

IDENTIV uTrust Velocity 3.6 SP3 Release Notes

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Overview

The Velocity 3.6 SP3 release includes:

- support for Microsoft's **Windows Server 2016** operating system, and Microsoft's **SQL Server 2016** and **SQL Server 2017** database management software,
- support for the single-door **Mx-1 controller**,
- a couple of new features for readers with the RS-485/OSDP interface,
- several other new features, and
- several [Bug Fixes](#).

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

IMPORTANT INSTALLATION NOTES:

- New installations of Velocity 3.6 SP3 require SQL Server 2014 or later. Velocity 3.6 SP3 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 3.6 SP3.

If you are updating or upgrading an existing installation of Velocity to the 3.6 SP3 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 3.6 SP3 Installer detects and uses your full edition of SQL Server for the Velocity database.

- If you are installing Velocity 3.6 SP3 on a computer running Windows 10, then you must first install .NET 4.6.2 or higher. 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 3.6 SP3 requires CCM firmware version 7.6.01.13 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 3.6 SP3 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 3.6 SP3 requires SNIB3 firmware version 2.02.0026 (with OS component version 01.04.002 and Driver component version 01.05.002).

Compatible Versions of Integrations or Optional Components

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

Component:	Compatible version for Velocity 3.5 SP2.1	Compatible version for Velocity 3.6	Compatible version for Velocity 3.6 SP1	Compatible version for Velocity 3.6 SP2	Compatible version for Velocity 3.6 SP2.1	Compatible version for Velocity 3.6 SP3
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
Hirsch Video Integration framework						
plug-in for Aventura	1.1.1.12	1.1.3.1	1.1.3.1	1.1.3.9	1.1.3.9	1.1.3.9
plug-in for unified American Dynamics	1.1.1.12	1.1.3.4	1.1.3.4	1.1.3.5	1.1.3.5	1.1.3.5
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

The following table shows the compatible versions of the software components in Identiv's FICAM Solution, corresponding with Velocity's most recent releases.

FICAM Software Component:	Compatible version for Velocity 3.6 SP2	Compatible version for Velocity 3.6 SP2.1	Compatible version for Velocity 3.6 SP3
CCM firmware	7.5.64.95	7.5.70.12	7.6.01.13
SNIB3 firmware	2.01.0011	2.02.0004	2.02.0026
OS component	01.04.002	01.04.002	01.04.002
Driver component	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
Velocity	3.06.005	03.06.006.1128	03.06.007.1307
Velocity Certificate Checking Service	3.6.5.118	3.6.6.184	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 the **DIGI*TRAC Systems Design and Installation Guide**.

New Features and Enhancements

This section summarizes the new features and enhancements introduced in the Velocity 3.6 SP3 release. (More detailed information about each feature is provided in the product documentation such as Velocity’s online help system, the Velocity Installation Guide, or the DIGI*TRAC Systems Design & Installation Guide.)

Support for Windows Server 2016

Velocity 3.6 SP3 includes support for Microsoft’s **Windows Server 2016** operating system. The following table shows which versions of Windows are supported by Velocity 3.6 SP3, for the different computer roles.

Computer role:	Versions of Windows supported by Velocity 3.6 SP3:
Velocity Server or Data Server	<ul style="list-style-type: none"> • Windows Server 2008 R2 SP1 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016
Velocity standalone Workstation	<ul style="list-style-type: none"> • Windows Server 2008 R2 SP1 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016 • Windows 7 SP1 • Windows 8.1 • Windows 10
Velocity Client	<ul style="list-style-type: none"> • Windows 7 SP1 • Windows 8.1 • Windows 10

Support for SQL Server 2016 and SQL Server 2017

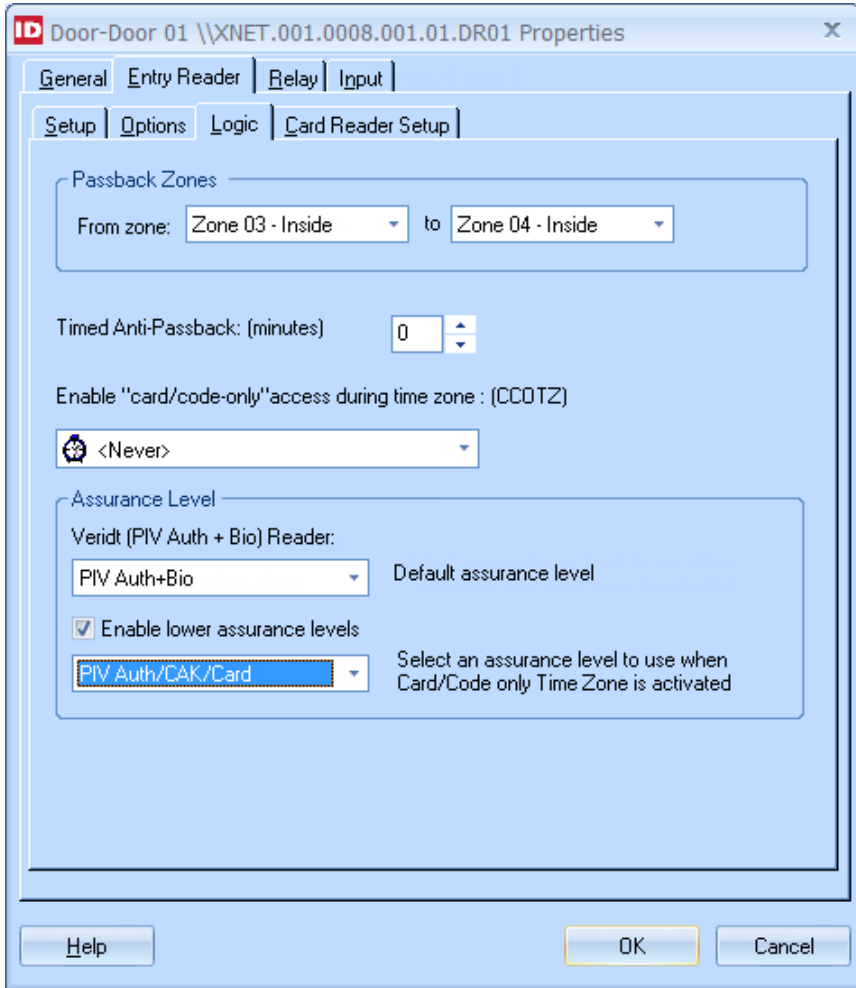
Velocity 3.6 SP3 includes support for Microsoft’s **SQL Server 2016** and **SQL Server 2017** database management software.

Support for the Mx-1 Controller

Velocity 3.6 SP3 includes support for the new single-door **Mx-1 controller**. Complete information is provided in the **Mx-1 Controller** chapter in Revision AG (dated January 17, 2018) or later of the **DIGI*TRAC Systems Design & Installation Guide (MAN001)**. An overview is provided in the “DIGI*TRAC Hardware Configuration > Controllers > **Mx-1 Controller**” topic of Velocity’s online help system.

