and click Login. If either the username or the password is incorrect, the following error message is displayed:

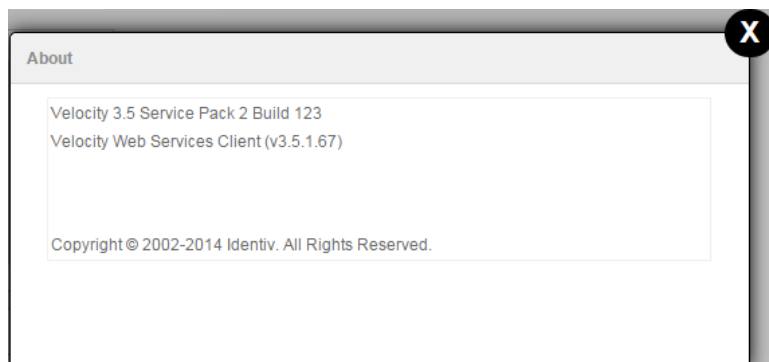


Commands on the Operator drop-down menu

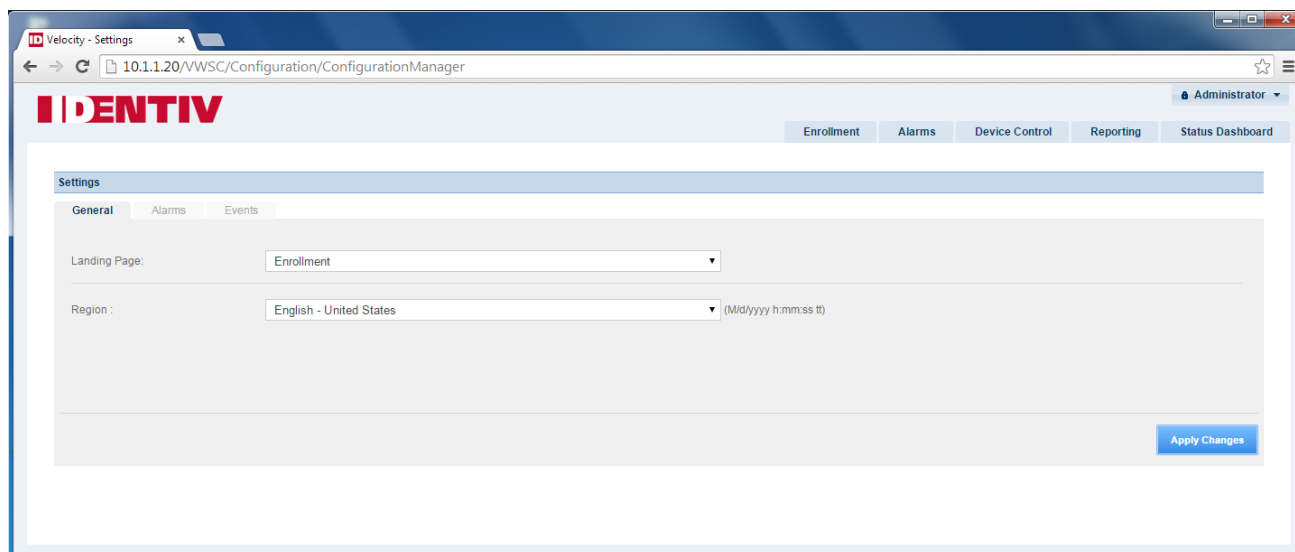


After you successfully log in to the Velocity Web Services Client, there is an Operator drop-down menu (in the upper right corner) that includes commands to:

- display an About dialog which shows version information for Velocity and the Velocity Web Services Client



- open the Settings page where you can specify some options for the Velocity Web Services Client (including the “Landing Page” which is the default page displayed after you log in)



Velocity - Settings

10.1.1.20/VWSC/Configuration/ConfigurationManager

IDENTIV

Administrator

Enrollment Alarms Device Control Reporting Status Dashboard

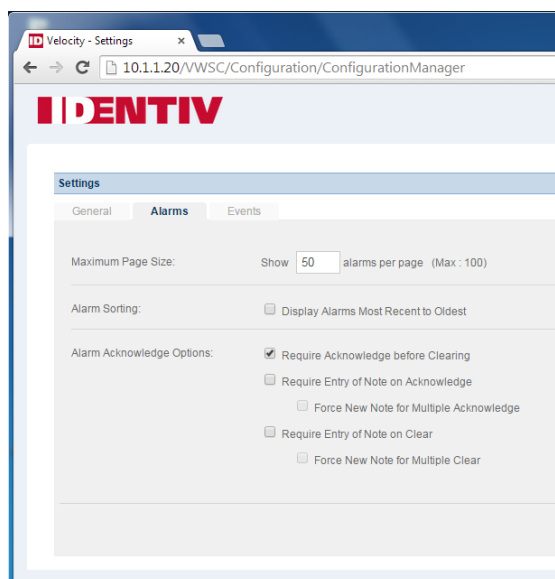
Settings

General Alarms Events

Landing Page: Enrollment

Region : English - United States (Mid/yyyy h:mm:ss tt)

