# IDENTIV Velocity Web Services Client 3.6.3.5 Installation Guide and Release Notes



## Overview

This document provides information about version 3.6.3.5 of the Velocity Web Services Client, which is an optional browser-based client for Velocity 3.6 SP1. A major advantage of the 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 Bug Fixes and 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 3.6 SP1 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 3.6 SP1 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.
- To use the multiple access zones feature introduced in Velocity 3.6, CCM firmware version 7.5.28 (or later) must be installed on each controller where you want to enable multiple access zones. For details, see VELWC-242 in the **Velocity Web Services Client 3.6.2.10 Installation Guide and Release Notes**.

# 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 3.6 SP1 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.

**NOTE:** Velocity 3.6 supports newer versions of Microsoft's Windows operating system (including Windows 8.1, Windows Server 2012, and Windows Server 2012 R2. Installing IIS on Windows 8.1 should be similar to installing it on Windows 7, and installing IIS on Windows Server 2012 or Windows Server 2012 R2 should be similar to installing it on Windows Server 2008.

**To install IIS on Windows 7:**

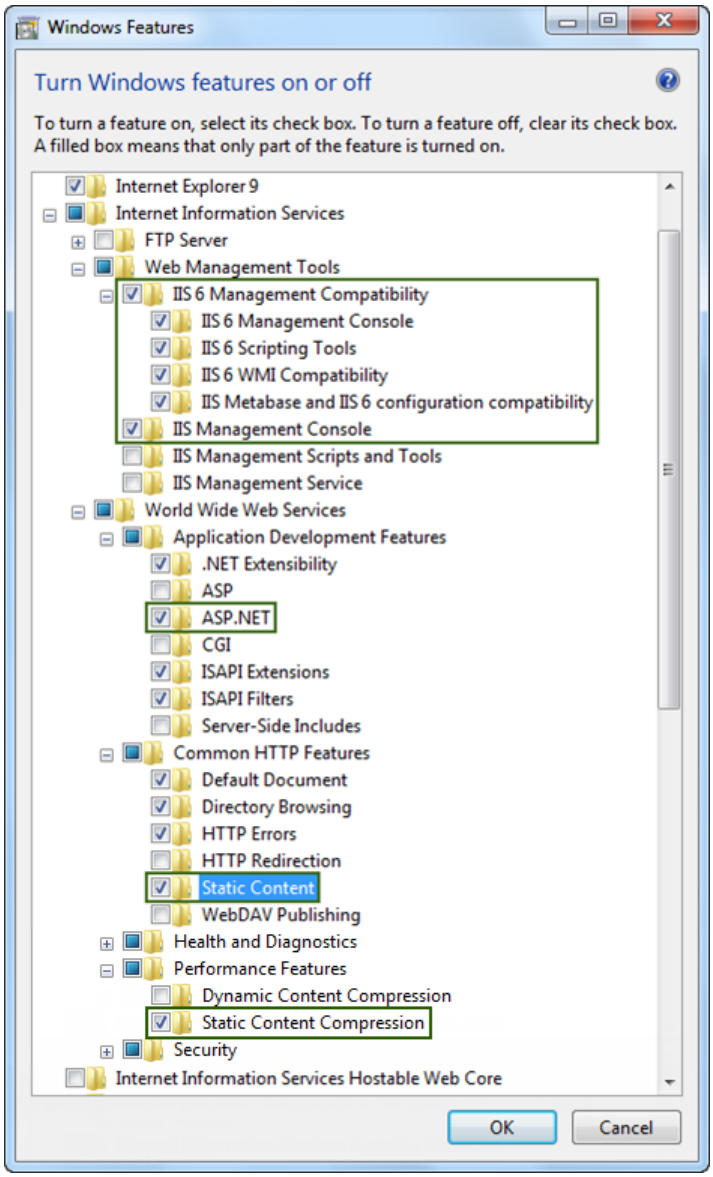
1. From your Windows 7 Start menu, launch **Control Panel**.

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.

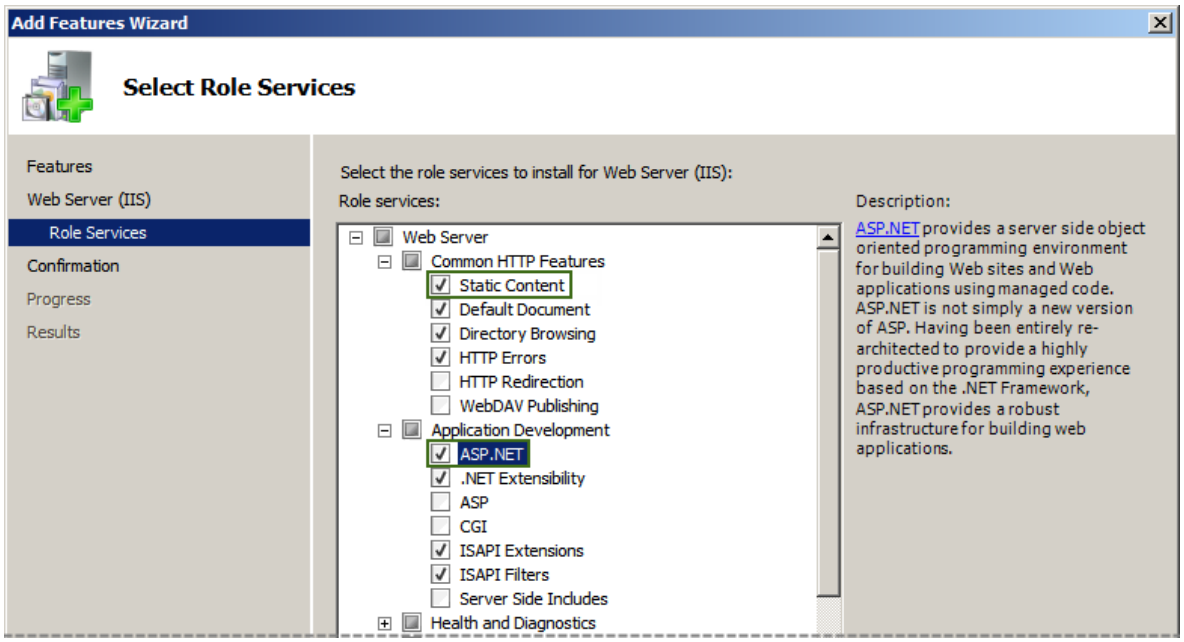
9. Under Web Server, select these options:

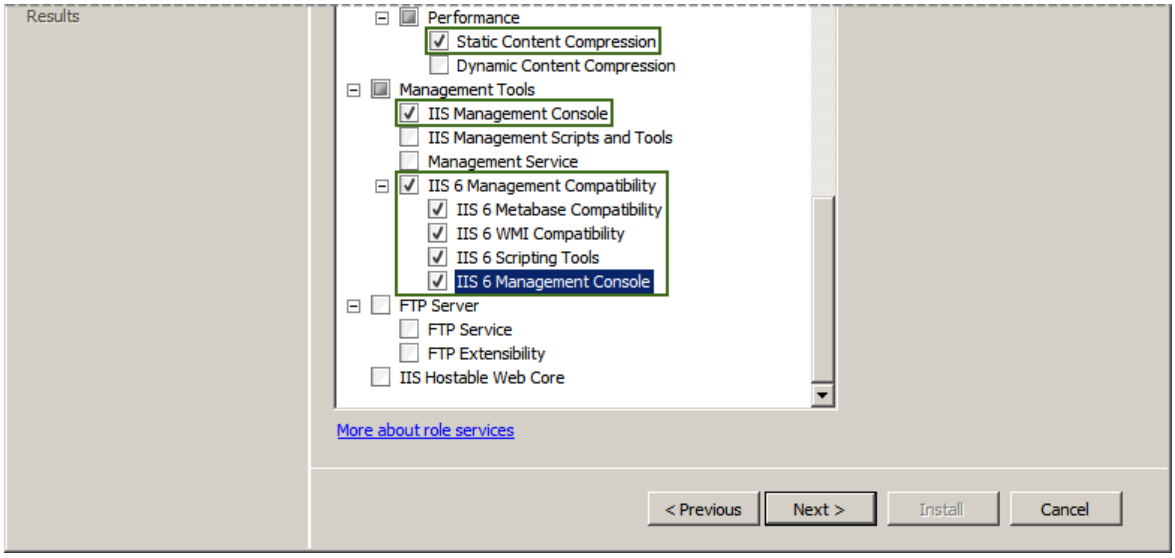
   - the Common HTTP Features option of **Static Content**
   - the Application Development option of **ASP.NET**. (If you receive a dialog that asks 'Add role services required for ASP.NET?', click the Add Required Role Services button.)
   - the Performance option of **Static Content Compression**

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**.

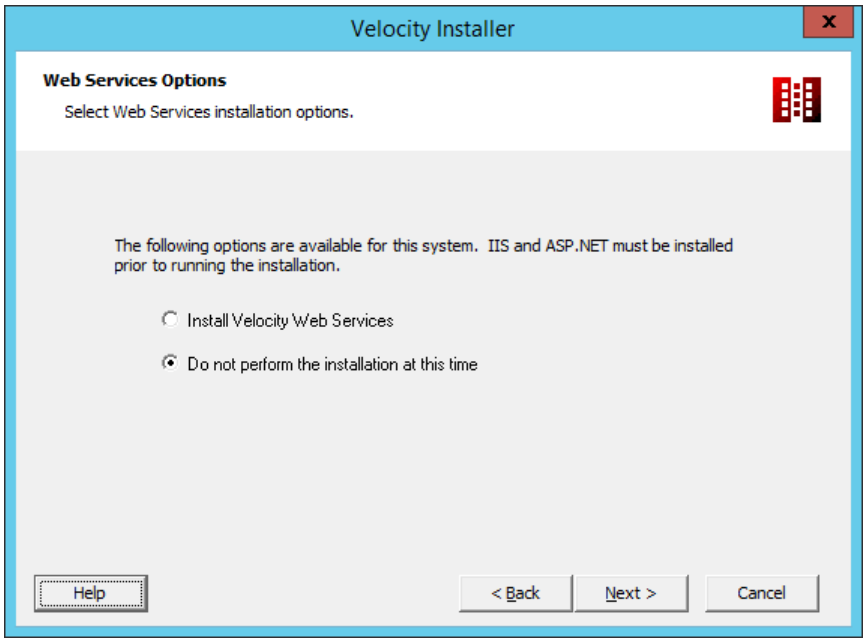
14. In the Server Manager window, verify that the **Web Server (IIS)** role was installed. You can then close the Server Manager window and the Control Panel.

### 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 3.6 Installer's help system.

2. At the **Install Options** screen, select either the **Server** role or the **Workstation** role for your computer.

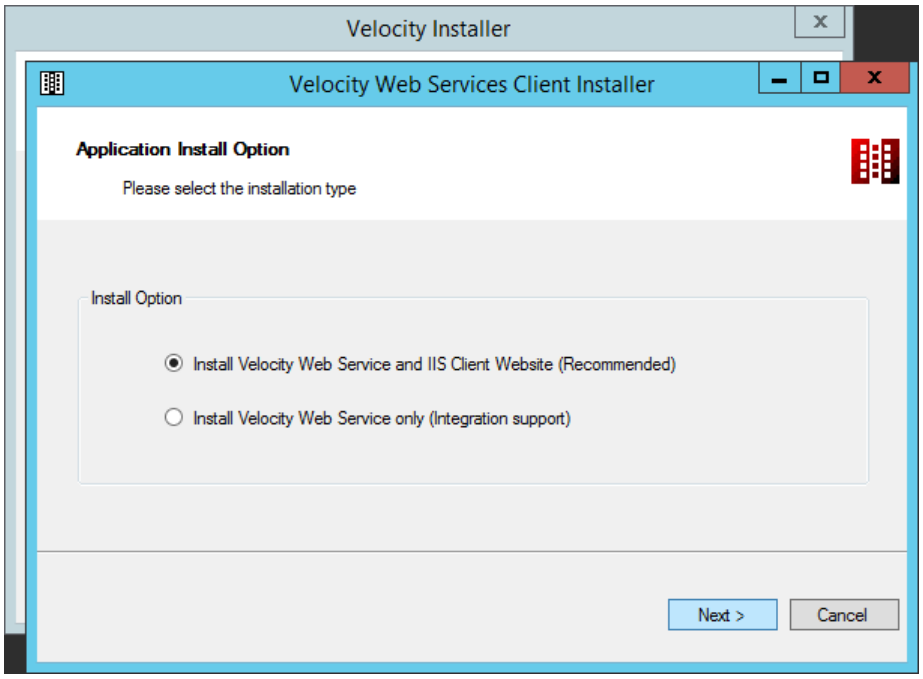
3. At the resulting **Web Services Options** screen, select the **Install Velocity Web Services** option (to install the Web Services that support the Velocity Web Services Client), then click **Next**.



