



Velocity Licensing and Support FAQ

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

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

Is software registration required for all Velocity Users?

Yes, registration for Software Support is a required for all Velocity end-users and dealers.

Registration ensures all licensing applied to current Velocity installations is carried over. Registered users and dealers also receive access to the latest software releases, technical support, maintenance and services. Additional advantages with support registration are:

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

Are there any costs associated with software registration?

No, there is no cost to register Velocity software.

How do I get a license for Velocity?

To obtain a license for a current Velocity production system, end-users need to complete the [Software Registration Form](#). Once completed, a member of our Velocity licensing fulfillment team will reach out and provide additional instructions to complete the process.

Are there any costs associated with Velocity Licensing?

Through July 1, 2019, Hirsch partners and customers who have any version of Velocity installed and running will be able to obtain a license for the latest version at no additional cost. Simply complete the [Software Registration Form](#) and our licensing team will follow up with you on how to complete the process.

Will all new versions of Velocity require licensing to activate?

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



Will my current licensing apply to new versions of Velocity?

Yes, all licenses that have been issued based on the current hardware, 3rd party integrations and add-ons will be honored and transferable to the latest Velocity instance.

How is licensing determined?

Velocity licensing is divided into the following types:

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

What is a license module?

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

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



Mx-2	2
Mx-4	4
Mx-8	8

Is demo licensing available?

Yes, demo licenses are available for registered and certified Hirsch dealers on a case by case basis. For more information on how to get demo licenses, please contact your Identiv Regional Sales Manager.

Additional Questions?

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

What important dates should I be aware of?

Milestone	Notes	Date
Certification requirement for Velocity Tech Support contact	Dealers and end-users must be certified to contact Tech Support. One "waiver" call will be granted, after that, there will be a \$500 per incident charge. The fee will be waived if dealer signs up for certification course within 30 days.	May 21, 2018
Release of Velocity 3.7	Wireless locks and software licensing activation is available.	July 2, 2018
Licensing costs for new customers go into effect	All customers quoted AFTER July 2, 2018 will have licensing line items added to quote.	July 2, 2018
Quotes sent before July 2, 2018 for new customers will be honored	All quotes sent out BEFORE July 2, 2018 will be honored for 90 days from licensing activation.	September 30, 2018
Current install base (licensing)	Licensing will be issued to customers who register for SSA. Applies for all modules, even those being added AFTER being issued a license.	Perpetual
Current install base (support)	As of July 2, 2018, Hirsch Velocity Licensing and SSA went live. Customers and dealers need to register for SSA. Once confirmed, they will have an "active" agreement on file in Salesforce. Tech Support calls STILL REQUIRE Velocity CERTIFICATION.	Free for one year (expires July 1, 2019)
Enforcement for Hirsch Velocity SSA goes live	As of July 2, 2019, SSA enforcement will go live. Any customer having a partner contact on their behalf MUST have an SSA to receive support.	July 2, 2019

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