Apply Changes



Velocity - Settings

10.1.1.20/VWSC/Configuration/ConfigurationManager

IDENTIV

Settings

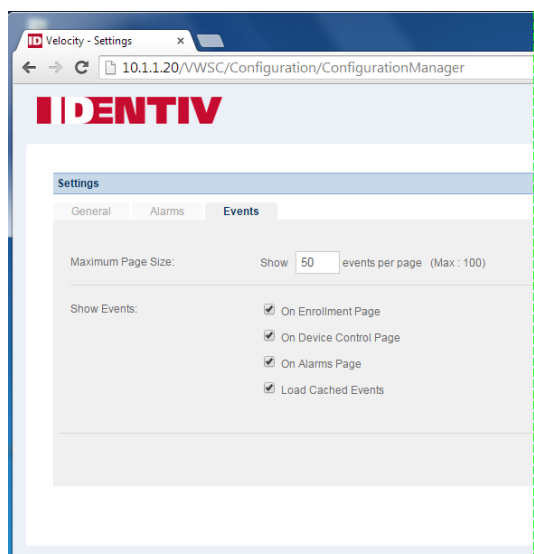
General **Alarms** Events

Maximum Page Size: Show 50 alarms per page (Max : 100)

Alarm Sorting: ☐ Display Alarms Most Recent to Oldest

Alarm Acknowledge Options:

- ☒ Require Acknowledge before Clearing
- ☐ Require Entry of Note on Acknowledge
 - ☐ Force New Note for Multiple Acknowledge
- ☐ Require Entry of Note on Clear
 - ☐ Force New Note for Multiple Clear



Velocity - Settings

10.1.1.20/VWSC/Configuration/ConfigurationManager

IDENTIV

Settings

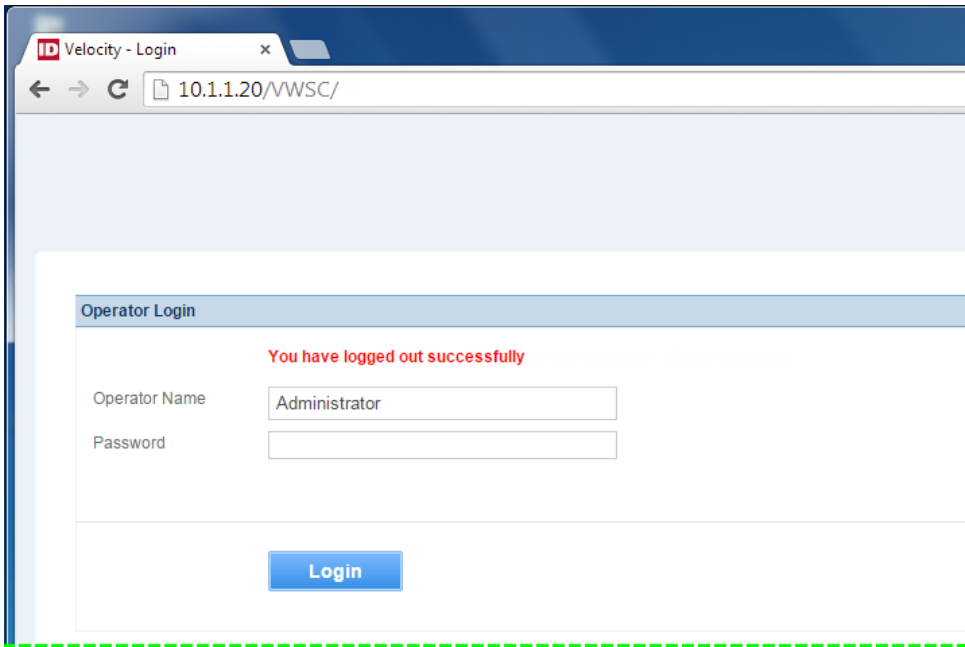
General Alarms **Events**

Maximum Page Size: Show 50 events per page (Max : 100)

Show Events:

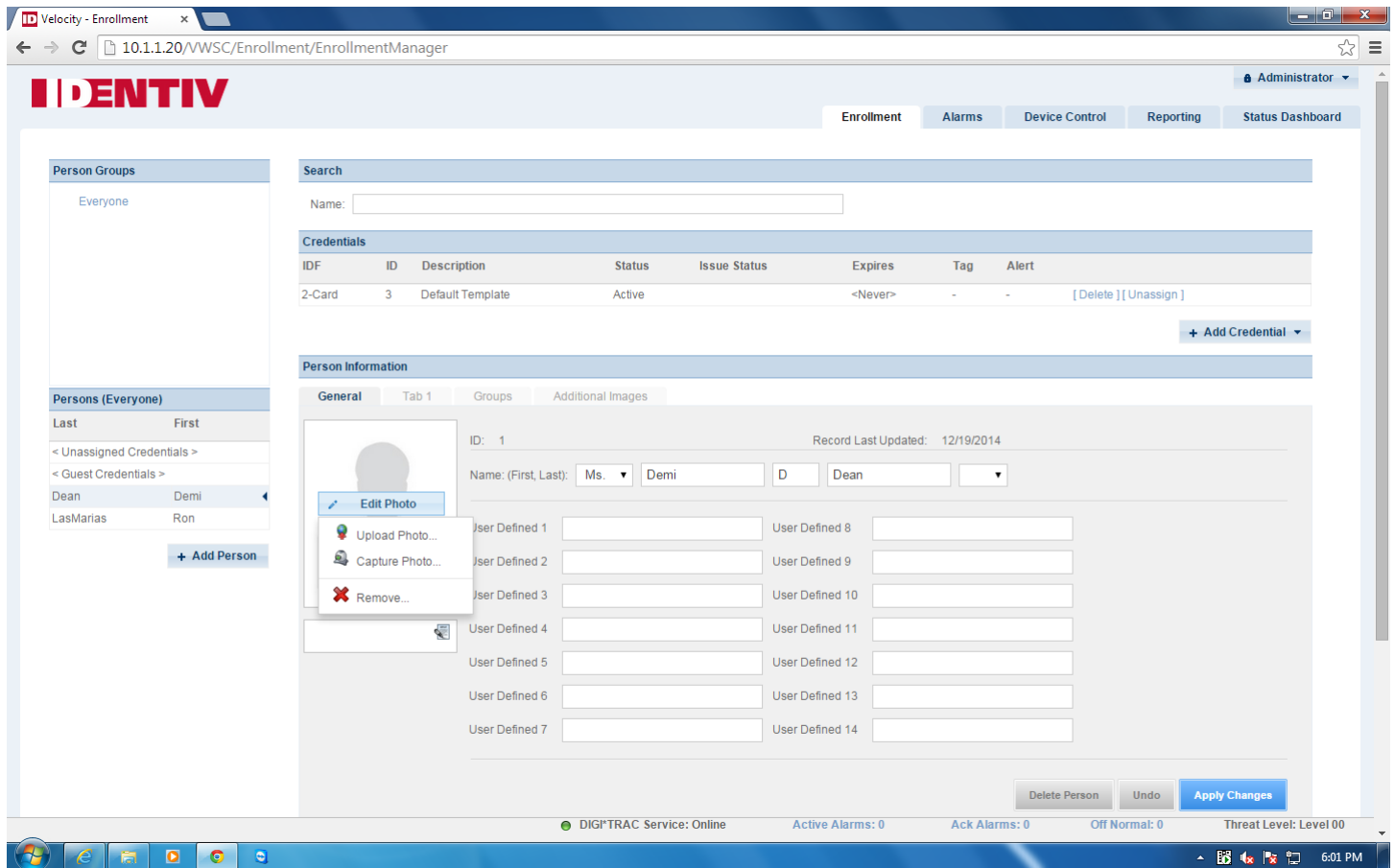
- ☒ On Enrollment Page
- ☒ On Device Control Page
- ☒ On Alarms Page
- ☒ Load Cached Events

- logout from your current session (and return to the Login page)



Enrollment page

The Enrollment page of the Velocity Web Services Client provides the most important functionality of Velocity's Enrollment Manager.



By default, this page also includes an Events pane which provides the most important functionality of Velocity's Event Viewer. (You can remove the Events page by unchecking the Show Events On Enrollment Page option on the Events tab of the Settings page.)

Alarms page

The Alarms page of the Velocity Web Services Client provides the most important functionality of Velocity's Alarm Viewer (including any pre-defined Instructions to the operator for a specific type of alarm and Notes entered by the operator to document their response to a specific alarm).

The screenshot displays the Velocity Alarms page in a web browser. The page has a navigation bar with tabs: Enrollment, Alarms (selected), Device Control, Reporting, and Status Dashboard. The user is logged in as Administrator.