Ability to Specify Assurance Levels for a Reader with the RS-485 Interface

For a reader with the **RS-485 Interface**, the Logic page of the Reader Properties dialog includes the ability to specify both a **default assurance level**, and a **lower assurance level** during certain time periods (such as when a security guard is on duty). The choices available for these assurance levels depends on the specific reader type, and if a lower assurance level is specified it will only be used when a time zone is also selected to activate the CCOTZ feature.



The **Default assurance level** is the assurance level that will normally be enforced by this reader, unless it is overridden by a lower assurance level during a specified time zone. The following table explains the initial value for the Default assurance level for each Reader Type, which provides the highest level of assurance.

Reader Type	Initial Value of the Default assurance level	Meaning of this assurance level
TS, TS-Scramblepad, or TS-Keypad	For FICAM: CAK	When FICAM mode is enabled, the reader only accepts CAK.
	Non-FICAM: CAK / Card; PACS Card + PACS PIN if dual	When FICAM mode is not enabled, the reader accepts either CAK or Card. If you are using a dual IDF for your credentials, the user must present a valid PACS card and enter the correct PACS PIN.
TS (PIV-Auth)	For FICAM: PIV Auth	When FICAM mode is enabled, the reader only accepts PIV Auth.
	Non-FICAM: PIV Auth / CAK / Card	When FICAM mode is not enabled, the reader accepts either PIV Auth, CAK, or Card.

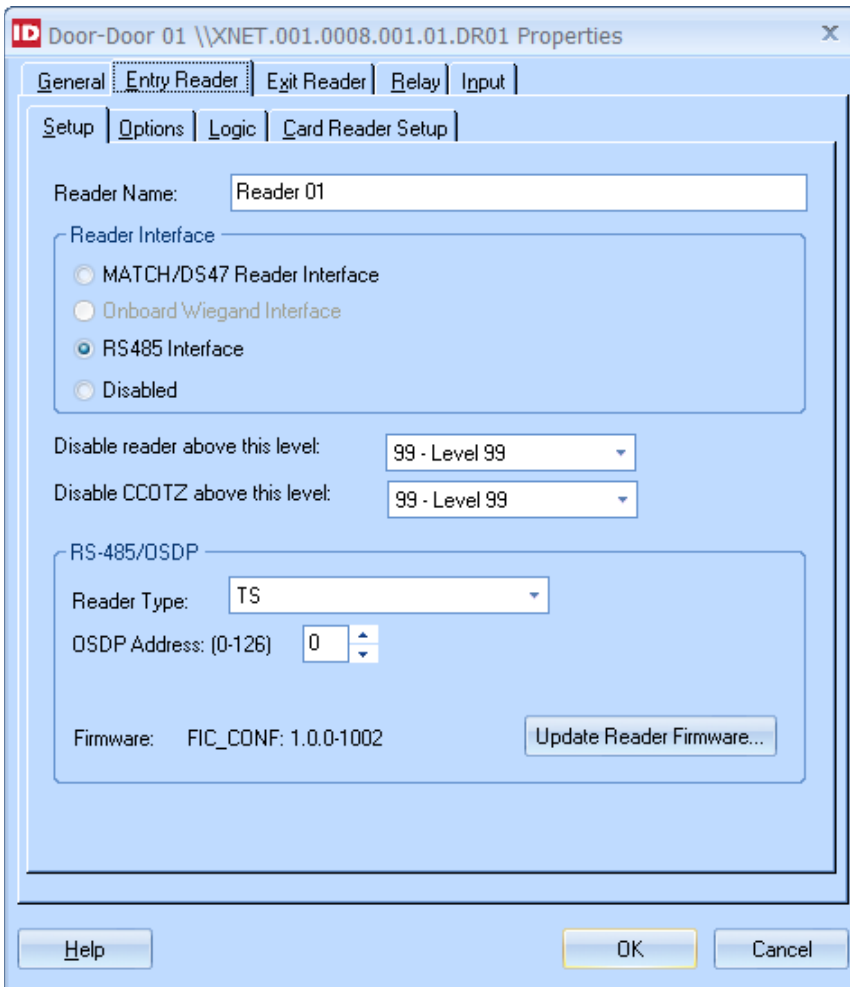
Reader Type	Initial Value of the Default assurance level	Meaning of this assurance level
Veridt (PIV-Auth)	PIV Auth	The Veridt Stealth Dual reader only accepts PIV Auth (regardless of whether FICAM mode is enabled or not).
Veridt (PIV Auth + Bio)	PIV Auth + Bio	The Veridt Stealth Bio reader requires both PIV Auth and a valid fingerprint (regardless of whether FICAM mode is enabled or not).

If this reader needs to allow a lower assurance level during specific time periods, check the **Enable lower assurance levels** checkbox and select a value from the associated drop-down list,. Note that the lower assurance level will only be used when a time zone is selected (in a previous drop-down list) to activate the CCOTZ feature.

For more information, including an explanation of all the assurance level choices for each Reader Type, see the “DIGI*TRAC Hardware Configuration > Readers and Keypads > **Reader Properties - Logic page**” topic and the “FICAM Solution > **Biometrics and Multifactor Authentication**” topic in Velocity’s online help system.

Display of Firmware Version Information for a Reader with the RS-485 Interface

On the **Setup** page of the Reader Properties dialog, when **RS485 Interface** is selected for the Reader Interface, additional options appear. When an Identiv TS reader or a Veridt reader is selected for the **Reader Type**, version information for the reader’s firmware is displayed. (For an Identiv TS reader, an **Update Reader Firmware...** button is also displayed, so you can download firmware updates to that reader from Velocity.)

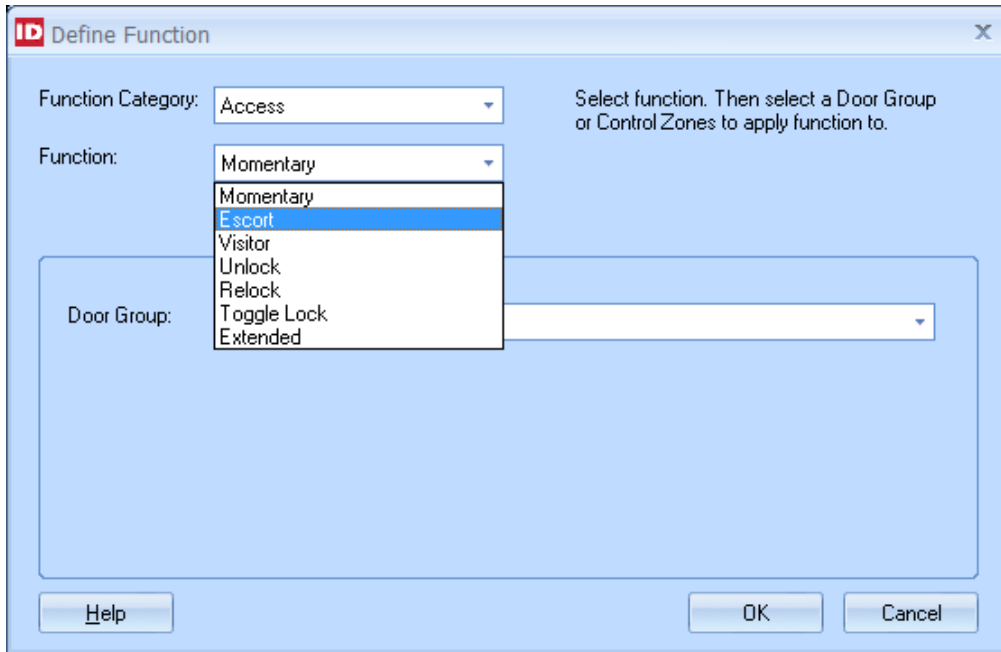


Note that this page also includes a new **Disabled** value for the Reader Interface option. This value means there is no reader attached at this address.

