Overview

This document provides information about version 3.6.6.515 of the Velocity Web Services Client, which is an optional browser-based client for Velocity 3.6 SP2.1. 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 New Features and Enhancements, Bug Fixes, and Known Issues in this release

System Requirements

This version of the Velocity Web Services Client requires the following components:

- A physical access control system with various hardware components controlled by version 3.6 SP2.1 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 SP2.1 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 SP2.1 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 SP2 (or later) supports newer versions of Microsoft’s Windows operating system (including Windows 8.1, Windows 10, Windows Server 2012, and Windows Server 2012 R2. Installing IIS on Windows 8.1 or Windows 10 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**.

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 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 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 the appropriate set of options, then click **Next**.

   - Choose whether to install both the Velocity Web Service and the IIS Client Website, or only the Velocity Web Service.

     **NOTE:** Choosing the option to **Install Velocity Web Service only** enables the last option on this page to **Create Website bundle for separate machine.** This enables you to install the Web site on a different computer than your Velocity Server.

   - Choose whether to enable Secure Socket Layer (SSL) communication for the Velocity Web Service.

   - If you chose the option to install only the Velocity Web Service on this computer, then you can choose whether to create a Website bundle for installing the Web site on a different computer than your Velocity Server.
After you click the **Next** button, the following screen appears:

![Velocity Web Services Client Installer](image)

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:

![Application Installation](image)
7. If you are updating an existing installation of the Velocity Web Services Client (instead of performing a new installation), then 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.

![Installation Complete Screen]

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 the appropriate set of options, then click **Next**.

- Choose whether to install both the Velocity Web Service and the IIS Client Website, or only the Velocity Web Service.  
  **NOTE:** Choosing the option to **Install Velocity Web Service only** enables the last option on this page to **Create Website bundle for separate machine**. This enables you to install the Web site on a different computer than your Velocity Server.

- Choose whether to enable Secure Socket Layer (SSL) communication for the Velocity Web Service.

- If you chose the option to install only the Velocity Web Service on this computer, then you can choose whether to create a Website bundle for installing the Web site on a different computer than your Velocity Server.

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:

![Application Installation Screen](image)

4. If you are updating an existing installation of the Velocity Web Services Client (instead of performing a new installation), then 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.

![Velocity Web Services Client Installer](image)

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**.

![Protocol and Ports page](image)

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

![Action page](image)
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 high-level 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 the Login button. 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 pane 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.)
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 at the bottom 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:
New Features and Enhancements

The following table describes the new features and enhancements in this 3.6.6.515 release (relative to the 3.6.5.1 release).

<table>
<thead>
<tr>
<th>Reference ID</th>
<th>Summary</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VELWC-331</td>
<td>Option to automatically disable inactive operators</td>
<td>Revision 4 of the NIST Special Publication 800-53, Security and Privacy Controls for Federal Information Systems and Organizations, includes Appendix F: Security Control Catalog. Security Control AC-2, Account Management, recommends that an information system automatically disables inactive accounts after a period of time which is determined by the organization. The Velocity 3.6 SP2.1 release provides this security control as the option to “Disable Operator after N days of inactivity” on the General page of the Operator Properties dialog, in the traditional Windows-based Velocity Client. This option is set individually for each operator, enabling you to specify the period of time which is appropriate for the assigned roles. NOTE: This option is supported by the Velocity Web Services Client, but it must be set in the traditional Windows-based Velocity Client.</td>
</tr>
</tbody>
</table>
| VELWC-332    | Enforce restrictions on operators by shift or when locked down | Previously, the Velocity Web Services Client enabled an operator to log in and/or continue to use Velocity under the following circumstances (while the traditional Windows-based Velocity Client prohibited it):  
  - outside of the time range specified in the Restrict by Shift option (on the General page of the Operator Properties dialog)  
  - when the operator had been locked down (by selecting the Administration window’s Velocity Configuration ▶ Operators folder, right-clicking on the operator in the right pane, and choosing the Lock Down command from the pop-up menu)  
Now these restrictions are appropriately enforced by the VWSC. |
| VELWC-333    | New low-priority control functions (Suppress Operate and Suppress Operate Release) for relays | Velocity has added two new relay control functions named Suppress Operate and Suppress Operate Release. Along with Operate by Time Zone, these new functions have the lowest priority.  
The Operate by Time Zone relay control function is useful for unlocking a door to the general public during regularly scheduled hours. Typically a receptionist or security guard is present during those hours to oversee the area.  
The Suppress Operate relay control function temporarily overrides (suppresses) only the Operate by Time Zone function, so that you can prevent access to the general public during unusual situations such as the receptionist or security guard not being present. (Personnel with the proper credentials can still be granted access through the door.) When the situation has been resolved, you can return the door to its normal Operate by Time Zone mode using the Suppress Operate Release relay control function.  
Relay control functions can be used in several different ways:  
  * programming a relay by Time Zones or Control Zones is done on the Logic page of the Properties dialog for a door or a relay  
  * manually operating a door’s relay is done using right-click menu commands (such as Control Functions ▶ Suppress Operate)  
  * programming a relay by Master Control Zones is done on the Master Control Zones page of the Properties dialog for a Control Zone  
  * programming a relay can also be done using a Command Set  
  * a relay function can be used to define a Credential Function |
### New access function to Toggle Lock