Alarms Section:

There are no active alarms at this time.

Acknowledged Alarms Table:

Action	Host Time	Controller Time	Acknowledge Time	Description	Address	Acknowledged By
	12/19/2014 08:50:30 AM		12/19/2014 08:50:30 AM	uTrustVerge Service online	\\Verge.001	Velocity

Instructions and Notes Section:

Instructions

Notes

Date	Operator
12/23/2014 03:00:40 PM	Administrator

Verified that my card worked at the main lobby door.

Events Section:

Host Time	Controller Time	Description	Address	Event Type	Event ID
12/23/2014 02:53:42 PM		Operator ADMINISTRATOR logged on to web client 10.1.1.5	\\HECQA-GX620-20.001	Software	1316
12/23/2014 02:43:55 PM	12/23/2014 02:43:47 PM	Relay Relay 02 state change (0) none	\\XNET.001.0002.001.01.BR02	DIGITRAC Internal	9033
12/23/2014 02:43:49 PM	12/23/2014 02:43:41 PM	Access granted: Ron LasMarias Door 02-Reader 02	\\XNET.001.0002.001.01.SM02	DIGITRAC Transaction	2000
12/23/2014 02:43:49 PM	12/23/2014 02:43:41 PM	Relay Relay 02 state change (1) door trigger	\\XNET.001.0002.001.01.BR02	DIGITRAC Internal	9033
12/23/2014 02:20:02 PM		Operator Administrator logged on to workstation HECQA-GX620-20	\\HECQA-GX620-20.001	Software	1022
12/23/2014 02:05:58 PM		Operator ADMINISTRATOR disconnected from workstation HECQA-GX620-20	\\HECQA-GX620-20.001	Software	1031
12/23/2014 12:00:06 PM	12/23/2014 12:00:00 PM	Warning! System code is 123 at controller (Mx4) Controller IP #246 - MSTR	\\XNET.001.0002.001.01	Miscellaneous	8015
12/23/2014 12:00:05 PM	12/23/2014 12:00:00 PM	Warning! System code is 123 at controller (M8) Controller IP #192	\\XNET.001.0001.001.01	Miscellaneous	8015
12/23/2014 12:00:05 PM	12/23/2014 12:00:00 PM	Warning! System code is 123 at controller (M2) Controller IP #485 - SLV	\\XNET.001.0002.001.02	Miscellaneous	8015

System Status:

DIGITRAC Service: Online Active Alarms: 0 Ack Alarms: 0 Off Normal: 0 Threat Level: Level 00

5:57 PM

By default, this page also includes an Events pane which provides the most important functionality of Velocity's Event Viewer. (You can remove the Events page by unchecking the Show Events On Enrollment Page option on the Events tab of the Settings page.)

Device Control page

The Device Control page of the Velocity Web Services Client provides the most important functionality of Velocity's Administration window.

The screenshot displays the Velocity Device Control page. The top navigation bar includes the IDENTIV logo and tabs for Enrollment, Alarms, Device Control (selected), Reporting, and Status Dashboard. The user is logged in as Administrator. The left sidebar shows a tree view of the configuration: Command Sets, DIGITRAC Configuration, Doors, Expansion Inputs, Expansion Relays, Inputs, Readers, and Relays. The main area contains a table with columns: Action, Name, Index, and Address. The table lists 18 rows of door configurations, each with an 'Access' dropdown and a 'Control' dropdown. Below the table is an 'Events' section with columns: Host Time, Controller Time, Description, Address, Event Type, and Event ID. The events log shows three entries related to administrator login and logout. At the bottom, a status bar indicates 'DIGITRAC Service: Online', 'Active Alarms: 0', 'Ack Alarms: 0', 'Off Normal: 0', and 'Threat Level: Level 00'.

Action	Name	Index	Address
Access ▾ Control ▾	Door 01	1	\XNET.001.0001.001.01.DR01
Access ▾ Control ▾	Door 01	1	\XNET.001.0002.001.01.DR01
Access ▾ Control ▾	Door 01	1	\XNET.001.0002.001.02.DR01
Access ▾ Control ▾	Door 02	2	\XNET.001.0002.001.02.DR02
Access ▾ Control ▾	Door 02	2	\XNET.001.0002.001.01.DR02
Access ▾ Control ▾	Door 02	2	\XNET.001.0001.001.01.DR02
Access ▾ Control ▾	Door 03	3	\XNET.001.0001.001.01.DR03
Access ▾ Control ▾	Door 03	3	\XNET.001.0002.001.01.DR03
Access ▾ Control ▾	Door 03	3	\XNET.001.0002.001.02.DR03
Access ▾ Control ▾	Door 04	4	\XNET.001.0002.001.02.DR04
Access ▾ Control ▾	Door 04	4	\XNET.001.0002.001.01.DR04
Access ▾ Control ▾	Door 04	4	\XNET.001.0001.001.01.DR04
Access ▾ Control ▾	Door 05	5	\XNET.001.0001.001.01.DR05
Access ▾ Control ▾	Door 06	6	\XNET.001.0001.001.01.DR06