For more information, see the “DIGI*TRAC Hardware Configuration > Readers and Keypads > **Reader Properties - Setup (or General) page**” topic in Velocity’s online help system.

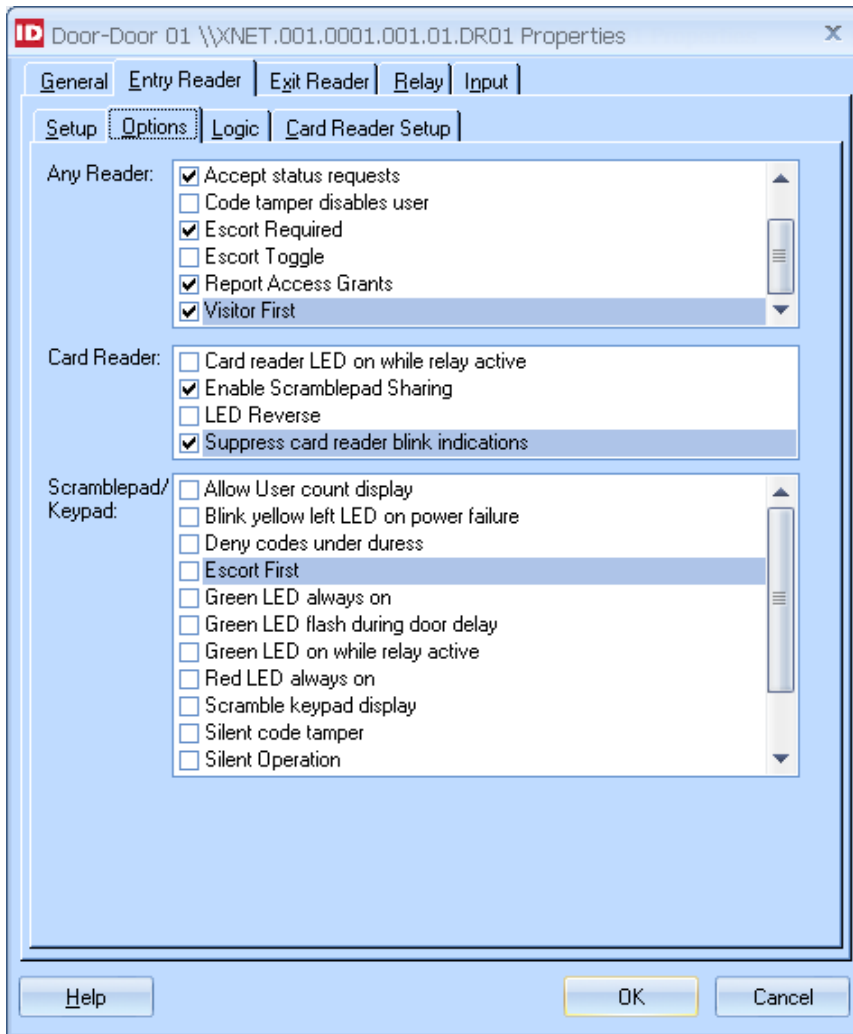
Enhanced Control of Escorted Visitors

To help you better manage access control for escorted visitors, Velocity now includes the Access functions of **Escort** and **Visitor**, which enable you to create specialized credentials such as Tour Guide and Visitor badges.



The priority of these new Access functions is shown in the Relay Priority Scheme diagram that appears in the “DIGI*TRAC Hardware Configuration > Functions > Control Functions > **Control Function Priority Levels**” topic in Velocity’s online help system.

The properties for a reader now includes four additional checkbox options relating to escorted visitors: **Escort Required**, **Escort Toggle**, **Visitor First**, and **Escort First**.



For more information, see the “DIGI*TRAC Hardware Configuration > Functions > Access Functions > **Access Functions - Escorting Visitors**” topic in Velocity’s online help system.

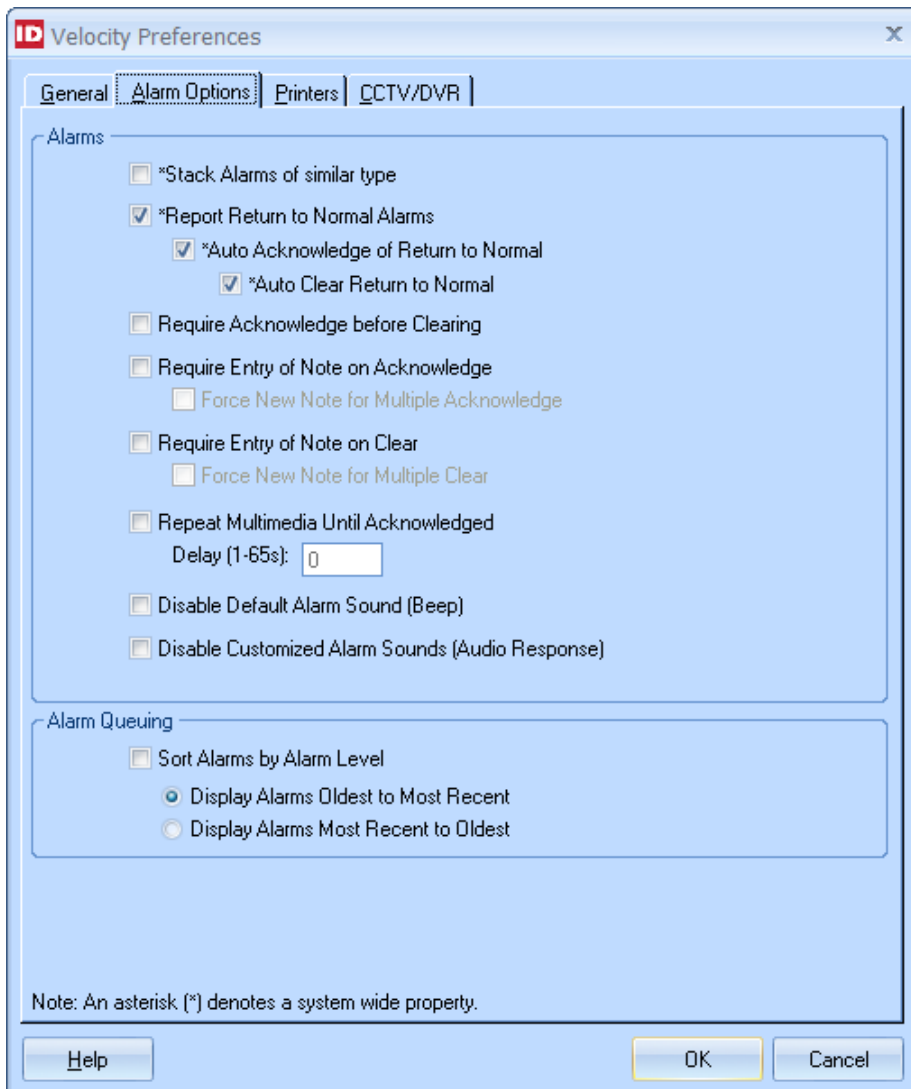
Option to Suppress Card Reader Blink Indications