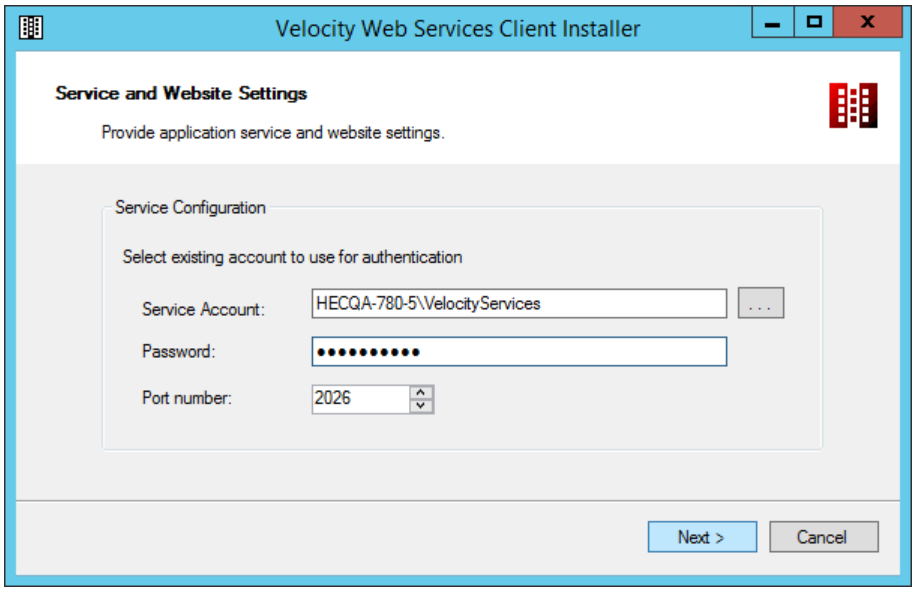
4. If you selected the **Server** role, then perform the steps in the **Installation ▸ Server Installation** help topic.

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

5. Eventually, the first page of the **Velocity Web Services Client Installer** wizard is displayed. On this **Application Install Option** page, select one of the options, then click **Next**.




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




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

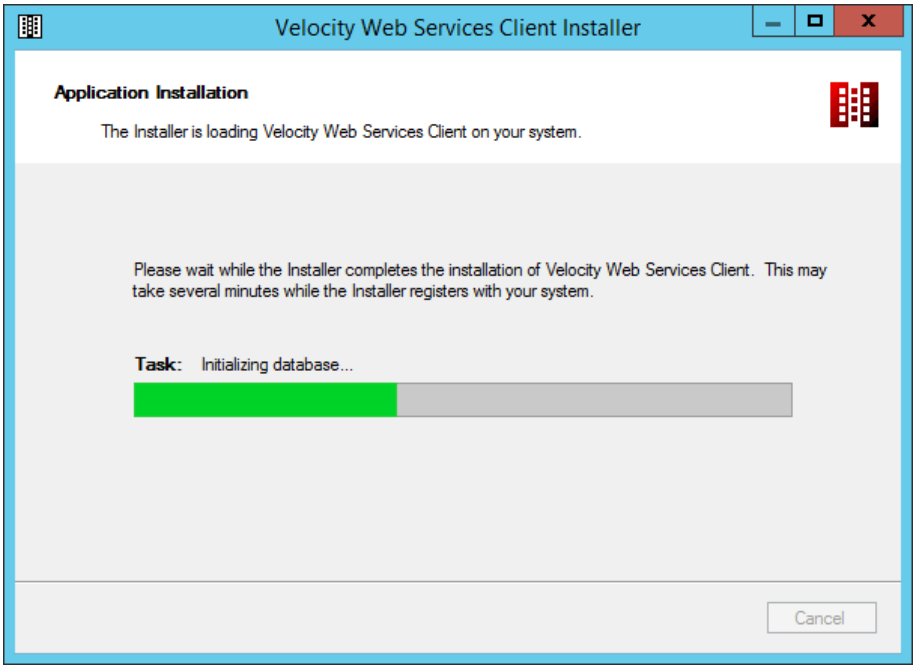
   A. In the **Service Account** field, verify or change the user account (by default in the Velocity Services group) that the underlying service for the Velocity Web Services Client will use to log on to Velocity. The default information is automatically obtained for you.

   B. In the **Password** field, enter the password that the specified Service Account will use to log on to Velocity. (Enter the same password that was used on the **Application Network and Security** page of the Velocity Installer wizard.)

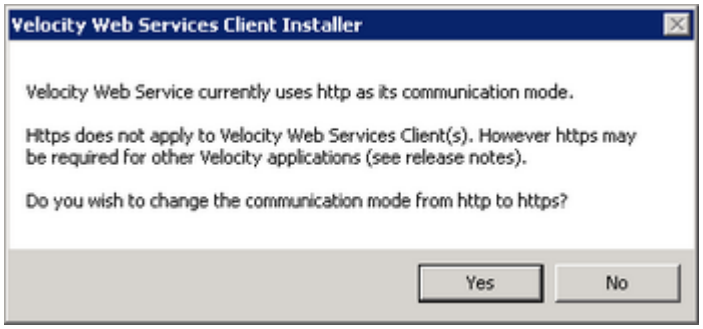
   C. In the **Port number** field, enter the network port number that will be used for communication between Velocity and the Velocity Web Services Client.

D. Click **Next**.

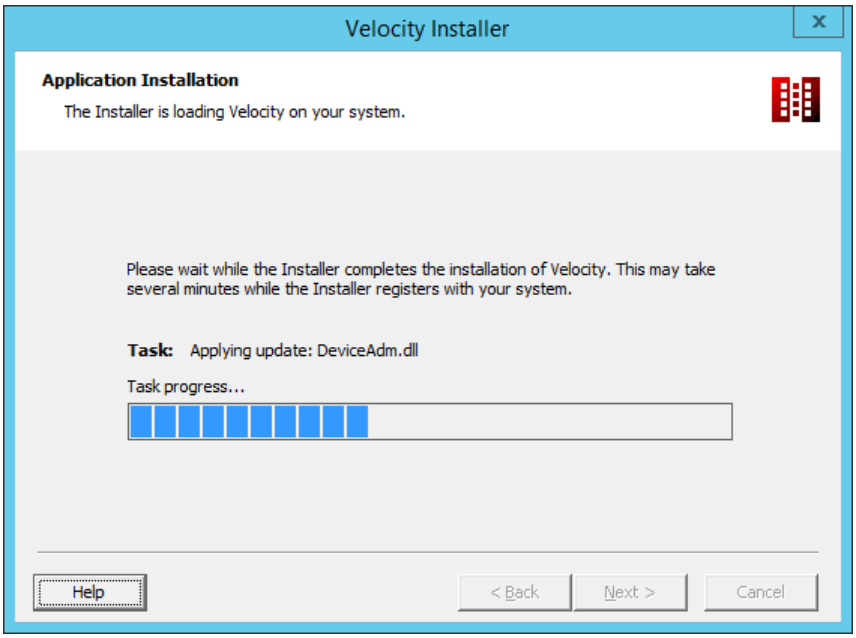
An **Application Installation** screen displays progress information while the Velocity Web Services Client is being installed. For example:



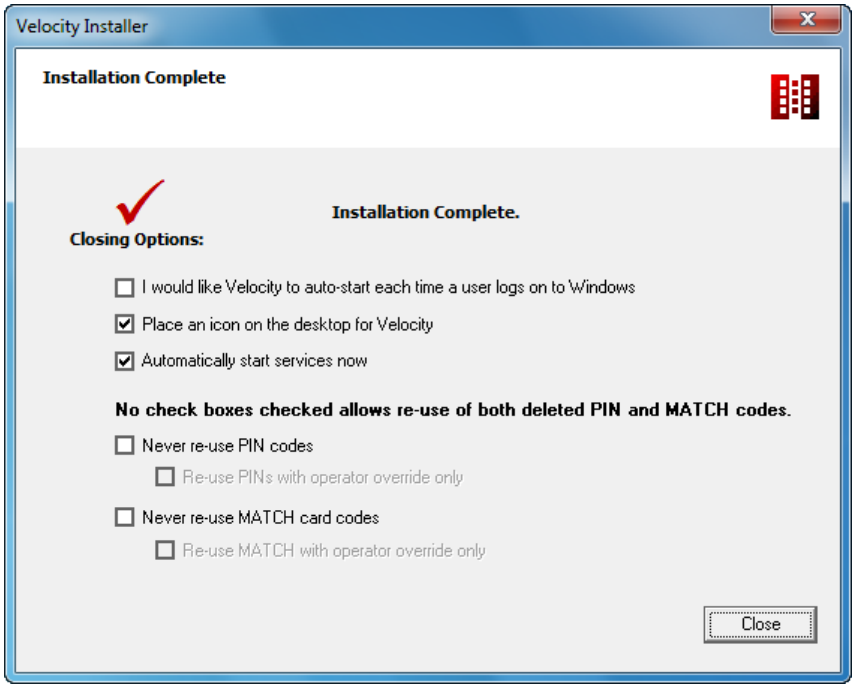

7. When the following dialog appears, choose whether or not you need the Velocity Web Service use the secured HTTPS protocol when communicating with some other software components.




After the installation of the Velocity Web Services Client has finished, its installer wizard closes, and the primary Velocity installation begins, with progress information displayed on its **Application Installation** page. For example:




8. 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

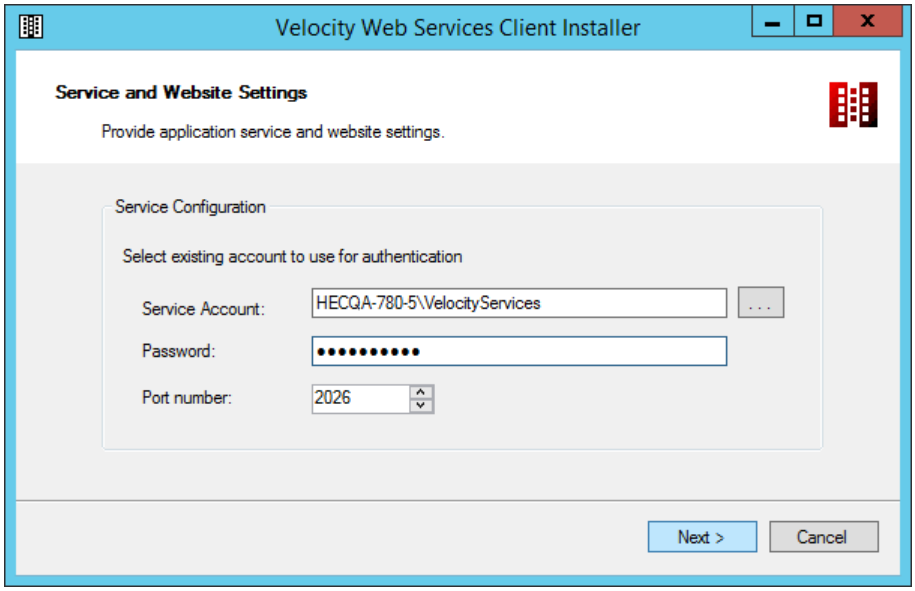
### Installing the Velocity Web Services Client Separately (after the Velocity Installation)

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. The first page of the **Velocity Web Services Client Installer** wizard is displayed. On this **Application Install Option** page, select one of the options, then click **Next**.

