IDENTIV uTrust Velocity 3.6 SP2 Release Notes

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Overview

The Velocity 3.6 SP2 release includes:

- support for Identiv's FICAM solution,

- a major redesign of the role permissions for the Scheduling Agent,

- a few other enhancements, and

- several Bug Fixes.

This document also summarizes the Known Issues in this release.

Firmware Requirements

- To utilize all the features of Velocity 3.6 SP2 requires CCM firmware version 7.5.63 or later. (Identiv's FICAM Solution requires CCM firmware version 7.5.64 or later.)

- To utilize the PIV-I/128-bit GUID support (first provided in CCM firmware version 7.4.58) also requires MATCH2 firmware version 130127 or later. (ScramblePad model numbers starting with DS47L-SSP include a MATCH2 board.)

- Like Velocity 3.5, Velocity 3.6 SP2 requires SNIB2 firmware version 5.99 or later. (The most recent version which is available is 6.42.)

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
Velocity Web Services Client	3.5.1.67	**3.6.2.10**	**3.6.2.11**	**3.6.5.1**
Hirsch Video Integration framework				
plug-in for Aventura	1.1.1.12	**1.1.3.1**	1.1.3.1	**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**
Edge EVO Controller Integration	1.0.1.53	**1.0.2.1**	1.0.2.1	**1.0.3.3**

New Features and Enhancements

Support for Identiv's FICAM Solution

FICAM is the acronym for Federal Identity, Credential, and Access Management, which is an architectural roadmap and implementation guide designed to help U.S. federal government agencies improve the security, cost, and interoperability of providing their services. Identiv's FICAM Solution includes the following hardware and software components:

- The 3.6 SP2 release of the **FED Unlimited Edition** of Velocity (running on a Windows server and Windows client PCs)

- The Velocity Certificate Checking Service (running on a Windows server)

- M2, M8, or Mx controllers

- A SNIB3 communications expansion board, for each controller running in FICAM mode

- An RS-485 Readers Expansion Board (RREB), for each controller running in FICAM mode

- Identiv's uTrust TS Government readers (which are FICAM-capable RS-485 card readers)

- To enroll PIV, PIV-I, or TWIC cards into Velocity, you also need a FICAM-capable smart card reader with contacts

For most customers, Identiv's FICAM Solution enables you to upgrade an existing Velocity system, instead of having to purchase and install a new physical access control system. Even when FICAM mode is enabled, the other components of your existing Velocity system will continue to function as before. This enables a smooth migration as you replace old readers and enroll new credentials.

The following table shows the compatible versions of the software components in Identiv's FICAM Solution, corresponding with the Velocity 3.6 SP2 release.

FICAM Software Component:	Compatible version for Velocity 3.6 SP2
CCM firmware	7.5.64
SNIB3 firmware	2.01.0011
uTrust TS Government reader firmware (TRN file)	2.1.315
Velocity	3.06.005
Velocity Certificate Checking Service	3.6.5.118

For more information, see the **FICAM Solution** section of topics in the Velocity main help system. (For more information about Identiv's FICAM Solution, see the following Web page: https://www.identiv.com/products/physical-access/hirsch-government-ficam-solution.)

Redesigned Role Permissions for the Scheduling Agent

The role permissions for the Scheduling Agent were significantly redesigned. The changes are summarized in the following table.

Before the Velocity 3.6 SP2 release:	Starting with the Velocity 3.6 SP2 release:
The single role permission of **Application Permissions > Velocity > Velocity Scheduling Agent – Use** controlled access to all the types of scheduled tasks available in the Scheduling Agent.	In addition to the traditional role permission of **Application Permissions > Velocity > Velocity Scheduling Agent – Use**, there are separate role permissions for each of the 11 different types of scheduled tasks.
Only the person who created a particular scheduled task (or a member of the Administrators role) could edit or delete that task.	In general, any operator with the role permission for that type of scheduled task can edit or delete any task of that same type. But for the 3 type of scheduled task which run under a specified role (Email Reports, Execute Command Set, and Print Reports), an operator must also be a member of either that role or the Administrators role to edit or delete the task.
The Email Reports and Print Reports types of scheduled task ran under a specified role, which could be changed in the task's Properties dialog, but the role was not displayed in the Velocity Scheduling Agent window.	The Email Reports, Execute Command Set, and Print Reports types of scheduled task run under a specified role, which is displayed in the new Role column of the Velocity Scheduling Agent window and can be changed on the new Role tab of the task's Properties dialog.
For the Execute Command Set type of scheduled task, the command sets available when creating this type of task were based on the operator's role memberships, and when the scheduled task was run later all the selected command sets were executed without checking their current permissions. Only an administrator or the task's creator could edit or delete the task.	When creating a new Execute Command Set type of scheduled task, the available command sets are determined by the single role specified on the Select Role page of the Scheduler Wizard, and the role's permission to use each command set is checked every time the task is run. For an existing Execute Command Set scheduled task (which was created before the Velocity 3.6 SP2 release), it will be designated to run under the Administrators role. If necessary, an administrator can edit the task's properties to specify a different role.
On the Select Task Type page of the Scheduler Wizard, the list of available types of scheduled task did not include the 4 pre-defined tasks, but it did include all of the other 7 types of scheduled tasks.	On the Select Task Type page of the Scheduler Wizard, the list of available types of scheduled task does not include the 4 pre-defined tasks, and each of the other 7 types of scheduled tasks appears only if the corresponding role permission is assigned to at least one of the operator's roles.