The properties for a reader now includes an additional checkbox option to “**Suppress card reader blink indications**”. When this option is checked, it suppresses the card reader’s normal blinking indications in response to an Access Granted or an Access Denied.

Note that the results of this option are affected by the settings of the **Card Reader LED on while relay active** and the **LED Reverse** options. For details, see the table at the end of the “DIGI*TRAC Hardware Configuration > Readers and Keypads > **Reader Properties - Options (formerly ScramblePad Options) page**” topic in Velocity’s online help system.

Velocity Preferences Option to Automatically Clear All Return to Normal (RTN) Messages

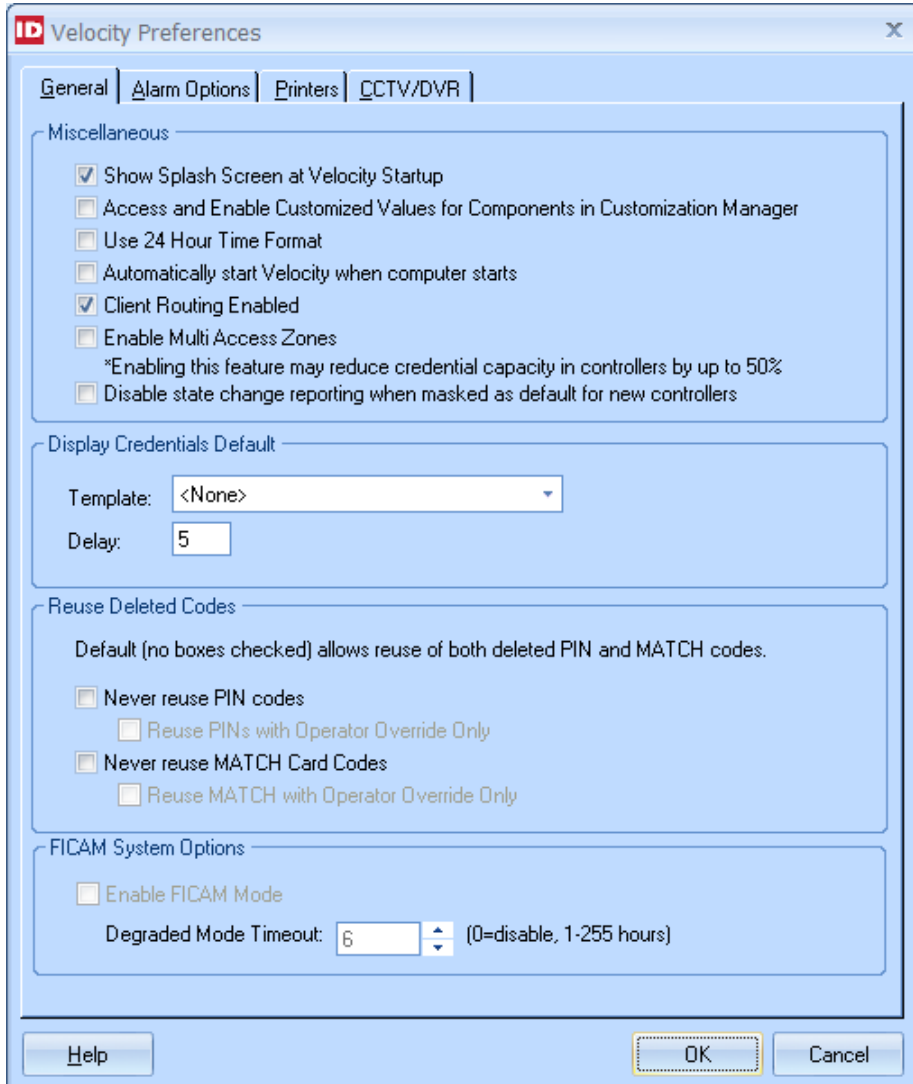
The new "**Auto Clear Return to Normal**" option was added in the Alarms group on the Alarm Options page of the Velocity Preferences dialog. When this system-wide option is activated, all controllers connected to your Velocity system will automatically clear all Return to Normal (RTN) messages.



For more information, see the "Velocity Basics > Velocity Preferences > **Preferences dialog - Alarm Options page**" topic in Velocity's online help system.

Velocity Preferences Option to Disable State Change Reporting When Masked (as the Default for New Controllers)

The new “**Disable state change reporting when masked as default for new controllers**” option was added in the Miscellaneous group on the General page of the Velocity Preferences dialog. Check this box to specify that when new controllers are added to your Velocity system, by default the state change reporting is disabled when their inputs and expansion inputs are masked. (This option can significantly reduce the message traffic at large sites with many controllers and doors.)



For more information, see the “Velocity Basics > Velocity Preferences > **Preferences dialog - General page**” topic in Velocity’s online help system.

Checking for Minimum Required Version of the SNIB2 and SNIB3 Firmwares

The Release Notes for each release of Velocity indicate which version of the CCM firmware and the SNIB2 or SNIB3 firmware is needed for the new features in that release. Velocity checks the versions of all these firmwares on each controller when it logs on, and generates a warning alarm if an outdated version is detected.