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




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

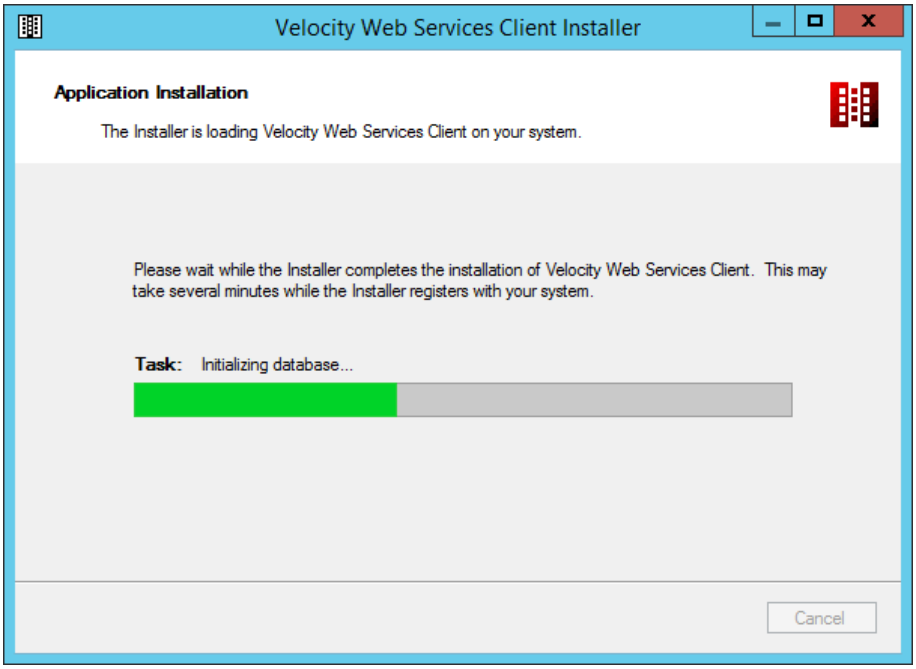
   A. In the **Service Account** field, verify or change the user account (by default in the Velocity Services group) that the underlying service for the Velocity Web Services Client will use to log on to Velocity.

   B. In the **Password** field, enter the password that the specified Service Account will use to log on to Velocity. . (Enter the same password that was used on the **Application Network and Security** page when Velocity was installed.)

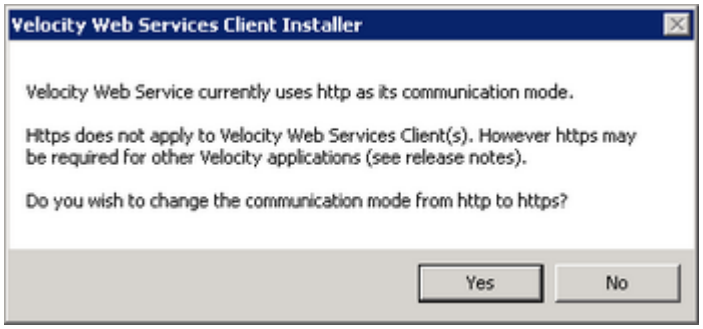
   C. In the **Port number** field, enter the network port number that will be used for communication between Velocity and the Velocity Web Services Client.

   D. Click **Next**.

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




4. When the following dialog appears, choose whether or not you need the Velocity Web Service use the secured HTTPS protocol when communicating with some other software components.




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

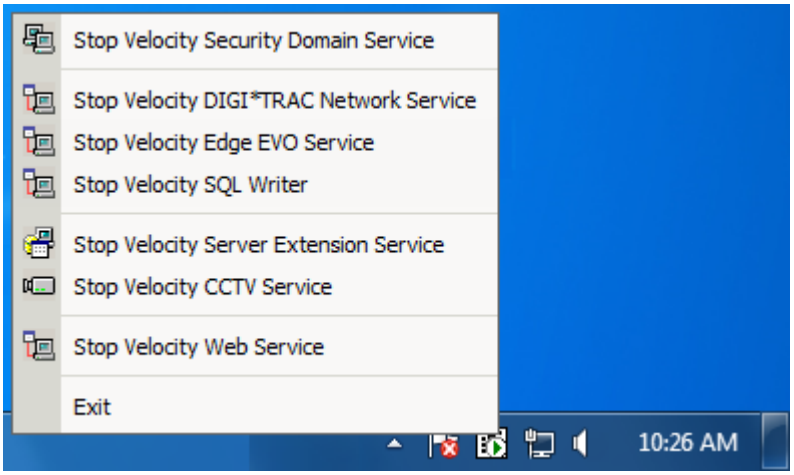
- the Velocity Web Service is running
- if you want to use a network port other than the default of 80, you must configure the network port used by the default IIS Web site to communicate with the Velocity Web Services Client
- the network port used by the default IIS Web site is allowed through your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

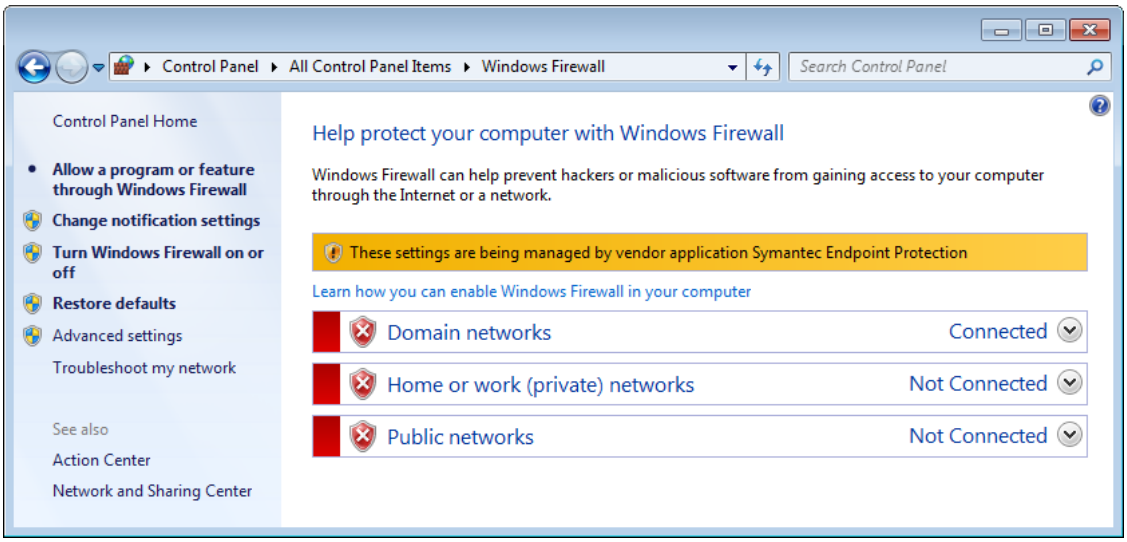
5. In the resulting Edit Site Bindings dialog, enter the desired value (such as 8080) for the **Port**, and click **OK**.

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**.

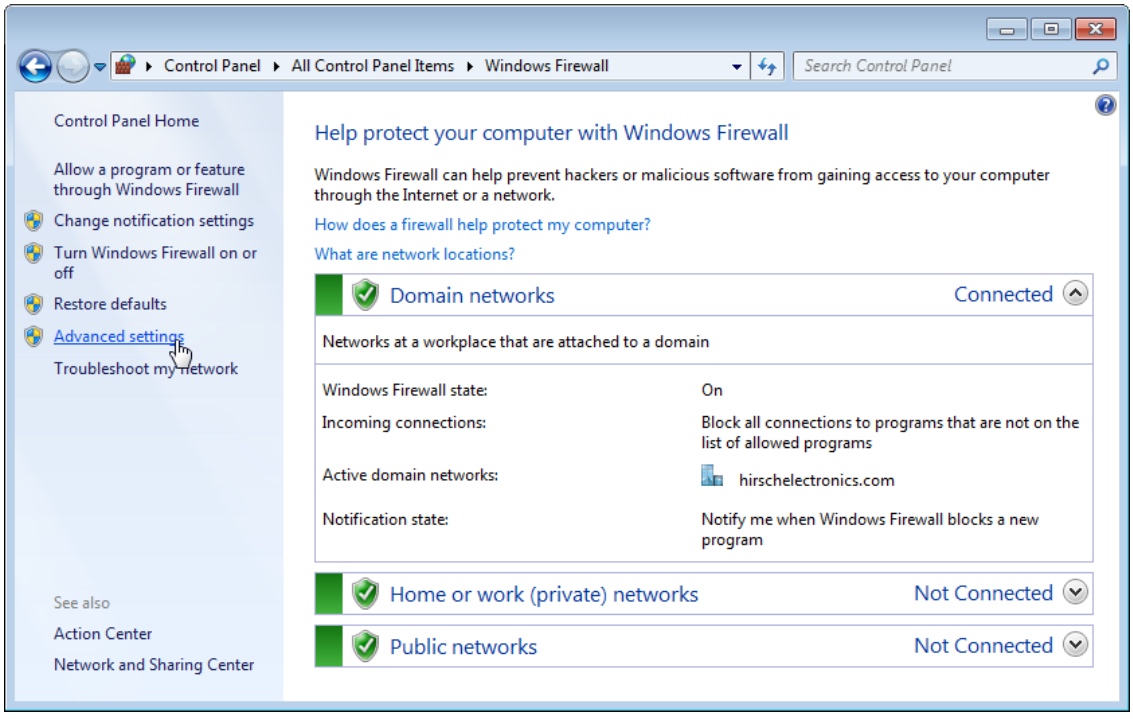
### Ensuring that the Network Port used by the Default IIS Web Site is Allowed Through Your Firewalls

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.



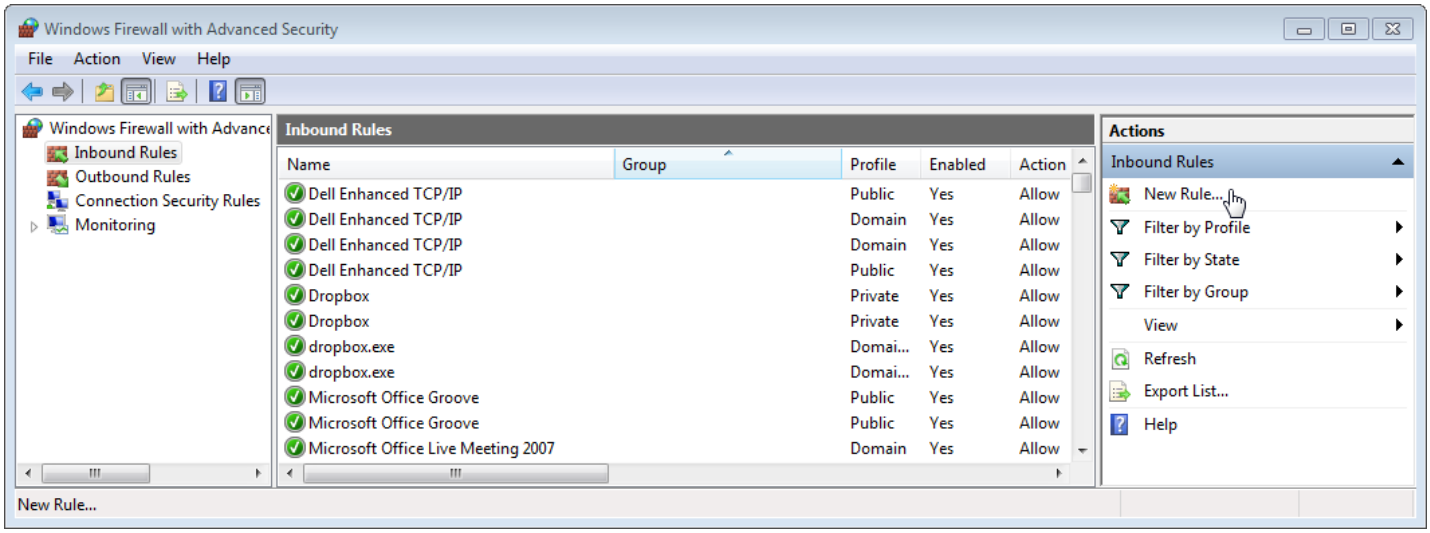

Because the firewalls on a network can vary so much, we cannot provide a detailed procedure for your specific network. But the following example for the Windows 7 Firewall should help illustrate the general process.