Host Time	Controller Time	Description	Address	Event Type	Event ID
12/22/2014 02:02:48 PM		Operator ADMINISTRATOR logged on to web client 10.1.1.5	\HECQA-GX620-20.001	Software	1316
12/22/2014 01:42:07 PM		Operator ADMINISTRATOR logged off from web client 10.1.1.5	\HECQA-GX620-20.001	Software	1317
12/22/2014 01:40:44 PM		Operator ADMINISTRATOR logged on to web client 10.1.1.5	\HECQA-GX620-20.001	Software	1316

javascript:void(0) DIGITRAC Service: Online Active Alarms: 0 Ack Alarms: 0 Off Normal: 0 Threat Level: Level 00

By default, this page also includes an Events pane which provides the most important functionality of Velocity's Event Viewer. (You can remove the Events page by unchecking the Show Events On Enrollment Page option on the Events tab of the Settings page.)

Reporting page

The Reporting page of the Velocity Web Services Client provides the most important functionality of Velocity's Report Manager.

The screenshot shows the Velocity Reports web application. The left sidebar contains a menu with 'Customization Reports', 'DIGITRAC Configuration', and 'History Logs'. The 'History Logs' section is expanded, showing a list of report types including 'Acknowledged Cleared Alarms by Operator'. The main content area is titled 'Criteria And Sorting' and shows a search criteria for 'Host Date/Time' with a function of 'is between'. A date/time picker is open, showing the date '12/22/2014 06:12 PM' and a time range from '15:00' to '20:00'.

After you click **Generate Report**, a progress indicator is displayed until the request has completed. If the report fails for some reason, an error message is displayed. If the report succeeds, a Report Generated dialog with an **Open Report** button is displayed. When you click that button, the resulting .PDF file is opened in a new tab of the current browser window.

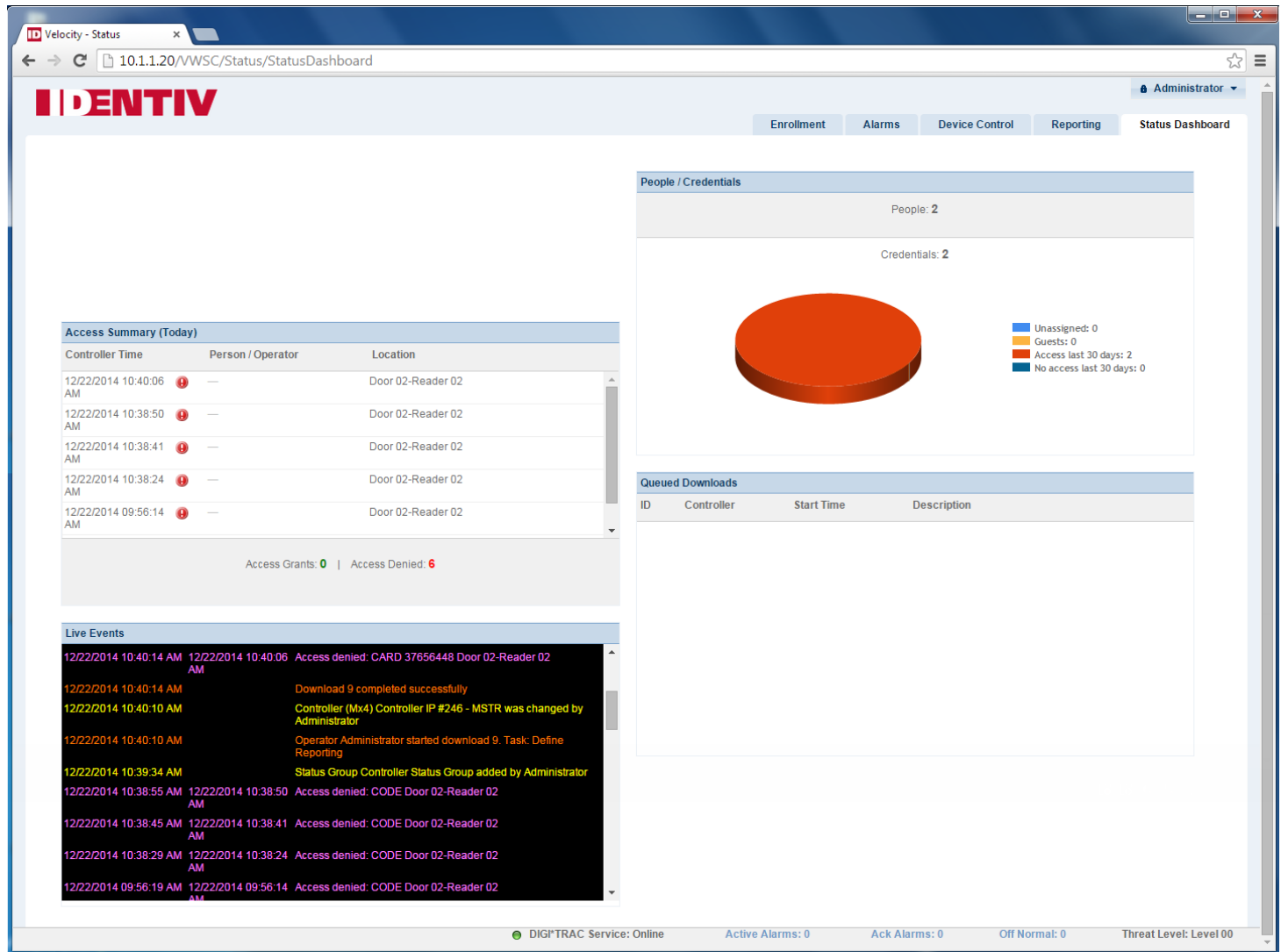
The screenshot shows a generated PDF report titled 'Acknowledged / Cleared Alarms by Operator'. The report includes a header with the Velocity logo, a title, and a subtitle. The main content is a table with columns for Host Date/Time, Controller Date/Time, Description, Acknowledged Date/Time, Acknowledged By, Cleared Date/Time, Cleared By, and Cleared Workstation. The table contains 20 rows of data. The report is printed by Administrator on 12/22/2014 at 3:30:31PM.