Bug Fixes

Reference ID	Bug	Description
VEL-437 or VEL-4130	Renaming an Exit Reader used to require restarting the SDService for the name to take effect.	Previously, if you renamed an exit reader, the change did not take effect in Velocity until after the SDService was restarted. This issue has been fixed, so the change takes effect immediately.
VEL-3906	When a credential's activation date is set to a future date, its status was sometimes not being updated correctly.	A credential's status did not update correctly when its activation date was set to a future date and its record (within the UserCredentials table) included the obsolete DTIIHostActivationComplete field which was set to 1 (True). This issue has been fixed.
VEL-4112	An alarm sometimes could not be cleared.	In certain situations, an alarm could not be cleared after being acknowledged. For example, an alarm might not have a unique AlarmID if the AlarmActive table in Velocity's database had been manually truncated. Or there might have been a Deadlock situation when multiple clients tried to clear the same alarm at the same time. This issue has been fixed.
VEL-4113	Downloads to a dial-up controller were not working.	Downloads to a dial-up controller were not working, even when the controller was online and connected. This issue has been fixed. (If a dial-up controller is not connected, the downloads are batched and will proceed after the controller has been connected.)
VEL-4142	Scanshell 1000 license scanner no longer working on Velocity 3.6 SP1.	A customer who had been using the Scanshell 1000 license scanner (as part of their enrollment process) with Velocity versions 3.1 and 3.5 found that it stopped working after they upgraded to version 3.6 SP1. The solution to this issue requires downloading updated device driver and SDK files. If you are in this same situation, please contact Identiv's Tech Support and refer to VEL-4142.
VEL-4143	Status Viewer was not showing some battery status information.	Information about some changes in the status of a controller's standby battery was being shown only in the Event Viewer (but not also in the Status Viewer). This issue has been fixed.
VEL-4146	Maps containing older Control Zone objects were generating errors on Velocity 3.6.	Graphics maps that used older Control Zone objects (instead of the newer Point Monitoring Zone objects) were generating errors after Velocity was upgraded to version 3.6 or later. This issue has been fixed, by having Velocity 3.6 or later automatically convert the older Control Zone objects to the newer Point Monitoring Zone objects (and save the updated map), when the map is first opened.
VEL-4158	Maps containing improperly configured Control Zone objects were generating errors on Velocity 3.6.	If a Graphics map contained an older Control Zone object which had not been properly configured, it generated an Incorrect syntax near '=' error when the map was opened after Velocity was upgraded to version 3.6 or later. This issue has been fixed, by having Velocity 3.6 or later automatically delete any improperly configured Control Zone objects (and save the updated map), when the map is first opened.
VEL-4163	Alarms that are point customized to report as events had the wrong visibility.	Velocity's point customization feature enables you to designate that an alarm at a specific input should be reported as just an ordinary event. But the visibility of the customized event was being incorrectly determined by the visibility of the original alarm. This issue has been fixed.

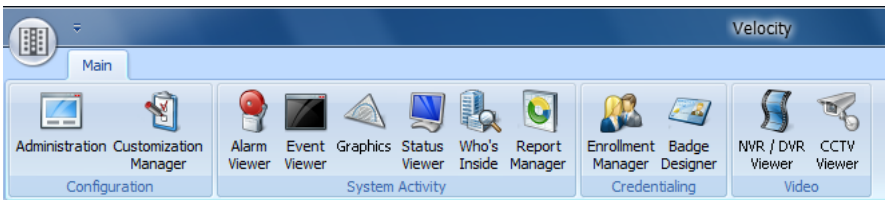

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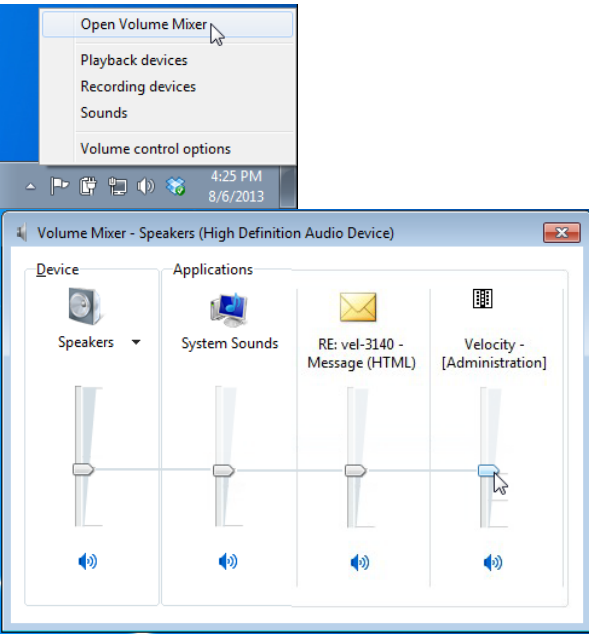
Reference ID	Bug	Description
VEL-4228	The "Roles with permissions" report was not showing expansion inputs or expansion relays.	The " Roles with permissions " report was not including information about expansion inputs or expansion relays. This issue has been fixed.
VEL-4237 or PAC-40	When biometric 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.
VEL-4304	The Velocity 3.6 SP2 installer did not always install the SQLWriter service.	The Velocity 3.6 SP2 Installer was sometimes not installing the SQLWriter service. This issue has been fixed.
VEL-4351	The Enable FICAM Mode option was being unchecked when a Velocity Client was opened.	The check box for the Enable FICAM Mode option (on the General page of the Velocity Preferences dialog) was being unchecked when a Velocity Client was opened, because it was incorrectly trying to verify a license for the Velocity Cert Check Service (VCCS). This issue has been fixed.
VEL-4398	The SQLWriter service was incorrectly interpreting a SQL error as a break in the database connection.	The SQLWriter service was incorrectly interpreting a SQL timeout error as a break in the database connection. This issue has been fixed.
VEL-4417	Graphics did not always show the correct state for the Suspend Alarm Switching feature.	When Velocity's Graphics program started up, it was not always showing the current state of a point that was using the Suspend Alarm Switching feature. This issue has been fixed.
VEL-4418	In Graphics, the display of alarm info bubble text could prevent you from working with other nearby points.	When Velocity's Graphics program displays the alarm text for a point on a map (because the Show Alarm Info Bubble Text option is checked on the General page of the Options dialog), it can cover up other nearby points (on the right side), and prevent you from right-clicking on those other points. This behavior persisted even after the display of alarm text had been turned off. This issue has been fixed.
VEL-4428	The options on a customized right-click menu were not being customized.	If you customized the right-click menu for a person's credential in the Enrollment Manager, the options on that menu were not being properly customized. This issue has been fixed.
VEL-4436	Batch downloads stopped working after a database connection error.	When network issues break the connection to Velocity's database, Velocity attempts to recover and the controllers come back online. But batch downloads didn't work anymore. This issue has been fixed, by adding a recovery mechanism for the VelocityThreads component.
VEL-4463	Cannot quickly ack/clear alarm bubble text in Graphics multiple times in a row.	If a point on a map had multiple active alarms (and the Show Alarm Info Bubble Text option is checked), you could not quickly right-click on the individual bubbles for each alarm to acknowledge or clear it (without clicking somewhere else on the map in between). This issue has been fixed.

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Reference ID	Bug	Description
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.
VEL-4519	Incorrect time was showing on the Acknowledged alarms panel, for some international date formats.	When certain international Region Formats were being used, incorrect times or dates were being displayed in the Acknowledged alarms panel of Velocity's Alarm Viewer and Status Viewer. This issue has been fixed for many Region Formats, but it might still be a problem with some short-date Japanese date formats.
VEL-4525 and 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.
VEL-4528	Error message was sometimes displayed when right-clicking in the Event Viewer.	The Event Viewer might display an error message about an "Invalid Row Index", if you right-clicked on blank space past the end of the data columns. This issue has been fixed.
VEL-4546	Cycling a controller's power could take a different controller offline.	When the power is cycled on a controller, the encryption between the Velocity Server and that controller is temporarily "broken". Velocity was sometimes incorrectly indicating that encryption was broken on other controllers located on different ports. This issue has been fixed.
PAC-148	Error displayed in Report Manager while generating the "Who is Inside Where" Report.	The Report Manager displayed an error while generating the " Who is Inside Where " report, when a filter on "Door Name/Reader Name" was specified. This issue has been fixed.