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

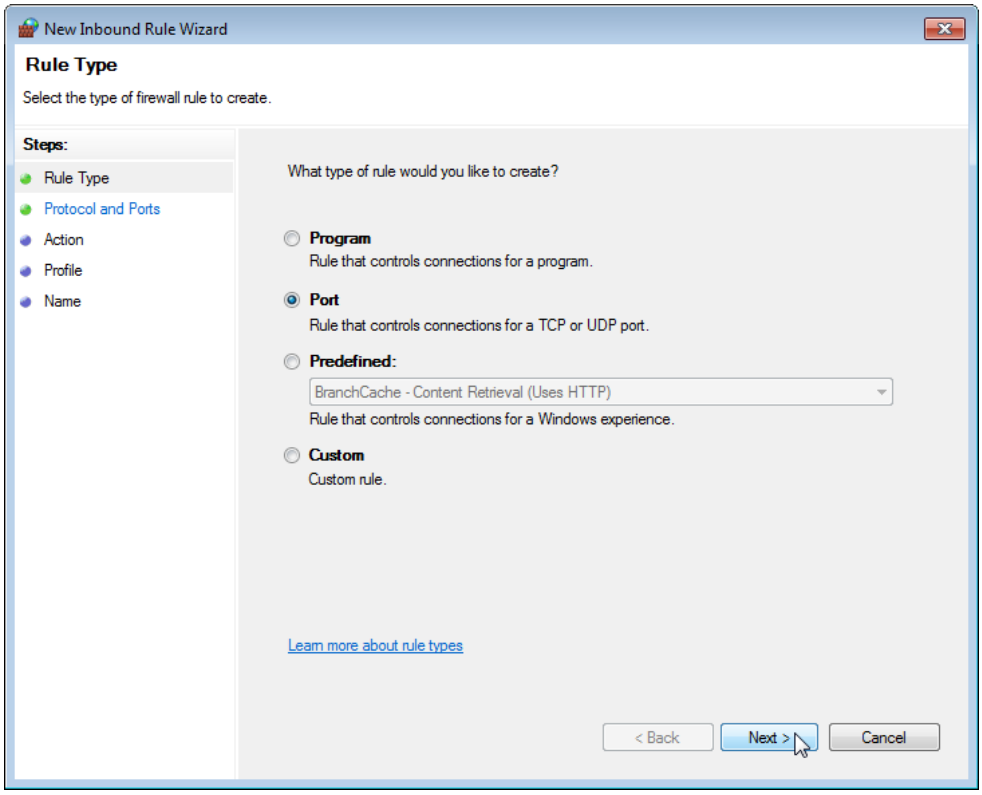



2. Click on the **Advanced settings** link (in the left column).

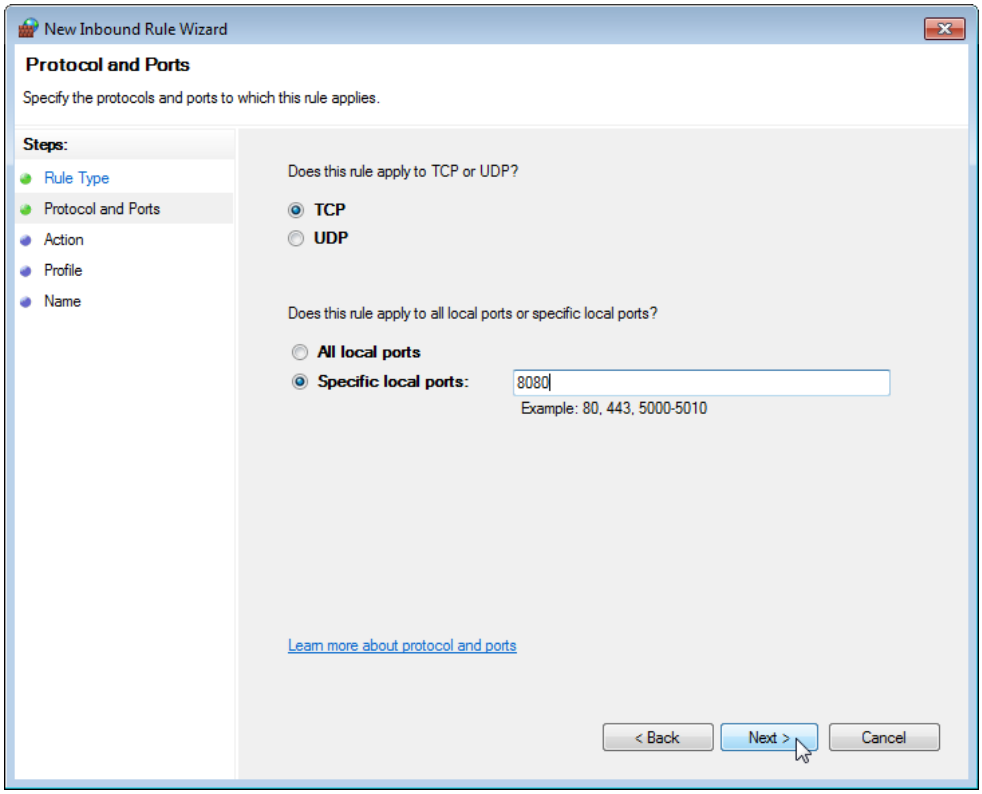
3. In the resulting **Windows Firewall with Advanced Security** window, click on **Inbound Rules** (in the left pane), and then click on **New Rule…** in the Actions pane.



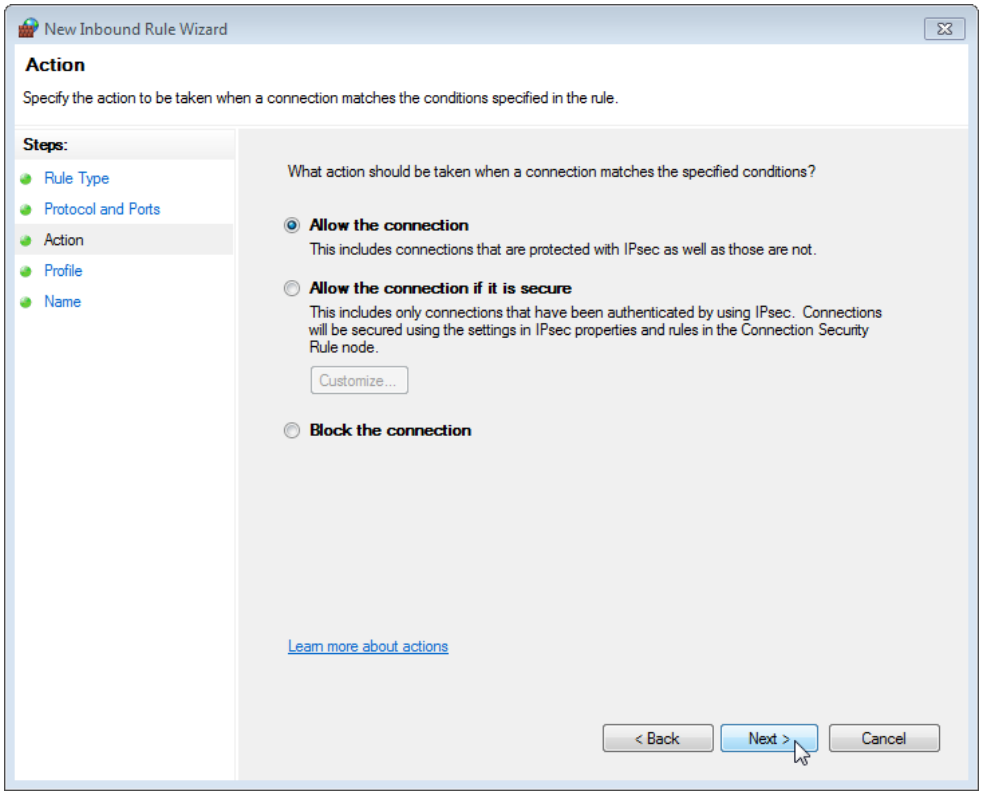

4. On the **Rule Type** page of the resulting **New Inbound Rule Wizard**, select the **Port** option, and then click **Next**.



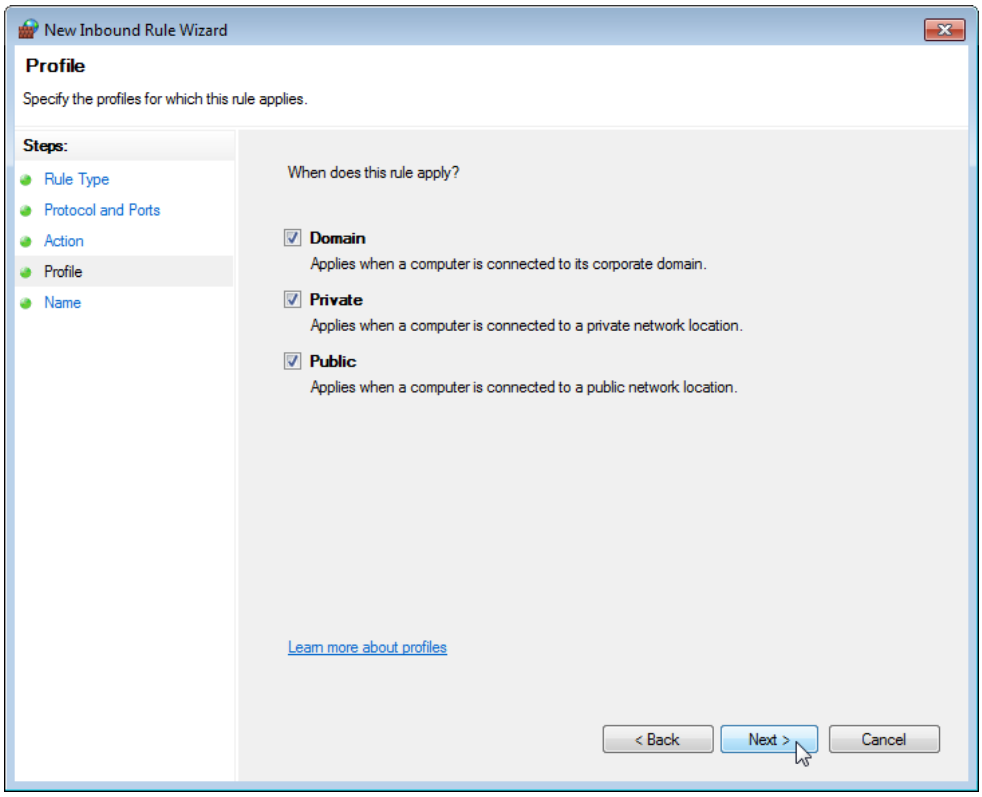
5. On the **Protocol and Ports** page, select the **TCP** option, select the **Specific local ports** option and enter the desired value (such as 8080), and then click **Next**.