Host Date/Time	Controller Date/Time	Description	Acknowledged Date/Time	Acknowledged By	Cleared Date/Time	Cleared By	Cleared Workstation
12/19/2014 9:00:13AM	12/19/2014 9:00:11AM	Tamper at Input Input 01 secure	12/19/2014 9:00:13AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:13AM	12/19/2014 9:00:11AM	Tamper at Input Input 02 secure	12/19/2014 9:00:13AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:12AM	12/19/2014 9:00:11AM	Tamper at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:12AM	12/19/2014 9:00:11AM	Tamper at Input Input 02	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:11AM	12/19/2014 9:00:10AM	Input Input 01 secure	12/19/2014 9:00:11AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:11AM	12/19/2014 9:00:10AM	Input Input 02 secure	12/19/2014 9:00:11AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:10AM	12/19/2014 9:00:09AM	Forced entry at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:10AM	12/19/2014 9:00:09AM	Forced entry at Input Input 02	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:08AM	12/19/2014 9:00:06AM	Tamper at Input Input 01 secure	12/19/2014 9:00:08AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:07AM	12/19/2014 9:00:05AM	Tamper at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:07AM	12/19/2014 9:00:06AM	Tamper at Input Input 02 secure	12/19/2014 9:00:07AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:06AM	12/19/2014 9:00:04AM	Tamper at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:06AM	12/19/2014 9:00:04AM	Tamper at Input Input 02	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:06AM	12/19/2014 9:00:05AM	Tamper at Input Input 01 secure	12/19/2014 9:00:06AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:04AM	12/19/2014 9:00:02AM	Forced entry at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:04AM	12/19/2014 9:00:03AM	Input Input 01 secure	12/19/2014 9:00:04AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:04AM	12/19/2014 9:00:03AM	Input Input 02 secure	12/19/2014 9:00:04AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:03AM	12/19/2014 9:00:01AM	Input Input 01 secure	12/19/2014 9:00:03AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:03AM	12/19/2014 9:00:02AM	Forced entry at Input Input 02	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:02AM	12/19/2014 9:00:01AM	Input Input 02 secure	12/19/2014 9:00:02AM	Velocity	12/19/2014 11:42:36AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:02AM	12/19/2014 9:00:01AM	Forced entry at Input Input 01	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20
12/19/2014 9:00:02AM	12/19/2014 9:00:01AM	Forced entry at Input Input 02	12/19/2014 11:42:34AM	Administrator	12/19/2014 11:42:37AM	Administrator	HECQA-GX620-20