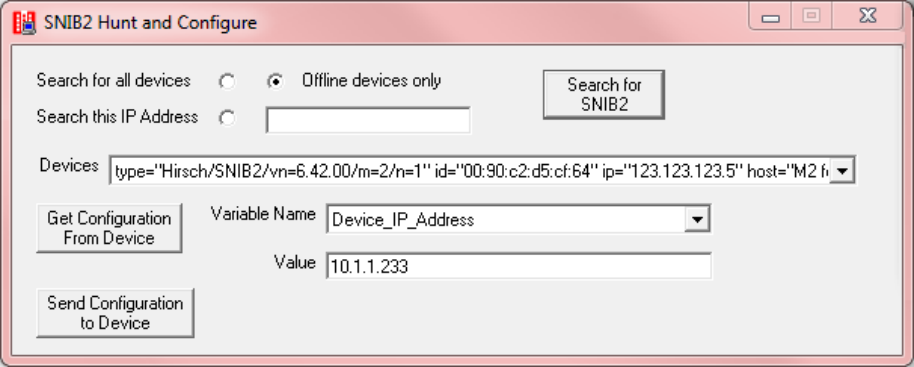
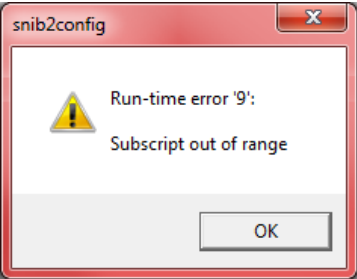
Known Issues

Reference ID	Summary	Description
VEL-2558	DIGI*TRAC Network Service does not always start automatically (after rebooting the Velocity server).	<p>Normally after rebooting the computer that is your Velocity Server, the necessary services are automatically restarted. But on some slower computers, the Velocity DIGI*TRAC Network Service might not automatically start because Windows was killing the process (if it did not complete within 30 seconds).</p> <p>If you experience this issue, the possible workarounds are:</p> <ul style="list-style-type: none"> Change the value of the Startup Type property of the Velocity DIGI*TRAC Network Service to Automatic (Delayed Start). <p>Note that doing so can significantly increase the time before the service starts and the Velocity Service Control Manager's icon (in the Windows system tray) turns green.</p> <ul style="list-style-type: none"> Add an entry to the Windows Registry that increases the kill timer (for all services) from its default value of 30 seconds; we recommend 180 seconds. For example: <pre>[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control] "ServicesPipeTimeout"=dword:0002bf20</pre>
VEL-2690	Pelco DVR integration does not work on Windows Vista or Windows 7.	<p>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.)</p> <p>This issue is caused by Pelco not supporting Windows Vista or Windows 7. There is no workaround.</p>
	DVR/NVR video cannot be viewed on Windows Server 2008.	<p>When trying to view DVR video from a Velocity Server running on Windows Server 2008, Velocity crashes.</p> <p>The workaround is to view the video from a Velocity Client (instead of the Velocity Server).</p> <p>In general, the Velocity server should not be used to perform client type functions.</p>
VEL-2750	After installing a new version of Velocity, the ribbon toolbar in Velocity's main window sometimes loses its icons (and only displays text).	<p>The ribbon toolbar in Velocity's main window typically looks like this:</p>  <p>But sometimes after installing a new version of Velocity, the toolbar loses its icons and only displays text, so it looks like this:</p>  <p>The workaround is to reset the ribbon toolbar to its default settings, and restart Velocity. NOTE: This will undo any customizations you had made to the toolbar.</p>
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.

Reference ID	Summary	Description
VEL-3140	Custom alarms do not play on some machines.	<p>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.</p> <p>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).</p>  <p>The screenshot shows a Windows system tray with a speaker icon. A context menu is open, with 'Open Volume Mixer' selected. Below it, the 'Volume Mixer - Speakers (High Definition Audio Device)' window is displayed. It shows four volume sliders: 'Speakers', 'System Sounds', 'RE: vel-3140 - Message (HTML)', and 'Velocity - [Administration]'. The 'Velocity - [Administration]' slider is currently at 0% and is being adjusted by a mouse cursor.</p>
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-3299	If a computer has only one serial port, a serial CCTV port's settings cannot be changed.	<p>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.</p> <p>The only workaround is to delete the existing port, then create a new port with the desired settings.</p>
VEL-3310	An application error occurs if no value is specified for the Port of a serial CCTV port.	<p>When creating a serial CCTV port, an application error will occur if you do not specify a value for the required Port field.</p> <p>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).</p>

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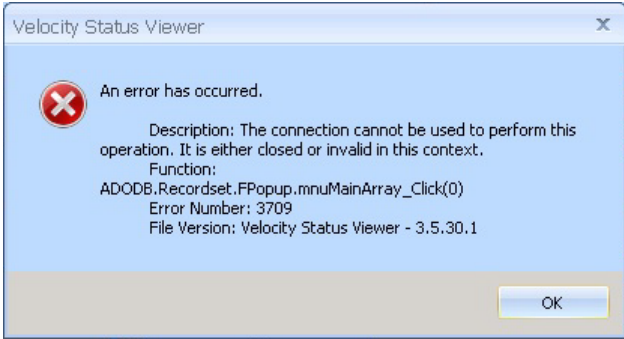
Reference ID	Summary	Description
VEL-3356	Incorrect date/time is shown for an alarm video triggered on an AD VideoEdge NVR (using Velocity's legacy support).	<p>The Recorded Alarm Video window shows an incorrect date/time stamp for an alarm video triggered on an American Dynamics VideoEdge NVR that is 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 opens 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>
VEL-3391	After changing a door group in the Administration window, the focus switches to the first item in the Components pane.	<p>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.</p> <p>There is no workaround for this issue.</p>
VEL-3397	Update installation fails if Velocity's help system is open.	<p>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).</p> <p>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.)</p>
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-3413	The Cogent CSD200i driver is not working for biometric enrollment.	<p>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.</p> <p>The workaround is to make the new CSD200i enrollment reader use the old driver file (which was supplied with the model CSD200).</p>
VEL-3421	Velocity cannot communicate with a controller using a 2-digit serial port number.	<p>Velocity cannot communicate with a controller that is using a 2-digit serial port number; the port number must be a single digit.</p> <p>The workaround is to change the controller's serial port to an available port which has a single-digit number.</p>