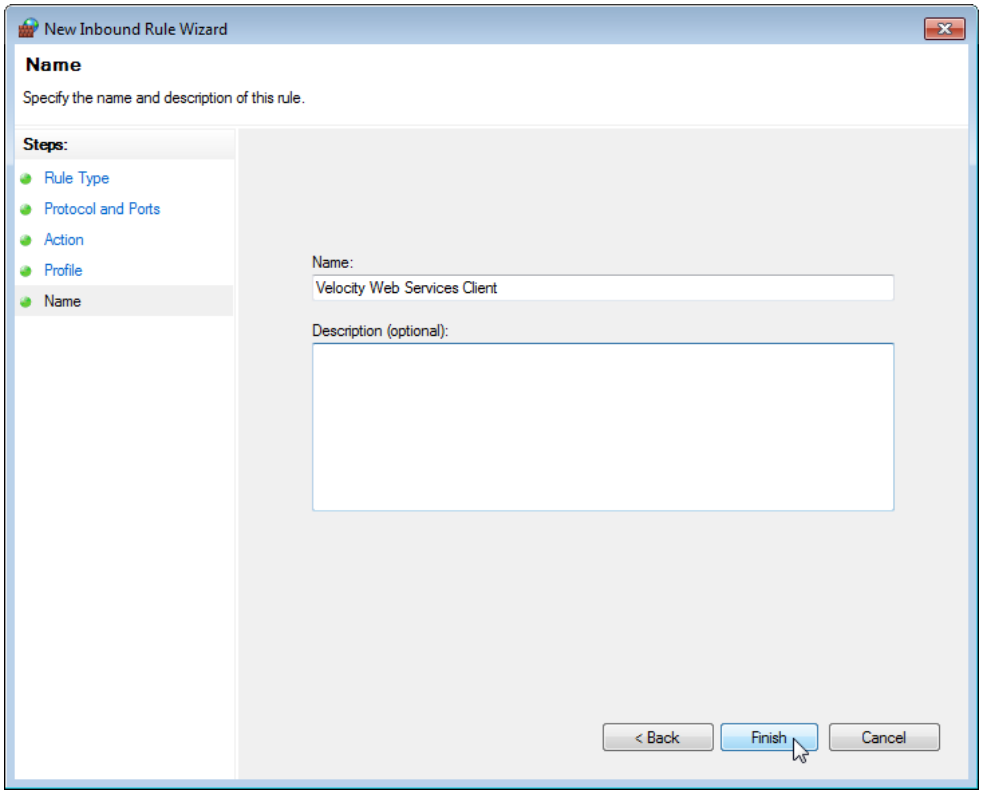

6. On the **Action** page, click **Next** to accept the defaults.



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




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

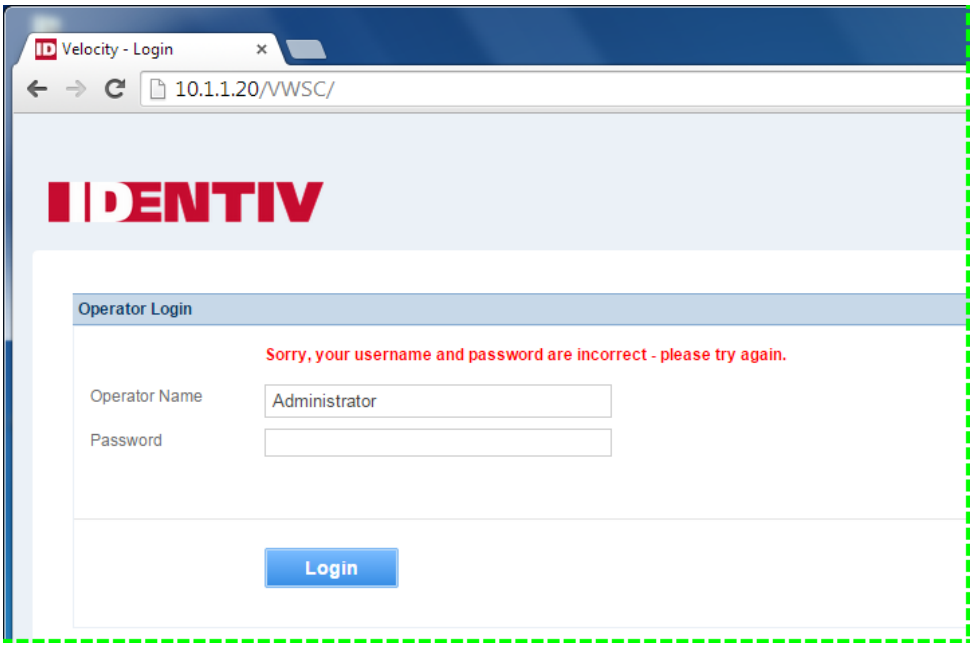


# Quick Tour of the Velocity Web Services Client

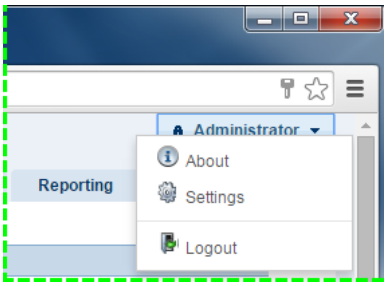
This section provides a quick tour of the functionality available in the Velocity Web Services Client.

### 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:

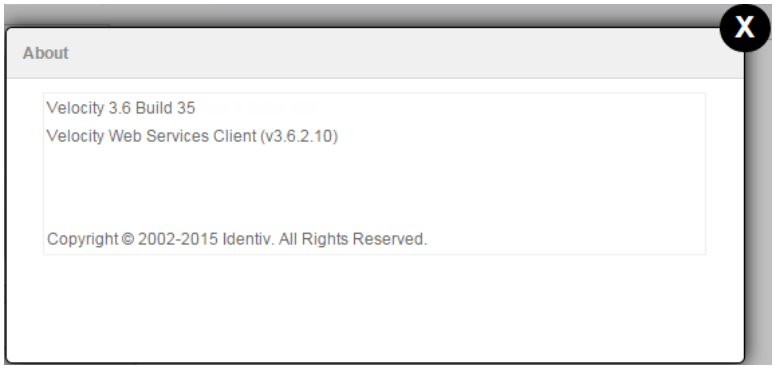



### Commands on the Operator drop-down menu

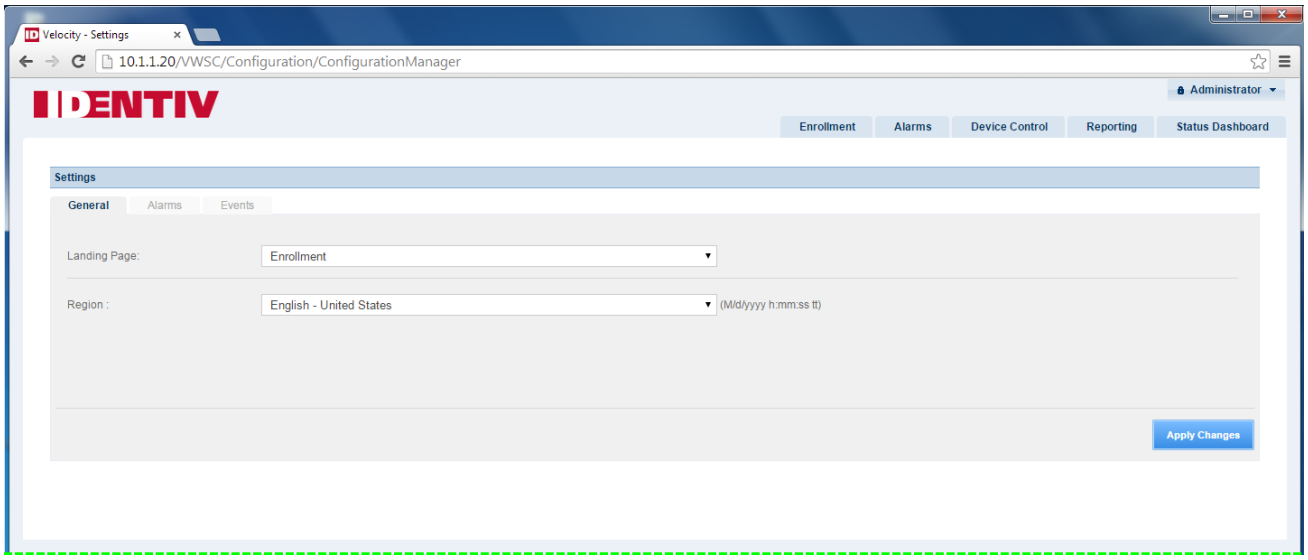


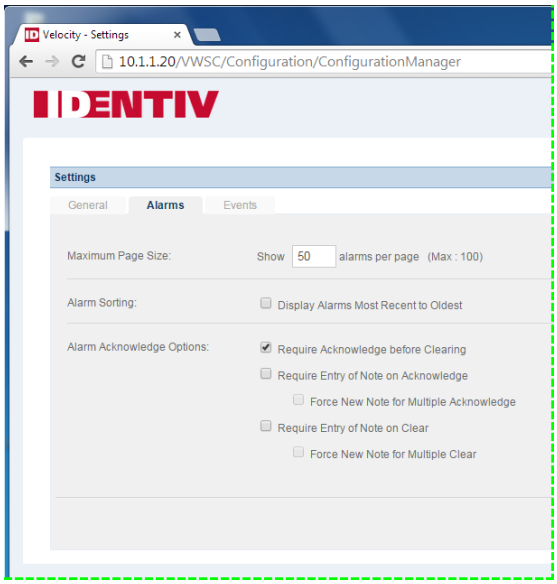

After you successfully log in to the Velocity Web Services Client, there is an Operator drop-down menu (in the upper right corner) that includes commands to:

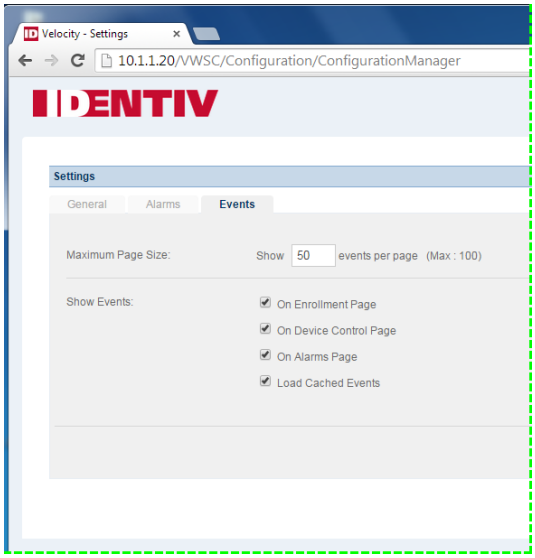
- display an About dialog which shows version information for Velocity and the Velocity Web Services Client



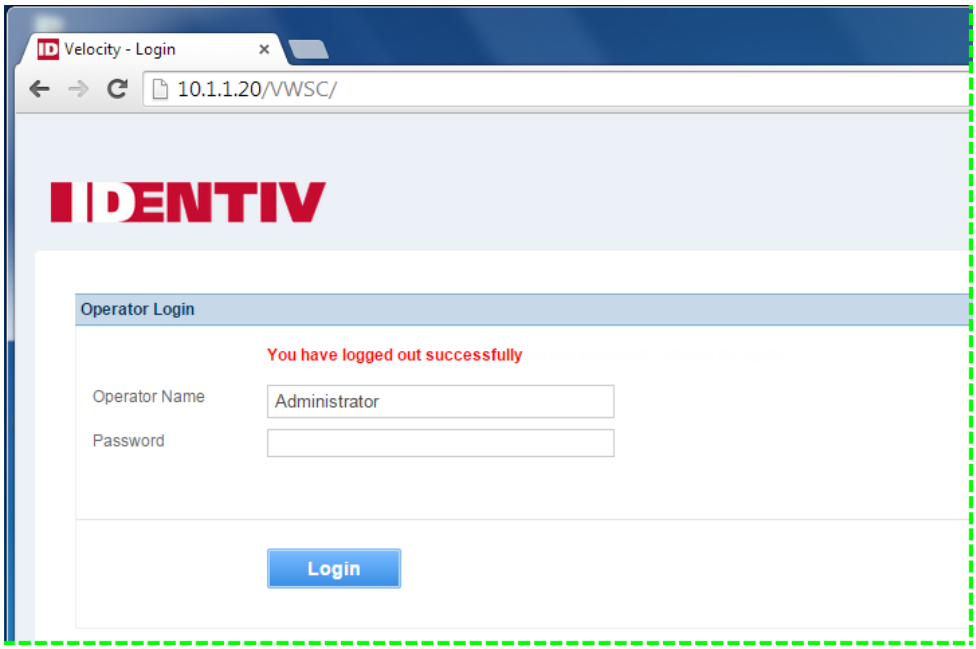
- open the Settings page where you can specify some options for the Velocity Web Services Client (including the “Landing Page” which is the default page displayed after you log in)