Status Dashboard page

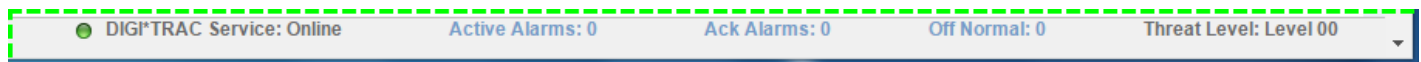
The Status Dashboard page of the Velocity Web Services Client displays information about:

- the access that was granted or denied today
- the Live Events
- the summary status of your People and Credentials
- the Queued Downloads to your controllers



Status Bar

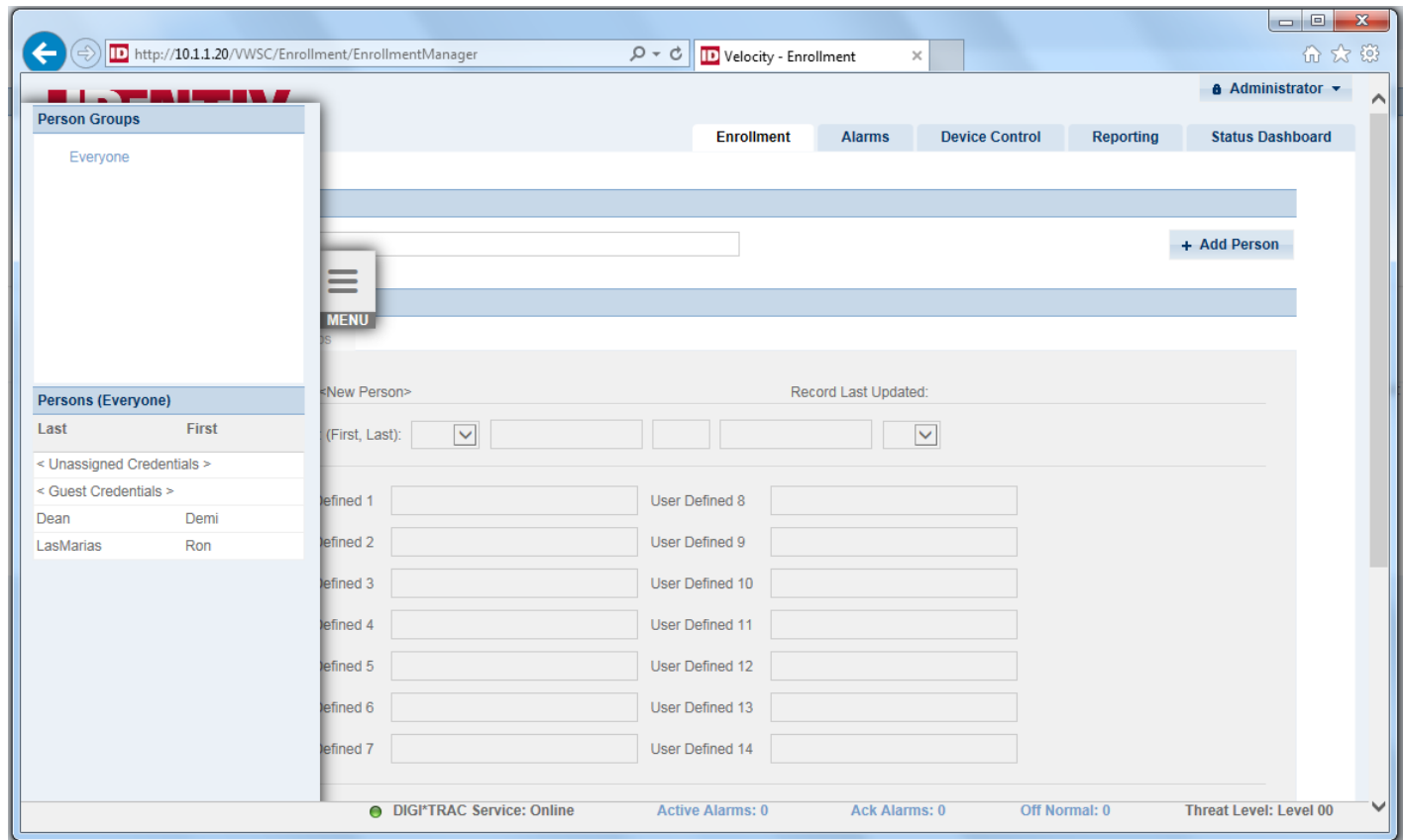
The status bar of the Velocity Web Services Client shows some status information about your Velocity system, including alarms and the threat level.



The items shown in blue are hyperlinks. If you click on the **Active Alarms** link or the **Ack Alarms** link, the Alarms page is displayed. If you click on the **Off Normal** link, the Off Normal Points dialog is displayed.

