



Hirsch Velocity Support Availability

Identiv is proud to offer Hirsch Velocity technical support to certified and authorized dealers and certified end-users for all products listed in the table below. Systems not listed below are no longer supported. However, assistance is provided to upgrade from a non-supported to a supported product. End-of-support (EOS) dates are specified where applicable.

Standard support hours are 6 AM - 5 PM Pacific Time, Monday - Friday. Emergency support is available after hours, during U.S. holidays, and furloughs for systems that are down.

For currently supported products, support sunset is calculated from the latest version release date. Identiv always supports the latest and previous major version. We do not include service packs or other updates when counting major versions. The second previous version hits EOS six months after the current version's release date. Velocity 3.5 and 3.6 are currently supported. Upon the release of Velocity 3.7, Velocity 3.5 will remain supported for six months, then goes EOS.

Identiv QA performs a regression test in the same manner. The latest and previous versions of relevant firmware and software are included in each release. Patches and updates are only available for the most recent supported versions of Hirsch products.

Identiv advises customers to keep their hardware and software up-to-date. Newer product versions generally offer new enhancements, better performance, and ease-of-use. New versions also contain fixes and updates that ensure maximum facility security.

Staying current is important, not only for Hirsch hardware and software but also for the computer and related system components. Running your facility on an older computer, or on an operating system that Microsoft no longer supports, can increase your probability of experiencing downtime. For instance, if a computer hardware part fails or the operating system becomes corrupted, you may find it impossible to get the system up-and-running quickly. Rather than risk an emergency situation, please commit to regularly scheduled, proactive maintenance and system changes.

Identiv and its authorized dealers stand ready to assist in planning and implementing your upgrade/migration. Please contact your Identiv representative for recommendations and considerations relevant to your specific products and installation environment.



Product	Release Date	EOS
Velocity 3.1 (and older)	September 2008	April 2016
Velocity 3.5	October 2012	January 2019
Velocity 3.6	September 2015	Six months after 3.8 or higher
Velocity 3.7	July 2018	Six months after 3.9 or higher