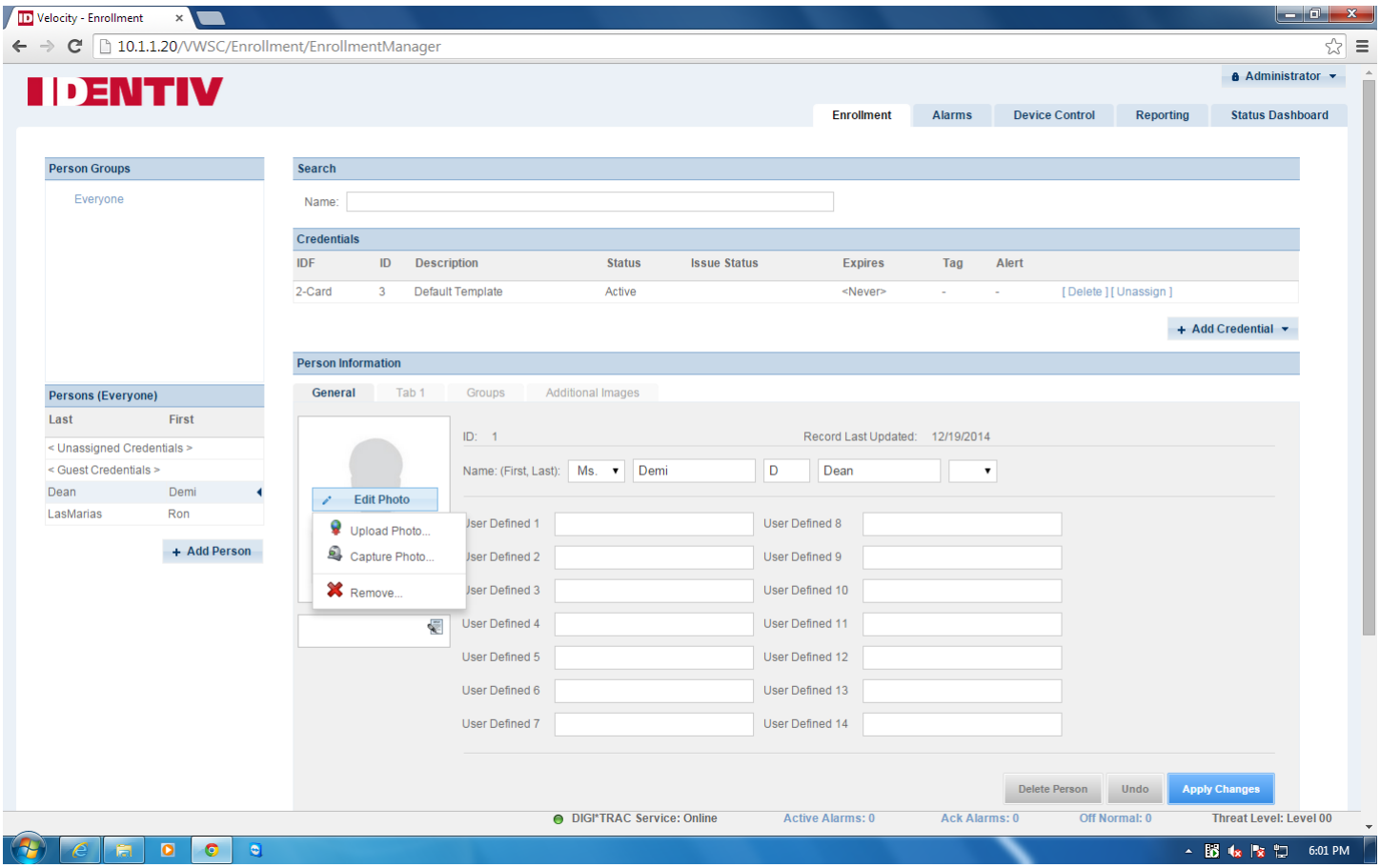



- logout from your current session (and return to the Login page)




### Enrollment page

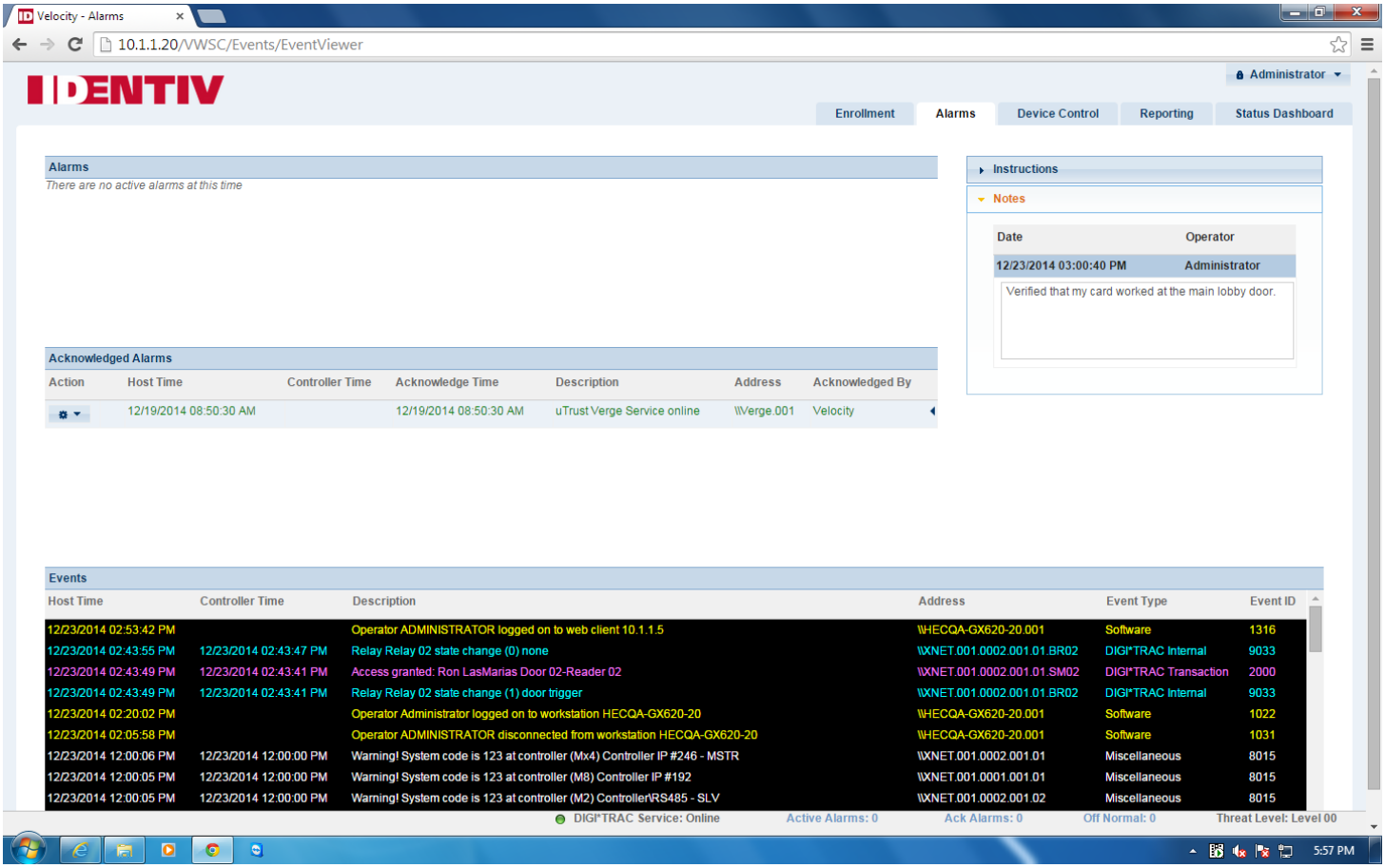
The Enrollment page of the Velocity Web Services Client provides the most important functionality of Velocity's Enrollment Manager.




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

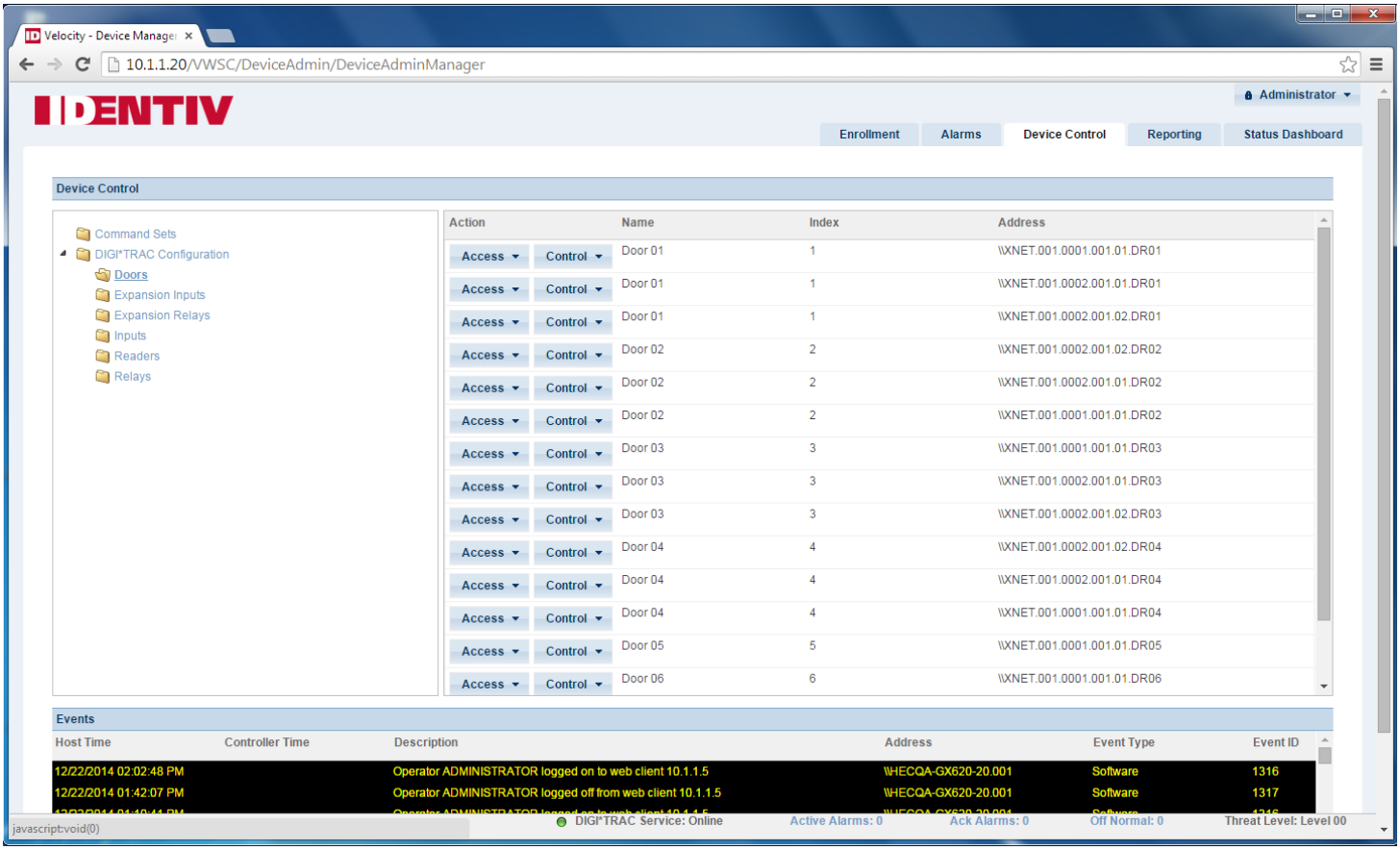
The Alarms page of the Velocity Web Services Client provides the most important functionality of Velocity's Alarm Viewer (including any pre-defined Instructions to the operator for a specific type of alarm and Notes entered by the operator to document their response to a specific alarm).