Pull-Out Menus for Narrow Browser Windows

When your Web browser window is too narrow to display all the information on certain pages of the Velocity Web Services Client, the smaller pane is moved to a pull-out menu on either the left or the right side. For example, on the Alarms page, the Instructions and Notes can move to a pull-out menu on the right side. On the Enrollment page, the Person Groups and the Persons list can move to a pull-out menu on the left side:



Known Issues with the Velocity Web Services Client

Reference ID	Summary	Description
VELWC-79	Status of an IDF 0 (Badge Only) credential is different in the VWSC versus the traditional Velocity Client	<p>When a credential is set to IDF 0 (Badge Only), there are some differences in the status displayed in the Velocity Web Services Client versus the traditional Windows-based Velocity Client.</p> <p>There is no workaround for this issue.</p>
VELWC-139	Report generated in the VWSC by a non-Admin operator has a "Printed by:" value of VELOCITYSERVICES	<p>When a non-Admin operator generates a report in the Velocity Web Services Client, the "Printed by:" value is VELOCITYSERVICES.</p> <p>The workaround is to generate the report in the traditional Windows-based Velocity Client, which does display the correct operator name.</p>
VELWC-174	Changes to an operator's role permissions do not take affect during the current session of the VWSC	<p>The Velocity Web Services Client caches the role permissions when an operator logs in. If an Administrator uses the traditional Windows-based Velocity Client to change a role permission for that operator, the change will not take effect in the Velocity Web Services Client until the operator logs off and then logs in again.</p> <p>There is no workaround for this issue.</p>
VELWC-179	The Persons list keeps trying to load when an operator without the role permissions to use any Person Groups selects the Enrollment tab in the VWSC	<p>If a non-Admin operator's only role does not include the role permissions to use any Person Groups, then the Persons list keeps trying to load when the operator selects the Enrollment tab in the Velocity Web Services Client. (In the traditional Windows-based Velocity Client, a warning message is displayed for this situation.)</p> <p>There is no workaround for this issue.</p>
VELWC-187	The previously selected credential template might be shown for the next new credential	<p>If a credential template has the "Link new credentials to this template" option enabled, then that credential template is automatically selected in the "Link to:" field of each new credential that you create. Otherwise, you must manually select an existing credential template if you wish to use one when creating a new credential.</p> <p>In the Velocity Web Services Client, the previously selected credential template is being shown in the "Link to:" drop-down list when you create the next new credential or view its properties. However, the checkbox in front of this option is cleared, so the displayed credential template is not actually applied to the new credential.</p> <p>There is no workaround for this minor cosmetic issue.</p>
VELWC-191	Cannot generate a report when the Criteria includes the "is not" operator	<p>On the Reporting tab of the Velocity Web Services Client, an error dialog is displayed after you click Generate Report, if the "is not" operator is selected in the first drop-down list of the Criteria's Function group of fields.</p> <p>There is no workaround for this issue.</p>
VELWC-204	Version 11 of Internet Explorer (or a different browser) is required to create a person or a credential	<p>If you try to use version 8 (or earlier) of Microsoft's Internet Explorer with the Velocity Web Services Client, you cannot create a person or a credential. To use Internet Explorer, you must upgrade it to version 11 (or later).</p> <p>Alternatively, you can use a different browser such as Google's Chrome (version 39.0 or later).</p>
VELWC-207	Issue Control properties are disabled for an IDF 0 (Badge Only) credential	<p>In the Velocity Web Services Client, the Issue Control group of properties (on the Options tab of the Credential Properties dialog) are disabled for an IDF 0 (Badge Only) credential.</p> <p>If you need to use the Issue Control feature, you must use the traditional Windows-based Velocity Client.</p>

Reference ID	Summary	Description
VELWC-231	The Date/Time format is not consistent across the VWSC	<p>In the Velocity Web Services Client, a Date/Time is not displayed in a consistent format. It is displayed differently in:</p> <ul style="list-style-type: none"> • a user-defined field (UDF) with the Type of Date • the activation and expiration fields of a credential • the date/time fields of a report's selection Criteria <p>There is no workaround for this issue.</p>
VELWC-232	A download event with an ID value of 0 is shown in the Queued Downloads table of the VWSC after an operator tries to download a set of credentials without any assigned door groups	<p>When an operator creates a set of credentials without any assigned door groups and then tries to manually download credentials to a controller, Velocity correctly ignores the request and nothing is displayed in the Download Monitor of the traditional Windows-based Velocity Client. However, a download event with an ID value of 0 is shown in the Queued Downloads table on the Status Dashboard page of the Velocity Web Services Client.</p> <p>There is no workaround for this issue.</p>