Velocity has a new Access function named **Toggle Lock**. When no other relay programming is active, this new function enables a single card, PIN code, extension digit, or other credential format to toggle any relay-controlled device (such as a lobby door or an HVAC system) between its on and off states.

### Bug Fixes

There are no bug fixes in this 3.6.6.515 release (relative to the 3.6.5.1 release).

### Known Issues

<table>
<thead>
<tr>
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<tr>
<td>VELWC-334</td>
<td>New access function to Toggle Lock</td>
<td>Velocity has a new Access function named <strong>Toggle Lock</strong>. When no other relay programming is active, this new function enables a single card, PIN code, extension digit, or other credential format to toggle any relay-controlled device (such as a lobby door or an HVAC system) between its on and off states.</td>
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<td>VELWC-79</td>
<td>Status of an IDF 0 (Badge Only) credential is different in the VWSC versus the traditional Velocity Client</td>
<td>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. There is no workaround for this issue.</td>
</tr>
<tr>
<td>VELWC-114</td>
<td>The VWSC should not allow you to delete a function from a credential linked to a credential template</td>
<td>The Velocity Web Services Client allows you to delete a function from a credential which is linked to a credential template. This operation is not permitted by the traditional Windows-based Velocity Client. There is no workaround for this issue.</td>
</tr>
<tr>
<td>VELWC-139</td>
<td>Report generated in the VWSC by a non-Admin operator has a &quot;Printed by:&quot; value of VELOCITYSERVICES</td>
<td>When a non-Admin operator generates a report in the Velocity Web Services Client, the &quot;Printed by:&quot; value is VELOCITYSERVICES. The workaround is to generate the report in the traditional Windows-based Velocity Client, which does display the correct operator name.</td>
</tr>
<tr>
<td>VELWC-204</td>
<td>Version 11 of Internet Explorer (or a different browser) is required to create a person or a credential</td>
<td>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). Alternatively, you can use a different browser such as Google's Chrome (version 39.0 or later).</td>
</tr>
</tbody>
</table>
| 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:
  - 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
  There is no workaround for this issue. |
<p>| VELWC-236    | <strong>Expire on UDF date</strong> 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 <strong>Expire on UDF date</strong> option (on the Set Expiration Date dialog) is not disabled if there are no User-Defined Fields with the type of Date. There is no workaround for this issue. |</p>
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<td>VELWC-268</td>
<td>The Queued Downloads pane on the Status Dashboard page does not show info about credential downloads.</td>
<td>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. There is no workaround for this issue.</td>
</tr>
<tr>
<td>VELWC-270</td>
<td>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.</td>
<td>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. The workaround is that after uninstalling the Velocity Web Services Client on Velocity 3.5 SP2.1, you must: 1. Log on to Windows with a user account that has local Administrator privilege. 2. Open a command prompt and run the following command: <code>SC delete “VWSX”</code> 3. Open the Windows Service Manager and check whether the Velocity Web Services service is still listed. If it is, reboot the computer.</td>
</tr>
<tr>
<td>VELWC-295</td>
<td>When using an unsupported browser, you cannot create a new user</td>
<td>When using an older browser which is not supported by the VWSC (such as Microsoft’s Internet Explorer version 8), you cannot create a new user on the Enrollment page. The workaround is to use a supported 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).</td>
</tr>
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