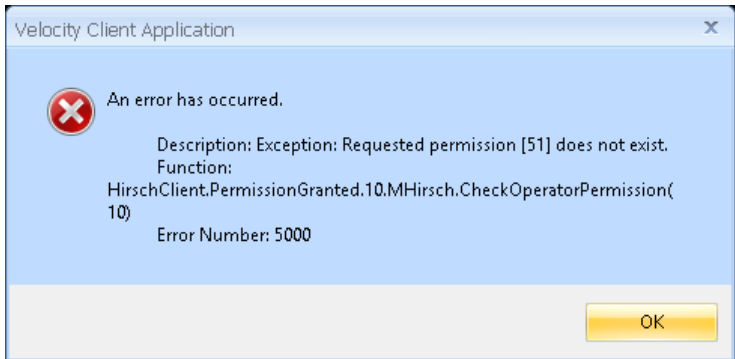For more information, see the **Scheduling Agent** section of topics in the Velocity main help system.

The following table summarizes the other new features and enhancements in this release.

Reference ID	Feature	Description
VEL-3551 and VEL-3761	Velocity re-branded (from Hirsch to Identiv)	Updated the corporate branding of Velocity from Hirsch to Identiv.
VEL-3783	Added the Address field to Ports, Xboxes, and Controllers in the Hierarchical view of the Administration module	Previously in the Hierarchical view of Velocity's Administration module, the Address of an item was shown only for points beneath a controller (relays, inputs, doors, and readers). Now the Address is also shown for ports, xboxes, and controllers.
VEL-3785	Speed up generation of Doors with Detail report	Generating a DIGI*TRAC Configuration > **Doors with Detail** report (especially when no criteria is specified) takes a long time because a large amount of information needs to be gathered from many different fields and joined together. The generation of this report has been optimized. (For example, the report took 30 minutes to generate on Velocity 3.6 SP1, but only 2 minutes on Velocity 3.6 SP2.)
VEL-3794	Reduced the time to update a Function Group that has many users	Updating a Function Group that has many users took a long time. This action has been optimized. For example, adding a function to a function group that is used by 67,000 people used to take 5 or 6 minutes (not including the download time), and now it takes only 10 seconds.
VEL-3806	Added SMTP server's Port number and an "Enable SSL" option to the Email Reports scheduled task and to the Email Writer	To support the requirements of certain Simple Mail Transfer Protocol (SMTP) servers, a **Port** field and an **Enable SSL** option was added to the Scheduling Agent's Email Reports task and to the Email Writer.
VEL-3836	Log information about operators stopping or starting the Velocity services	The log file for Velocity's Service Control Manager now includes information about operators stopping or starting the Velocity services. (If the Windows Service Control Manager is used to shutdown a Velocity service, then there will be an event in the Windows event log.)
VEL-3839	Redesigned the role permissions for the Scheduling Agent	The role permissions for the Scheduling Agent were significantly redesigned, as summarized in Redesigned Role Permissions for the Scheduling Agent earlier in this document.

For more information, see the **Scheduling Agent** section of topics in the Velocity main help system. |
VEL-3858	Reduced the time to Acknowledge and Clear alarms on high-latency networks	To reduce the time required to Acknowledge and Clear alarms on high-latency (more than 100 ms) networks, the number of client-side SQL queries generated by the Alarm Viewer has been reduced.
VEL-3862	Improved the Enrollment Manager's performance on high-latency networks	To improve the Enrollment Manager's performance on high-latency (more than 100 ms) networks, the number of discreet database calls has been reduced.
VEL-3900	Added the "Octal Pass-Through (DP)" option to Mx controller's on-board Wiegand interface	To replicate the existing behavior of the MATCH2 board's Custom 21 format, a new option has been added to the Mx controller's on-board Wiegand interface for "Octal Pass-Through (DP)". This option is similar to the 35-bit Corporate 1000 format, but it discards the leading and trailing parity bits, and passes through 11 octal digits (33 bits).
VEL-3910	Verified Velocity 3.6 SP2 works on Windows 10	Windows 10 is now officially supported by Velocity, starting with the 3.6 SP1 release.