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

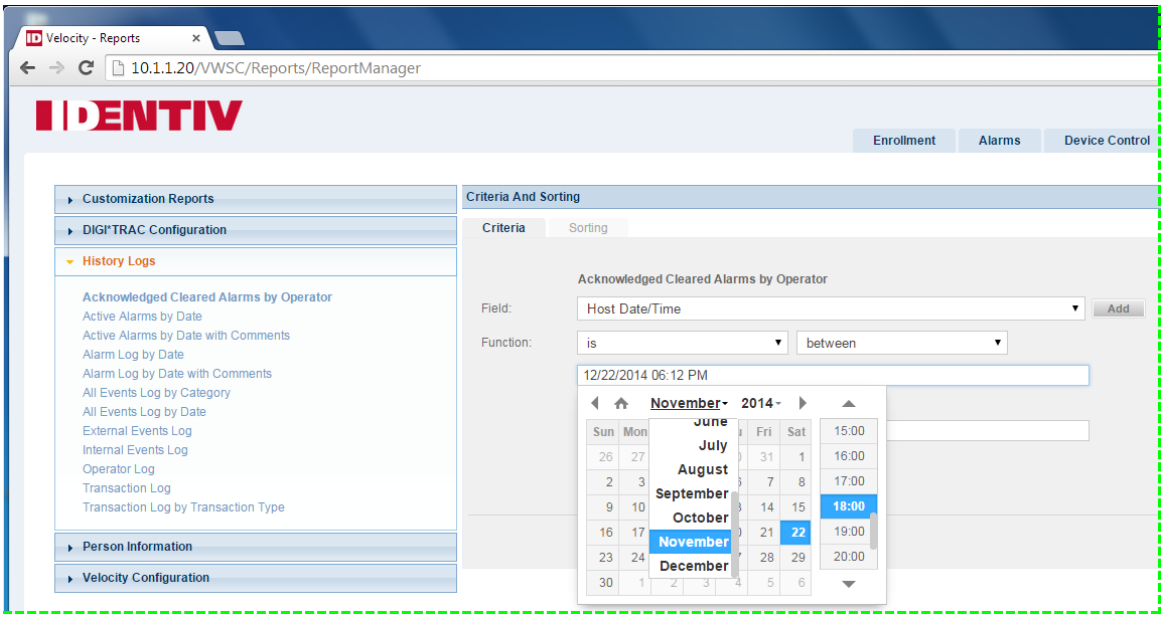
The Device Control page of the Velocity Web Services Client provides the most important functionality of Velocity's Administration window.



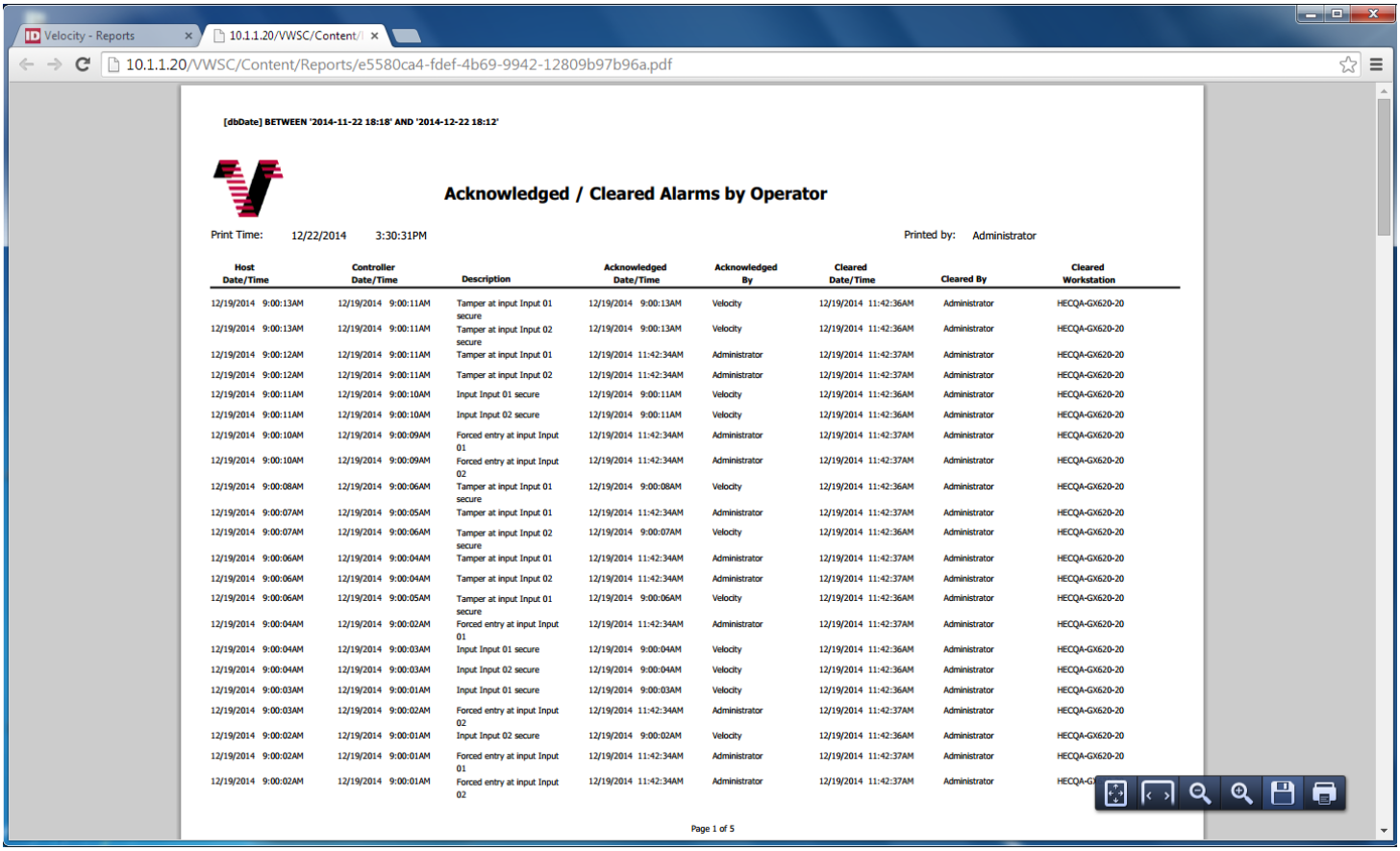

By default, this page also includes an Events pane which provides the most important functionality of Velocity's Event Viewer. (You can remove the Events page by unchecking the Show Events On Enrollment Page option on the Events tab of the Settings page.)

## Reporting page

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



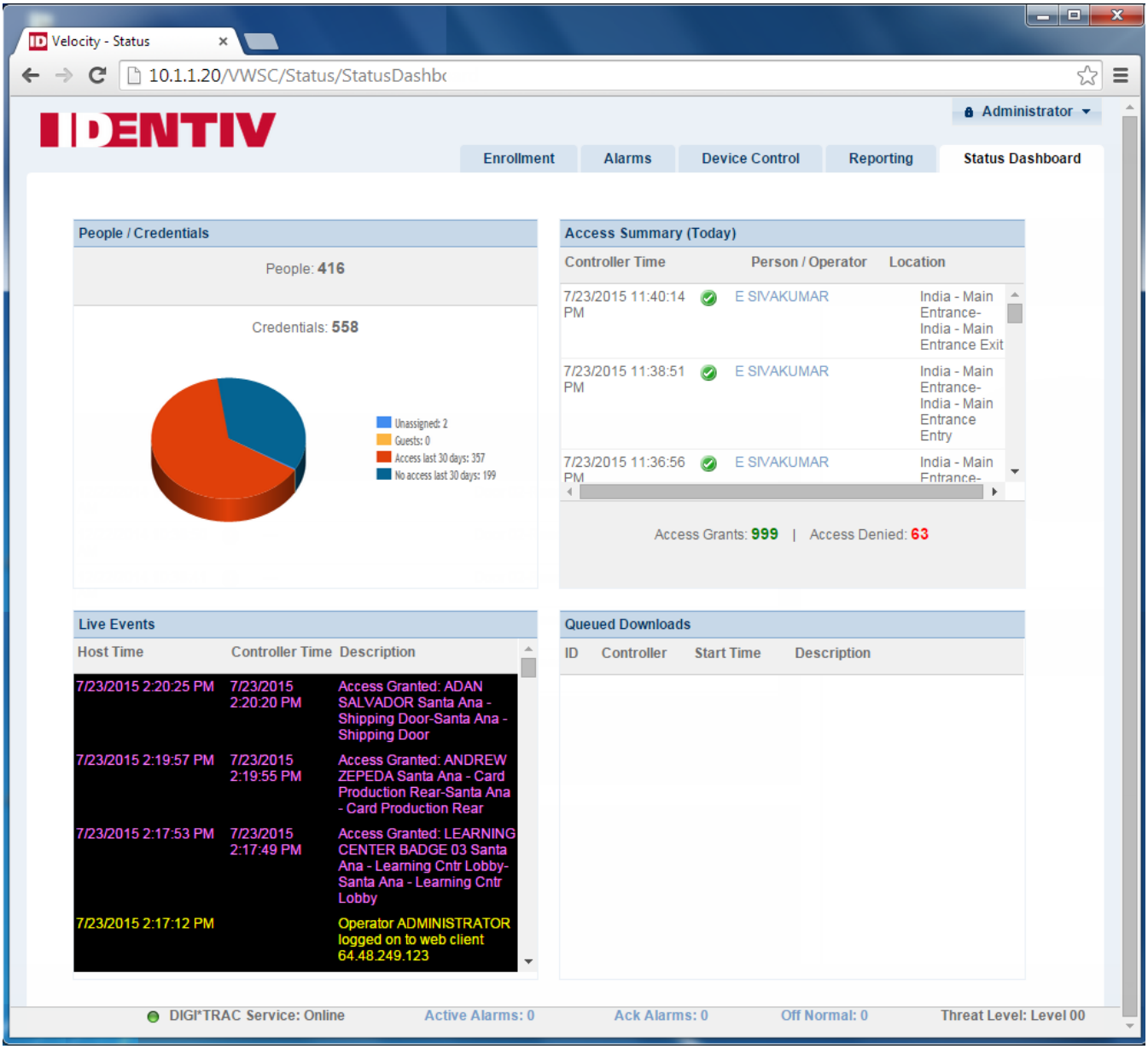

After you click **Generate Report**, a progress indicator is displayed until the request has completed. If the report fails for some reason, an error message is displayed. If the report succeeds, a Report Generated dialog with an **Open Report** button is displayed. When you click that button, the resulting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



## Status Dashboard page

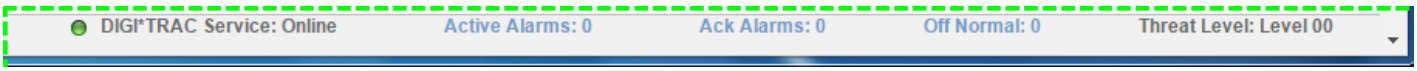
The Status Dashboard page of the Velocity Web Services Client displays information about:

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




## Status Bar

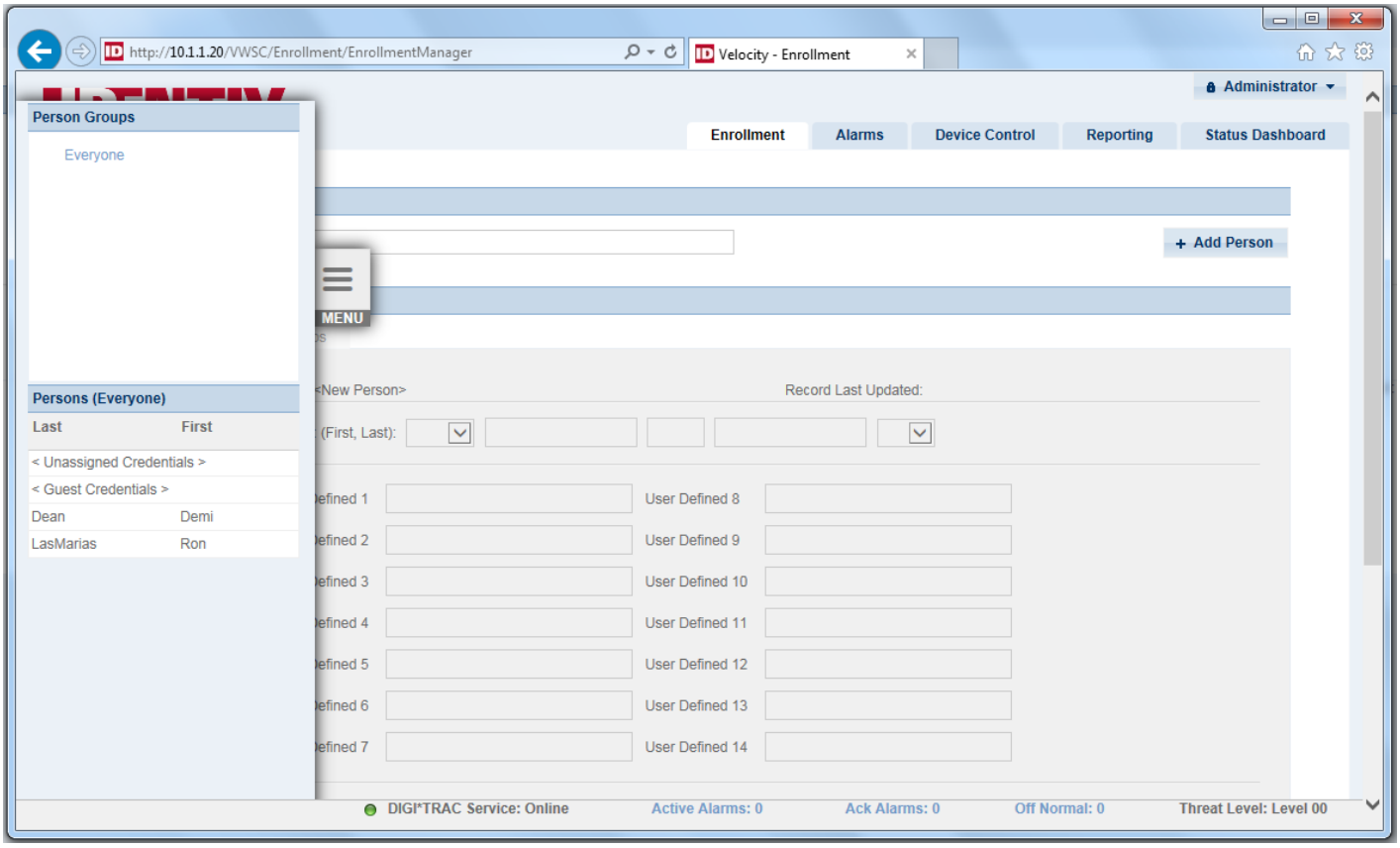
The status bar of the Velocity Web Services Client shows some status information about your Velocity system, including alarms and the threat level.