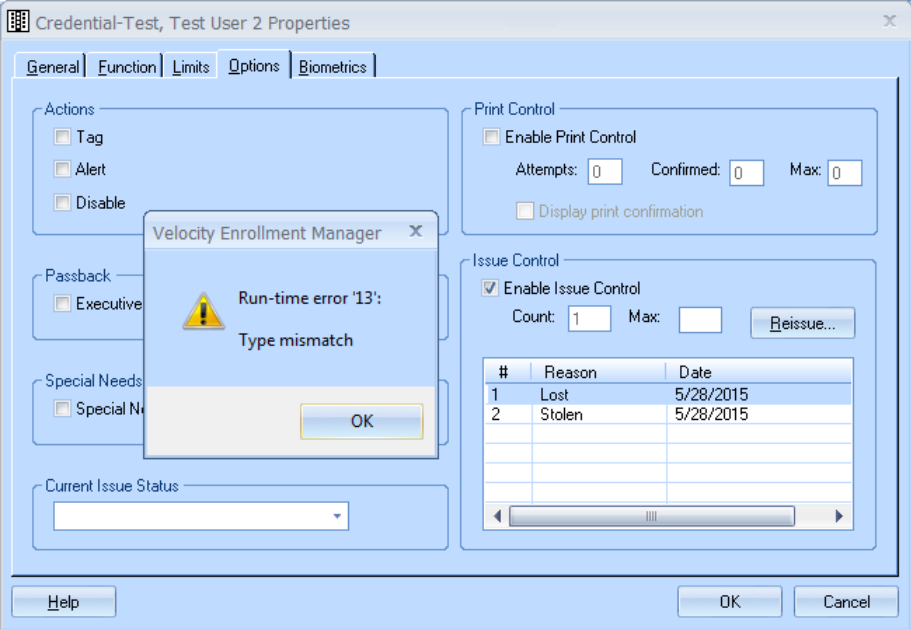
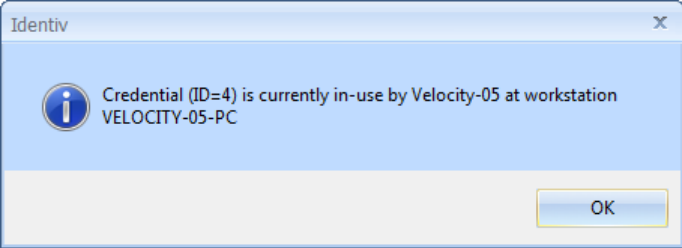
Reference ID	Summary	Description
VEL-3440	The Searching... dialog does not display complete information when there are many controllers with SNIB2 boards.	<p>On a system where there are many controllers with SNIB2 boards, the Searching... dialog (which appears after you click the Search button on the 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 information.</p> <p>There is no workaround for this issue.</p>
VEL-3441	Clicking on the Search for SNIB2 button generates an error when there are too many devices to be listed.	<p>The SNIB2 Configuration Tool has a Search for SNIB2 button:</p>  <p>But if there are too many Devices to be listed, the following error message is displayed:</p>  <p>There is no workaround for this issue. However, starting with the Velocity 3.6 release, the SNIB2 Configuration Tool has been superseded by a new SNIB Configuration Tool that also supports IPv6 addressing (which is a feature of the new SNIB3 board that is being developed).</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-3485	The Report Manager's Operator Log report does not include some events.	<p>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.</p> <p>These missing events do appear as Programming events in the All Events report.</p>

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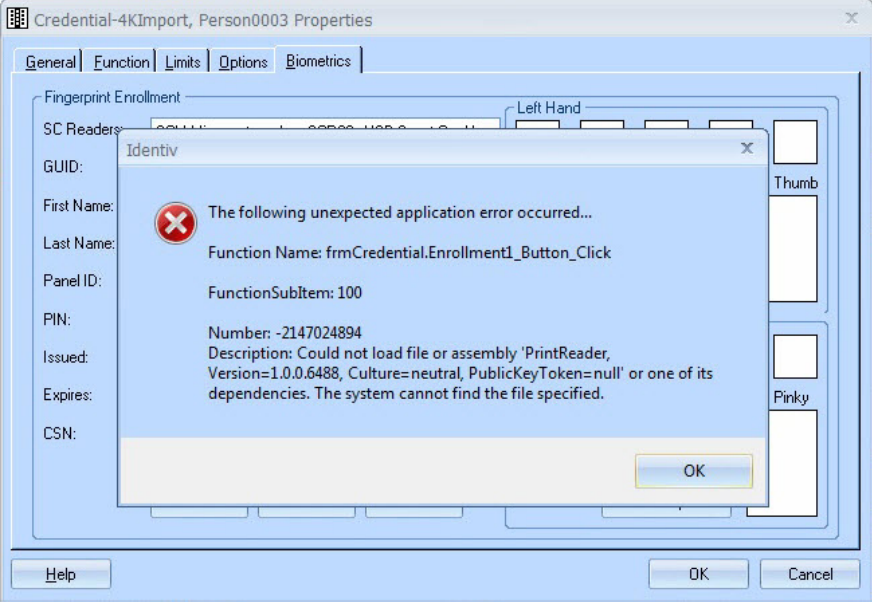
Reference ID	Summary	Description
VEL-3490	After switching from an operator whose role does not have permission to use the SNIB2 Import wizard, an Administrator is also denied access to that wizard.	<p>After a Velocity client is switched from an operator whose role does not include the Application Permissions ► Velocity ► SNIB2 Import Wizard – Use permission to an Administrator (who has full permissions), the Administrator is also denied access to the SNIB2 Import wizard.</p> <p>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).</p>
VEL-3494	The Alarm Viewer does not apply the “Use 24 Hour Time Format” preference to previous alarms.	<p>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.</p> <p>There is no workaround for this issue.</p>
VEL-3495	When the Alarm Viewer’s Force Fixed Column Sorting option is off, alarms in the Acknowledged pane sometimes are not sorted properly.	<p>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.</p> <p>The workaround is to manually refresh the Alarm Viewer.</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>

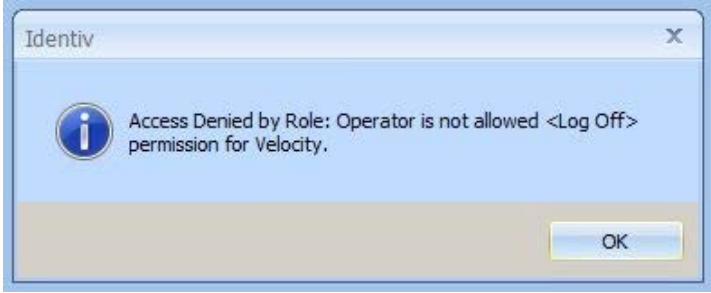
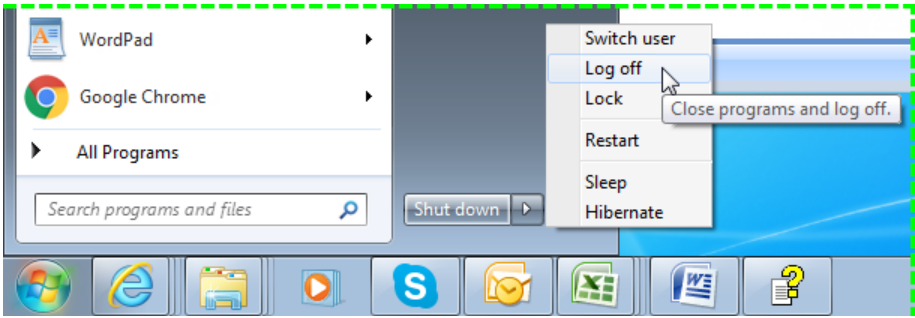
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Reference ID	Summary	Description
VEL-3526	An error occurs if the Status Viewer is open while applying the Velocity 3.5 SP2 update	<p>If the Status Viewer is open while applying the Velocity 3.5 SP2 update, the following error message is displayed:</p>  <p>The workaround is to close the Status Viewer before performing the update.</p>
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-3605	XMSG 14 is not being parsed correctly	<p>The XMSG 14 message (about detecting a socket break) is not being parsed correctly by Velocity.</p> <p>There is no workaround for this issue.</p>
VEL-3607	An unexpected exception occurs if you disable a port while credentials or configuration information is being downloaded	<p>An unexpected exception (in code region PollingEngineInterface.TranslateMessage) occurs if you disable a port while credentials or configuration information is being downloaded to a controller on that port.</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>