Reference ID	Feature	Description
VEL-3945	Updated Velocity's alarms and events for FICAM	Velocity's alarms, events, and alarm control blocks were updated for Identiv's FICAM Solution. For details, see the **FICAM Solution > FICAM-related Alarms, Events, and Alarm Control Blocks** topic in the Velocity main help system.
VEL-3947	Added an audit event for an operator adding or removing a door group from a credential	A new software event (with eventID=1321) has been created to record when an operator adds or removes a door group from a credential.
VEL-3951	Email Writer's retry limit is now configurable	Previously, when the Email Writer received SMTP errors while trying to send an email, it would stop after 10 attempts. If there were persistent SMTP problems, the Extension Service had to be restarted. Now the number of attempts can be specified by the **EmailWriterMaxFailedAttempts** property in the MiscProperties table. To have the Email Writer continue to keep retrying to send emails (without having to restart the Extension Service), set this property to 0. If this property is not present in the table, the default number of attempts remains at 10.
VEL-3986	Added logging for commands entered in Velocity's Diagnostic Window	Previously, commands entered in Velocity's Diagnostic Window were not being logged. Now the software event 1329 records the operator, workstation, and command that was issued.
VEL-4014	Improved performance of Polling Engine for large systems	Performance turning options were added to the PollingEngine.ini file, to enable improved performance on large systems with hundreds of controllers.
VEL-4022	Improved efficiency of batch download monitoring	The number of internal messages sent between Velocity services during downloads was reduced, to improve the performance of large systems with hundreds of controllers. In addition, the Download Monitor's refresh time is now configurable by setting the **BatchStatusInterval_sec** DTServer property in the Registry table.

VEL-4024	Added option to control logging by ClientOCX	Previously when troubleshooting, ClientOCX was logging an excessive amount of detail by default and could not be turned off. Now the default amount of logged information has been reduced, and an option has been added to turn on detailed logging.
		
		To turn on detailed event logging, add the following section to the VelocityDebug.ini file:
		
		`[ClientOCX]`
		`;; Turn on detailed logging of events for troubleshooting`
		`LogEvents=1`
		
		To turn off detailed logging, set LogEvents=0, or delete the LogEvents entry from the file.

Bug Fixes

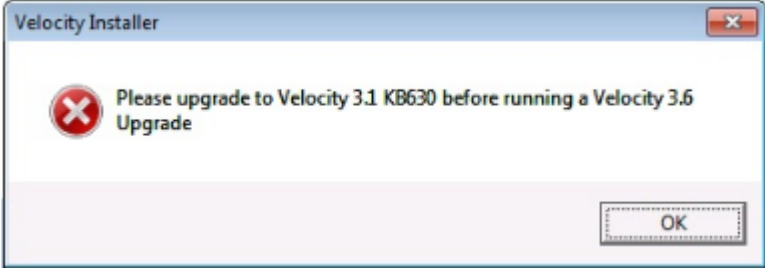| Reference ID	Bug	Description
VEL-3509	The value of a controller's Tag option was being reset to <Never> at midnight.	When a user-defined Time Zone was specified for the **Tag** option on the Setup tab of a controller's Properties dialog, the option was being reset to the default value of **<Never>** at midnight. This issue has been fixed.
VEL-3611	A controller is not logged off if its port is disabled during a configuration download.	If you disabled a port while configuration information was being downloaded to a controller on that port, the controller was not logged off. This happened because the log off command was sent at the same priority as configuration commands already in the queue, so the port shutdown completed before the log off command was executed. This issue has been fixed.
VEL-3645	Network error occurred when adding a Port for a SNIB3 in a Static (non-DHCP) IPv4 environment	Adding a new Port with an IPv4 address of 0.0.0.0 (and the "Enable this Port" option checked) caused a network error. This issue has been fixed.
VEL-3689	After the "Credential – Issue Control" role permission was disabled, the Reissue button remained active.	After removing an operator's "Application Permissions ▶ Enrollment Manager ▶ Credential – Issue Control" role permission, the **Reissue** button for the Issue Control feature remained active on the operator's Velocity Client computer. This issue has been fixed.
VEL-3709	Errors occurred when a non-Admin operator who had been removed from all the Velocity roles logged in to Velocity.	If a non-Admin operator was removed from all of the Velocity roles, errors such as the following were displayed when that operator next logged in to Velocity: This issue has been fixed.
VEL-3712	After a Velocity Server had been upgraded from 3.5 to 3.6, a Velocity 3.5 Client would generate an alarm but would still load.	In most cases after a Velocity Server has been upgraded to a newer version, when an older Velocity Client tries to connect to that server, the version mismatch is detected and the newer version of the client is automatically downloaded from the server. But in some cases, including the major upgrade from a 3.5 release to 3.6, the version mismatch was not detected so the clients were not automatically upgraded. After you upgraded a Velocity 3.5 Server to the 3.6 release, when a Velocity 3.5 Client tried to connect to that server, it would load but it generated an alarm with the Event ID of 5905 and the following text: Unhandled internal error: incompatible client connecting This issue has been fixed.