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.

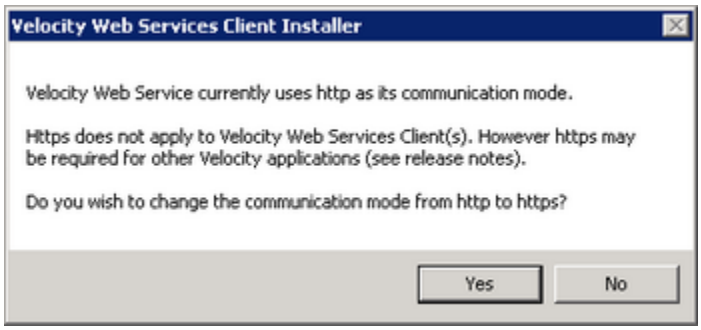
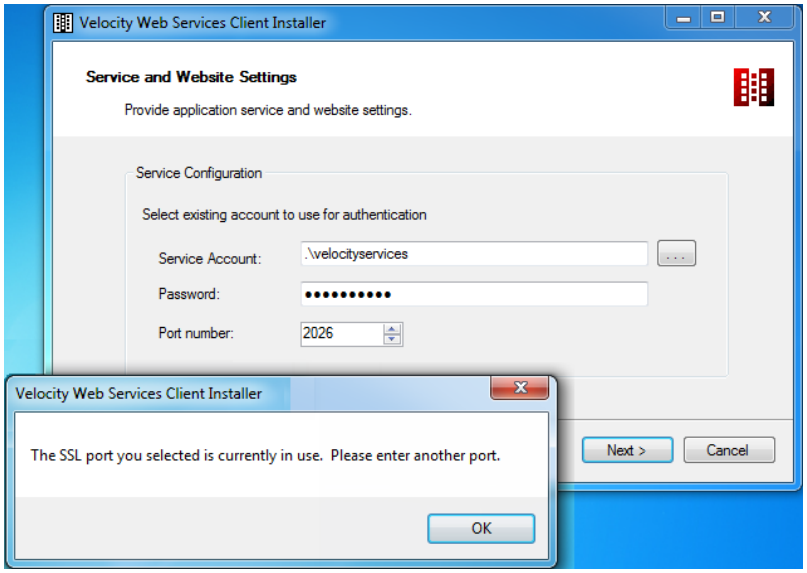
### Pull-Out Menus for Narrow Browser Windows

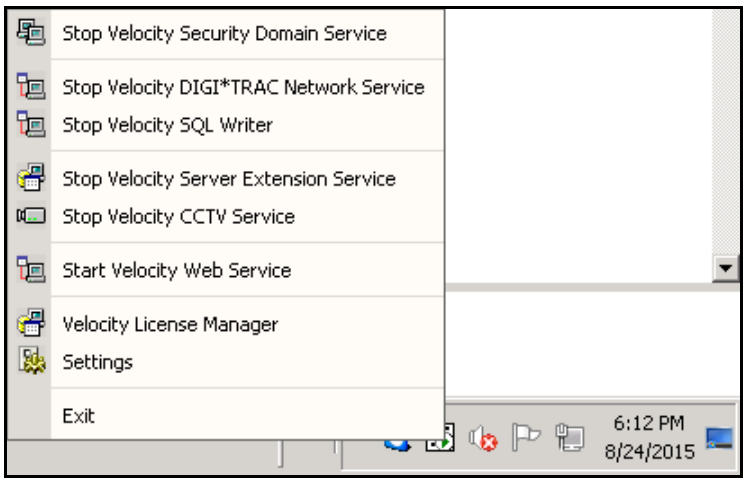
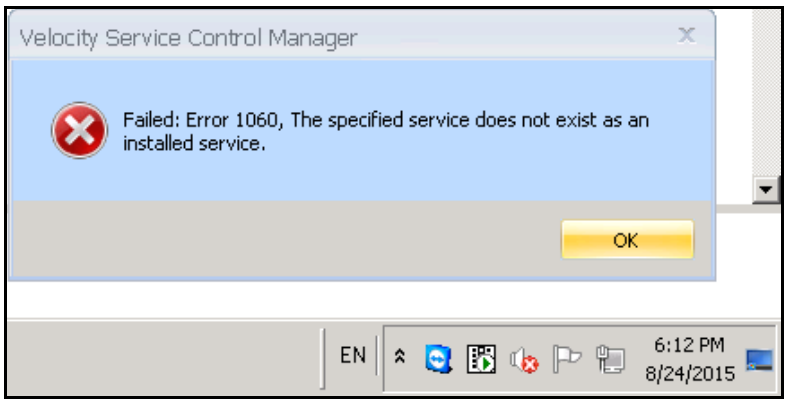
When your Web browser window is too narrow to display all the information on certain pages of the Velocity Web Services Client, the smaller pane is moved to a pull-out menu on either the left or the right side. For example, on the Alarms page, the Instructions and Notes can move to a pull-out menu on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




## Bug Fixes

| Reference ID | Bug | Description |
|---|---|---|
| VELWC-253 | Script error could cause failure of the VWSC installation. | An error in a database script could cause the installation of the Velocity Web Services Client to fail.<br><br>This issue has been fixed. |
| VELWC-259 | VWSC allowed an operator without the necessary role permission to reissue an existing credential. | An operator without the Velocity role permission of "**Application Permissions ▶ Enrollment Manager ▶ Credentials – Issue Control**" should not be able to use the Issue Control feature (on the Options tab of the Credential Properties dialog), but the Velocity Web Services Client allowed an operator without that role permission to enable the feature and reissue an existing credential.<br><br>This issue has been fixed. |
| VELWC-266 | The About dialog was displaying some incorrect or outdated information. | The About command on the Velocity Web Services Client's Operator drop-down menu displays an About dialog which shows version information for Velocity and the VWSC. Some of the information shown on this dialog was incorrect or outdated.<br><br>This issue has been fixed. |

| Reference ID | Bug | Description |
|---|---|---|
| VELWC-267 | VWSC did not display multiple control zones (on the Functions tab of the Credential Properties dialog). | When multiple control zones had been defined using the traditional Windows-based Velocity Client, only one of those control zones was shown on the Functions tab of the Credential Properties dialog in the Velocity Web Services Client.<br><br>This issue has been fixed. |
| VELWC-271 | If you uninstalled the VWSC and it had been using HTTPS, the binding of a security certificate to a port was not being deleted (which would generate an error if you later tried to re-install the VWSC on the same port). | When the Velocity Web Service is installed, you can choose whether or not it uses the secured HTTPS protocol when communicating with some other software components:<br>  <br>If you choose to use HTTPS, a security certificate is bound to the port that was specified on the Service and Website Settings page of the Velocity Web Services Client Installer. That binding was not being deleted when the VWSC was uninstalled, which would generate the following error message if you later tried to re-install the VWSC on the same port:<br>  <br>This issue has been fixed. |
| VELWC-279 | The Issue Control feature for a credential remained active for an operator who no longer had the necessary Velocity role permission. | The Reason drop-down list and the Comment field in the Issue Control section on the Options tab of the Credential Properties dialog were still active for a reissued credential after the Velocity role permission of "Application Permissions ▸ Enrollment Manager ▸ Credentials – Issue Control" had been removed from an operator's set of privileges.<br><br>This issue has been fixed. |

| Reference ID | Bug | Description |
|---|---|---|
| VELWC-284 | When the Velocity Web Service was uninstalled the command to start or stop that service was not removed from the right-click menu of Velocity's Service Control Manager. | After the Velocity Web Service was uninstalled, the Velocity Service Control Manager's right-click menu still included a command to "Start Velocity Web Service":<br>  <br>If you selected that command, the following error message was displayed:<br>  <br>This issue has been fixed. |

# 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 | 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.<br>There is no workaround for this issue. |
| VELWC-139 | Report generated in the VWSC by a non-Admin operator has a “Printed by:” value of VELOCITYSERVICES | When a non-Admin operator generates a report in the Velocity Web Services Client, the “Printed by:” value is VELOCITYSERVICES.<br>The workaround is to generate the report in the traditional Windows-based Velocity Client, which does display the correct operator name. |
| VELWC-174 | Changes to an operator’s role permissions do not take affect during the current session of the VWSC | 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.<br>There is no workaround for this issue. |
| 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 | 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.)<br>There is no workaround for this issue. |
| VELWC-204 | Version 11 of Internet Explorer (or a different browser) is required to create a person or a credential | 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).<br>Alternatively, you can use a different browser such as Google’s Chrome (version 39.0 or later). |
| VELWC-231 | The Date/Time format is not consistent across the VWSC | In the Velocity Web Services Client, a Date/Time is not displayed in a consistent format. It is displayed differently in:<br>• a user-defined field (UDF) with the Type of Date<br>• the activation and expiration fields of a credential<br>• the date/time fields of a report’s selection Criteria<br>There is no workaround for this issue. |
| VELWC-236 | **Expire on UDF date** option is not disabled if there are no UDFs with the type of Date. | When you set the expiration date for a credential using the Velocity Web Services Client, the **Expire on UDF date** option (on the Set Expiration Date dialog) is not disabled if there are no User-Defined Fields with the type of Date.<br>There is no workaround for this issue. |
| VELWC-268 | The Queued Downloads pane on the Status Dashboard page does not show info about credential downloads. | Information about credential downloads is displayed in the Download Monitor of the traditional Windows-based Velocity Client, but is not displayed in the Queued Downloads pane on the Status Dashboard page in the Velocity Web Services Client.<br>There is no workaround for this issue. |

| Reference ID | Summary | Description |
|---|---|---|
| VELWC-270 | Velocity Web Services not deleted as part of the VWSC uninstall on Velocity 3.5 SP2.1, which can cause problems if you later install Velocity 3.6. | If you uninstall the Velocity Web Services Client from a Velocity 3.5 SP2.1 system (or completely uninstall Velocity), the Velocity Web Services service is not deleted. This can cause problems if you later install Velocity 3.6 on that computer.<br>The workaround is that after uninstalling the Velocity Web Services Client on Velocity 3.5 SP2.1, you must:<br>1. Log on to Windows with a user account that has local Administrator privilege.<br>2. Open a command prompt and run the following command:<br>**SC delete "VWSX"**<br>3. Open the Windows Service Manager and check whether the Velocity Web Services service is still listed. If it is, reboot the computer. |
| VELWC-278 | Problems when changing the card **Type** of a credential with a MATCH code derived from UDFs. | If a credential has a MATCH code derived from one or more User-Defined Fields, changing its card **Type** (on the General page of the Credential Properties dialog) in the Velocity Web Services Client causes the following problems:<br>• all the UDFs that were previously selected get un-selected<br>• the order of the UDFs is reset<br>There is no workaround for these issues. |