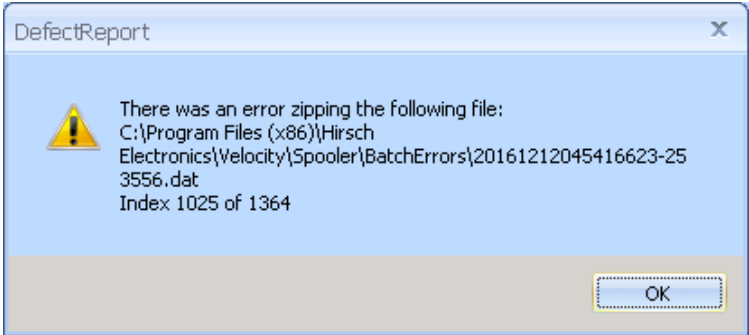
Reference ID	Summary	Description
VEL-3631	Velocity cannot install from a long file path	<p>If you copy the Velocity installation files to a directory structure that has a long file path, the installation will fail while trying to copy some .CAB files.</p> <p>The workaround is to use a different directory structure that has a shorter file path.</p>
VEL-3667	Enabling the Issue Control option for a credential but clearing the Max field causes problems	<p>The Options tab of the Credential Properties dialog includes an Issue Control feature. But if you deliberately clear the value in the Max field so it is blank and then click OK, it will cause problems.</p>  <p>The credential will be locked, and you won't be able to select it in the Enrollment Manager until after you restart Velocity.</p> 

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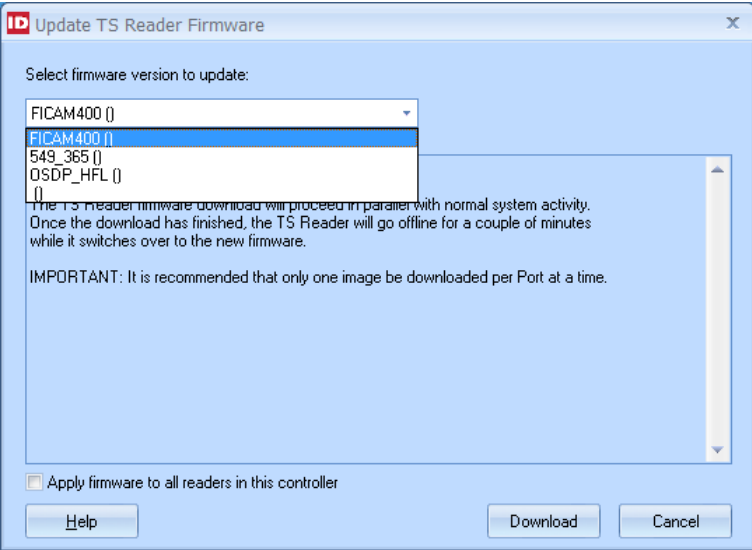
Reference ID	Summary	Description
VEL-3776	The Cogent CSD200 device driver does not work on Windows 8	<p>The device driver for Cogent's CSD200 fingerprint reader does not work on newer versions of the Windows operating system (such as Windows 8, 8.1, or 10). This causes the following error in Velocity when you try to use the Biometrics tab of the Credential Properties dialog:</p>  <p>There is no workaround for this issue with a 3rd-party device driver.</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-3928	Incorrect version numbers sometimes shown after updating CCM firmware on a downstream controller	<p>After updating the CCM firmware on a downstream controller, sometimes the previous version numbers or all zeros are shown in the Firmware Revision section on the General page of the Controller Properties dialog.</p> <p>The workaround is to issue Diagnostic Command 2 – System Information from the Velocity Diagnostic Window.</p>

Reference ID	Summary	Description
VEL-3941	Velocity's Operator > Log Off Windows command generates an error (and is unnecessary)	<p>Clicking on the Velocity menu button and selecting the Operator ► Log Off Windows command generates the following error:</p>  <p>This functionality is not really necessary, because you can just log off Windows normally by clicking on the Windows Start button (in the lower left corner) and selecting the Log off command from the Shut down menu:</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-4021 and VEL-4125	SDServer Dispatch errors in log file	<p>Sometimes when a Velocity client disconnects, the connection is not properly cleaned up, which causes exceptions in the Security Domain Service's log for each event processed.</p> <p>There is no workaround for this issue.</p>
VEL-4039	Keypad programming is not truly disabled on an Mx controller until you download a configuration to it	<p>Velocity's user interface implies that keypad programming is disabled by default for Mx controllers. But this is not really true until you have manually downloaded a configuration to the controller.</p> <p>There is no workaround for this issue.</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>

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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>The screenshot shows a dialog box titled 'DefectReport' with a yellow warning icon. The text inside reads: 'There was an error zipping the following file: C:\Program Files (x86)\Hirsch Electronics\Velocity\Spooler\BatchErrors\20161212045416623-253556.dat Index 1025 of 1364'. There is an 'OK' button at the bottom right.</p> There is no workaround for this issue.
VEL-4152	The Security Domain Service appears to hang at startup if it cannot connect to the SQL Server	Velocity's Security Domain Service appears to hang at startup if it cannot connect to the SQL Server for the Velocity database. This happens when either: <ul style="list-style-type: none"> the SQL server is paused or stopped, or an incorrect DBserver instance name is specified in the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hirsch Electronics\Velocity\Client registry entry. If you examine the contents of the Velocity Security Domain Service-Technical Support File.txt file a few minutes after the Security Domain Service has been started and see that nothing else is being logged, you should assume that the SQL Server is not reachable, and take corrective action.

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Reference ID	Summary	Description
VEL-4343	Velocity does not warn you when importing an older incompatible version of a TS reader firmware file	<p>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.</p> <p>Do not select a TS reader firmware version which shows a value of only “ ()” in the drop-down list:</p> 
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> 