Reference ID	Bug	Description
VEL-3738	Incorrect value for XAddr shown in the Diagnostic Window	Previously in the Diagnostic Window, some of the XAddr values were incorrect. This issue has been fixed.
VEL-3746	An error message could be displayed after switching between operators who did and did not have permission to use a tool (such as the Status Viewer)	Previously after switching between operators who did and did not have permission to use a tool (such as the Status Viewer), an error message could be displayed. Now the Switch Operator function will close all Velocity windows before logging in the new operator, and a separate record is kept of each operator's docked windows. This issue has been fixed.
VEL-3747	A non-admin operator could not use a newly created Status Group if its name had been typed in a separate dialog	When creating a new Status Group for the Status Viewer, if you click OK without having typed a name for the new Status Group, a dialog asks you to type the name. But previously if this was done by a non-admin operator, he could not use the newly created Status Group. This issue has been fixed.
VEL-3748	A non-admin operator could not use a new Door Group, Master Door Group, or Function Group that had been created using the Save As… command	Previously if a non-admin operator cloned an existing Door Group, Master Door Group, or Function Group by right-clicking on it (in the system tree of the Administration module in Velocity's main window) and choosing the **Save As…** command from the pop-up menu, he could not use that new group. For example, the new door group would not appear in the Door Group drop-down list on the Define Function dialog, when adding a function to a credential. This issue has been fixed.
VEL-3768	During an upgrade, the Velocity installer logged errors for the unnecessary Windows PowerShell 2.0 component	During an upgrade from 3.5 to 3.6, the Velocity installer logged errors for the Windows PowerShell 2.0 component, which is already provided with all of the supported versions of Windows. This issue has been fixed, by no longer including the Windows PowerShell 2.0 component as part of a Velocity installation.
VEL-3774	The version numbers of the Velocity components did not have a consistent format	The numbers shown in the Version column of the **Currently installed programs** list (for the Windows Control Panel's **Uninstall or change a program** task) for the Velocity components did not have a consistent format. This issue has been fixed.
VEL-3789	After installation, got an error trying to open any controller's port	After installing Velocity in a clustered server environment, a customer got an error when trying to open any controller's port. This was caused by a missing entry in the Registry table. This issue has been fixed.
VEL-3793	Removing a Door Group from a Function Group sometimes caused an error	In some situations, removing a Door Group from a Function Group when the Credential Sync feature was on caused an error. This issue has been fixed.
VEL-3797	DTServer's log file could include a "Timer aborted for batch" error	The DTServer's log file sometimes included an error about "Timer aborted for batch". This issue has been fixed, so that the batch timer is not removed until the batch has completed.

Reference ID	Bug	Description
VEL-3798	After uninstalling and reinstalling Velocity 3.6 SP1, DTServer was not restarted	After uninstalling and reinstalling Velocity 3.6 SP1, the DTServer was not restarted, because the uninstall was incomplete. This issue has been fixed.
VEL-3803	Velocity Uninstaller was not removing everything it should have	Previously, the Velocity Uninstaller did not completely remove everything that it should have. Now it removes all the appropriate items (including files and folders, icons, registry entries, control panel entry, and services), or indicates why it could not do so. NOTES: The Velocity database is never removed by the uninstaller. Previously, the uninstaller did not have a log file; now the **Identiv_Velocity_uninstall.log** file will be created in the %temp% folder. This issue has been fixed.
VEL-3814	Maps could no longer be nested in the Graphic Designer	Starting with the Velocity 3.5 release, maps could no longer be nested in the Graphic Designer. (Drawings that were nested prior to upgrading from 3.1 to 3.5 and 3.6 still remained nested.) The nesting of maps was intended to be just a basic way for the user to organize their maps; it was not designed to be a permissioned feature. This issue has been fixed, so that starting with the Velocity 3.6 SP2 release: • You must be in Canvas Only mode in the Directory window. • If you have permissions for all maps, then the nesting feature will work as it always has. • Otherwise, when a map is added to the tree, if it does not have a parent due to permissions, it will be placed on the root level. This way, you will still be able to see all the maps you have permission for, but you will have lost the nesting.
VEL-3818	Localizer.txt log file is sometimes created in unexpected places	The Localizer.txt log file (associated with the Customization Manager) was sometimes being created on the Windows desktop or other unexpected places. This issue has been fixed, and the Localizer.txt file is now created in the Velocity folder. NOTE: This log file is only created when necessary, and it only logs what it needs to.
VEL-3821	Download error occurred when Velocity tried to automatically download new credentials to an offline controller	A download error was generated after importing users with a credential template that referenced a door group with doors from a controller that was currently offline. (This issue happened because Velocity attempts to automatically download the new credentials to all affected controllers, instead of postponing the downloads to offline controllers until after they had come back online.) This issue has been fixed.
VEL-3833	A report definition file could not be generated for a user-defined report with a view name longer than 50 characters	A limit in a stored procedure caused an error when trying to generate a report definition file for a user-defined report that had a view name longer than 50 characters. This issue has been fixed by increasing the name's size limit to 100 characters, and displaying the following message when a user attempts to exceed that limit:

Reference ID	Bug	Description
VEL-3841	Uninstalling the Hirsch Video framework deleted CRUFLhec.dll, which is needed to run reports	Uninstalling the Hirsch Video framework deletes CRUFLhec.dll from the Velocity directory, which prevents the running of reports. This issue has been fixed.
VEL-3844	Customization Manager allowed you to customize a non-alarm input point to have it report as an event only	Previously, the Customization Manager incorrectly allowed you to customize a non-alarm input point to have it report as an event only. Starting with the Velocity 3.6 SP2 release, the Customization Manager will only display the "Alarm as Event" option (which allows you to treat an alarm as an event) for points corresponding to actual inputs or expansion inputs. The following table shows the only alarms which can be customized this way, and how they will report for a customized point.

with Point Customization OFF:		with Point Customization ON:	
EventID	Default Value	EventID	Default Value
5002	Alarm at input %	4032	Input active
5027	Alarm at expansion input %	4043	Expansion Input active

For sites that were incorrectly configured (because of this bug), after upgrading to the Velocity 3.6 SP2 release:

1. They will no longer see the "Alarm as Event" option for the event they had selected previously.

2. The point customization for the events they had marked as "Alarm as Event" (other than 5002 or 5027) will no longer report as event 4032 Input active.

Reference ID	Bug	Description
VEL-3845	Trying to install back-to-back major upgrades of Velocity could cause a false error that prevented the second upgrade from completing	Previously, the Velocity Installer expected that after you upgraded to a major release, you would install a minor update before upgrading to the next major release. If you attempted to do back-to-back major upgrades (such as from 3.1 to 3.5 and then to 3.6), the following false error would prevent the second upgrade from completing:

Velocity Installer

Please upgrade to Velocity 3.1 KB630 before running a Velocity 3.6 Upgrade

OK

This issue has been fixed.

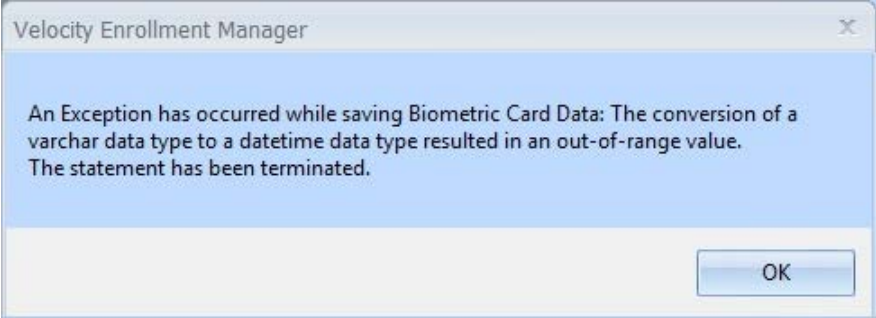| Reference ID	Bug	Description
VEL-3848	Refreshing the Status Viewer might show older times in the Updated column	When the Status Viewer was refreshed, an older time might be shown in the Updated column for some rows, such as doors where information about their component parts (input, relay, and reader) is stored in different database tables. This issue has been fixed.
VEL-3853 and VEL-3854	Unassigned or Guest credentials were not displayed in the Who's Inside window or included in the Who's Inside report	Previously, Unassigned or Guest credentials were not displayed in the **Who's Inside** window or included in the **Person Information > Who's Inside Where** report. This could result in situations where the zone count did not match the number of users shown as being in that zone. These issues have been fixed.

Reference ID	Bug	Description
[VEL-3856](#)	In a non-globalized environment, the Request Zone Information and Suspend Zone Refresh buttons (on Who's Inside) could display inaccurate results	Previously the Request Zone Information (a.k.a. Refresh) and the Suspend Zone Refresh buttons on the **Who's Inside** window could cause inaccurate results to be displayed in a non-globalized environment where zones are defined across multiple controllers. This was caused by Velocity requesting Inside Zone counts from individual controllers and the results varying depending on the order in which the controllers responded. (Requesting zone information directly from controllers is primarily for use in a globalized environment or where only one controller defines a zone. However the Velocity database is always updated in real-time with actual transaction results, so there is no need for requesting zone information from the controllers.) Now in Velocity 3.6 SP2, the Request Zone Information (a.k.a. Refresh) button has been removed, and toggling back from Suspend Zone Refresh will not request zone information from the controllers. For sites that would like to retain the previous functionality, this change may be rolled back by setting the **DisableZoneRefreshRequest** item in the MiscProperties table to 0.
VEL-3860	Stopping and restarting the DIGI*TRAC Network Service while forgiving users could cause batch files to remain in the Download Monitor's spooler directory	If the DIGI*TRAC Network Service was stopped and restarted while downloads to forgive users for anti-passback violations were pending, some batch files might remain in the Download Monitor's spooler directory after the downloads had completed. This issue has been fixed.

VEL-3863	Removing a Door Group from a Function Group might cause an error	In rare instances, removing a Door Group from a Function Group might cause the following error:
		
		`The following unexpected application error occurred...`
		`Function Name: CSyncCredentials.SyncFGCredentialsToController`
		`FunctionSubItem: 17`
		`Number: -2147217900`
		
		This issue has been fixed.

VEL-3864	Downloading a credential that spans multiple XBoxes might cause an error if any of those XBoxes were disabled while the DIGI*TRAC Network Service was running	Downloading a credential that has doors in multiple controllers across different XBoxes might cause an error if any of those XBoxes were disabled while the DIGI*TRAC Network Service was running. This issue has been fixed.
VEL-3872	The Velocity Web Service started automatically after installing a Velocity update, even when specifying to not start the services after the update finishes	After installing a Velocity update and selecting No when asked "Would you like this updater to start the Services when the update finishes?", the Velocity Web Service (for the Velocity Web Services Client) was still started automatically. This happened because the standalone updater for the VWSC had this option set to Yes by default. This issue has been fixed.

Reference ID	Bug	Description
VEL-3882, VEL-3888, and VEL-3889	The SNIB Hunt and Configure tool did not fully implement IPv6 functionality for the SNIB3	Early versions of the **SNIB Hunt and Configure** tool did not fully implement IPv6 functionality for the SNIB3 communications expansion board. For example: • Both IPv4 and IPv6 addresses could be sent simultaneously to a SNIB3 • After configuring a SNIB3 with a static IPv6 address, it would not be listed in the results of the **All Devices in network** Search Type • You could not perform a **Specific Device in network** Search Type using an IPv6 address All of these issues have been fixed.
VEL-3912	The Velocity installer's Attach Database wizard was still requiring version 1.1 of the .NET framework	The Velocity 3.6 installer's **Attach Database** wizard was mistakenly still requiring version 1.1 of the .NET framework as a prerequisite for installing SQL Server 2014. This issue has been fixed.
VEL-3913	Previewing a badge when no badge printer was defined would hang the Enrollment Manager	Previously if you previewed a badge when no badge printer was defined (on the **Printers** page of the **Velocity Preferences** dialog), then a message dialog would be displayed indicating that a valid badge printer could not be found. Clicking OK on the message dialog would close it and switch back to the **Badge Preview** dialog, where its OK and Cancel buttons were disabled, so the only way to dismiss that dialog was to use the Windows Task Manager to kill the Enrollment Manager process. This issue has been fixed.
| VEL-3921 | Modifying a controller property while in the Group Type view would cause a repeating error message | Previously if you modified a controller's properties while the **Administration** module was in the **Group Type** view, an endless series of the following error message would be generated:<br><br>```
Function Name: Administration_Callback
Function SubItem: 3030
Number: 91
Description: Object variable or With block variable not set
```<br><br>This issue has been fixed. |
| VEL-3922 | Opening the properties of an XBox while in the Group Type view would cause an error message | Previously if you opened the properties of an XBox while the **Administration** module was in the **Group Type** view, the following error message would be displayed:<br><br>```
Function Name: FetchPortID
FunctionSubItem: 50
Number 91
Description: Object variable or with block variable not set
```<br><br>This issue has been fixed. |
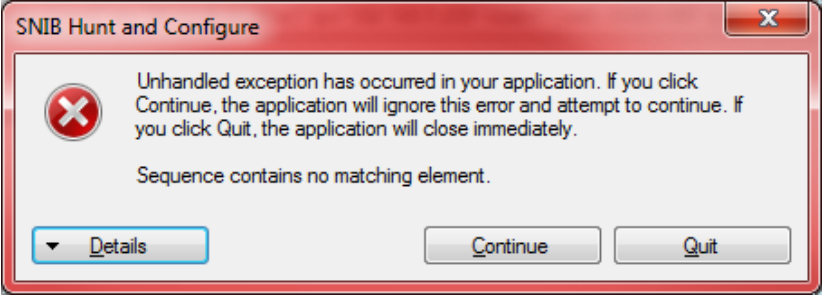| VEL-3925 | If a controller's port was configured for IPv6, the controller was not visible to a newly created role | Previously if the port for a controller with a SNIB3 had its **Network Type** property set to **IPv6**, that controller was not visible to a newly created role. (That controller was visible to previously created roles.)

This issue has been fixed. |
| VEL-3926 | Credential changes were not being downloaded to a dialup controller | Previously if a dialup controller was connected and then a door group or credential was changed, the changes were not being downloaded to that controller.

This issue has been fixed. |
| VEL-3931 | Installer incorrectly tried to upgrade the full version of SQL Server 2008 SP3 | Previously the Velocity 3.6 Installer would incorrectly try to upgrade a full version of SQL Server 2008 SP3 (which is not officially supported) to SQL Server 2014.

This issue has been fixed. |

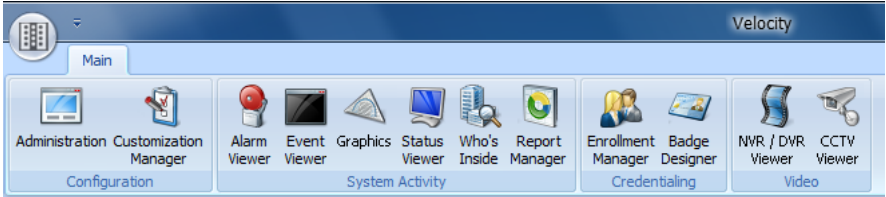| Reference ID	Bug	Description
VEL-3932	With Biometric enrollment enabled, saving a credential would cause an error if the computer was not using the U.S. date format (MM/DD/YYYY)	Previously if Biometric enrollment was enabled and the computer's date format was **not** MM/DD/YYYY, then the following error would be displayed when saving a credential: This issue has been fixed.

VEL-3933	An update to Velocity 3.6 SP1 could fail while trying to delete SNIBConfigTool.exe	Previously an update to Velocity 3.6 SP1 could fail in some cases and display the following error:
		
		`Description: Path/File access error`
		`Function: VelocityUpdate.FMain.ApplyUpdates(207)`
		`Error Number: 75`
		
		The log file showed that the error occurred while trying to delete …\Velocity\Tools\SNIBConfigTool.exe.
		
		This issue has been fixed.

VEL-3934	A task scheduled to run **One Time Only** was also being run the next day	Previously an Execute Command Set scheduled task that was defined to run **One Time Only** was also being run the next day. This issue has been fixed.
VEL-3937	System dates logged incorrectly if the computer did not use the U.S. date format (MM/DD/YYYY)	Previously on some computers where the date format was **not** MM/DD/YYYY, the system date was logged incorrectly to the Velocity database after the 12th day of the month. (The controller date was logged correctly.) This issue has been fixed.

VEL-3946	Modifying a person's data could generate an error for a credential with a 200-bit FASCN mapped to UDFs	Previously if a credential's PIV card data mapping was defined for a 200-bit FASCN, modifying any data for the person owning that credential could generate the following Card Data Error:
		
		`UDF generated MATCH code must be 8 to 32 digits.   Dependent`
		`Credential ID xx not downloaded.`
		
		This issue has been fixed.

VEL-3956	When refreshing the Status Viewer, show the correct value in the Enclosure Tamper column	When a controller's enclosure changed between the Tamper and the Secure states, a message was sent to the Status Viewer but the SuperStatus table in Velocity's database was not updated. So doing a refresh of the Status Viewer often displayed an incorrect value in the Enclosure Tamper column. This issue has been fixed by having the CCM set tamper open or secure to follow the state of the tamper switch instead of the tamper LED.

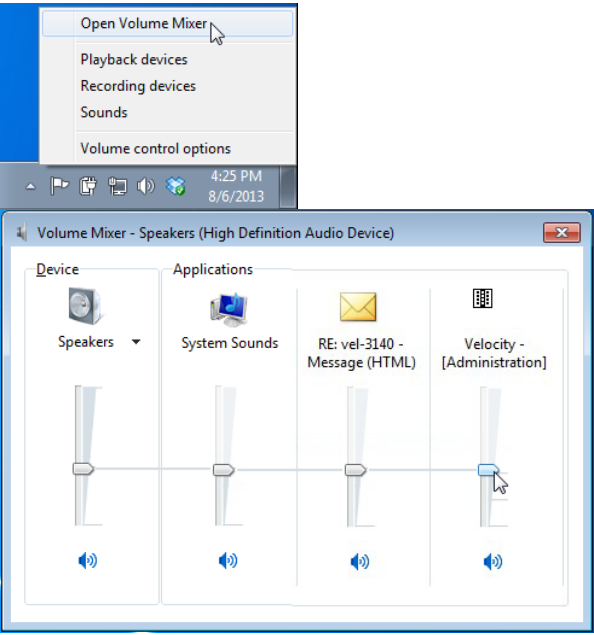| Reference ID	Bug	Description
VEL-3977	Viewing the Graphics/Badges role permissions caused an error	Previously when trying to view the role permissions in the **Graphics/Badges** folder (in the left pane of the **Role** properties window), some of the badge templates were not shown and the following error message was displayed: ``` Key is not unique in collection Function: ListItems.WinMain.FillListView(0) Error Number 35602 File Version: RoleObject - 3.5.30.167 ``` This issue has been fixed.
VEL-3982	No audit events for locking down or enabling an operator	Previously no audit event was generated when someone right-clicked on an Operator and executed the **Lock Down** or the **Enable** command. Now locking down an operator generates software event 1326, and enabling an operator generates software event 1327.
VEL-3997	The HirschClient.ocx file was not being versioned correctly	Previously when HirschClient.ocx was compiled, its file version stamp was not updated correctly. This could make someone think that the file was outdated. This issue has been fixed.
VEL-4001	CustomWinsock.ocx was not being versioned correctly	Previously when CustomWinsock.ocx was compiled, its file version stamp was not updated correctly. This could make someone think that the file was outdated. This issue has been fixed.
VEL-4018	"Encryption broken Polling halted" alarm (5097) does not update Status Viewer	Previously when an **Encryption broken Polling halted** alarm (5097) occurred, the online status of the affected Port, Xbox, and Controller was not updated in the Status Viewer. This issue has been fixed.
VEL-4020	"Port shutdown complete" event (8500) does not update Status Viewer	Previously when a **Port shutdown completed** event (8500) occurred, the online status of the affected Port, Xbox, and Controller was not updated in the Status Viewer. This issue has been fixed.
VEL-4025	The Velocity SQL Writer is logging too much detail by default	Previously the Velocity SQL Writer was logging at the DEBUG level by default, which was generating large amounts of unnecessary data. This issue has been fixed.
VEL-4042	An error message is sometimes displayed when opening the Who's Inside window	Previously on busy systems, sometimes when the **Who's Inside** window is being opened, the following error message was displayed: ``` The following unexpected application error occurred... Function Name: Velocity1_OnSystemTransaction FunctionSubItem: 140 Number: 91 Description: Object variable or With block variable not set ``` This issue has been fixed.

Reference ID	Bug	Description
VEL-4048	Using the SNIB Hunt and Configure tool with a SNIB2 could generate an error	Previously using the **SNIB Hunt and Configure** tool with a SNIB2 could generate the following error: **SNIB Hunt and Configure** Unhandled exception has occurred in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will close immediately. Sequence contains no matching element. ▼ Details Continue Quit This issue has been fixed.
| VEL-4050 | Some data was missing from an Operator Log report that restored archived data | Previously if a **History Logs > Operator Log** report was run that required restoring archived data which contained long object names and/or object values, the report might not contain all of the data expected.  In this situation, the **archiveServerLog.txt** log file would contain an error with the header:<br><br>```
RestoreArchivedTables.16: ERROR: -2147217833 exec
```<br>This issue has been fixed. |
VEL-4060	Download Monitor did not show any downloads to dialup controllers	Previously the Download Monitor did not show any entries for downloading credentials or configurations to a dialup controller. This issue has been fixed.
VEL-4063	When the Alarm Stacking feature was enabled, an acknowledged alarm did not appear in the Acknowledged Alarms pane if the previous alarm cleared was the same alarm	Previously if the Alarm Stacking feature was enabled (by the **Stack Alarms of similar type** option at the top of the Alarm Options page of the Velocity Preferences dialog) and there was an alarm in the Alarm Viewer's Unacknowledged Alarms pane and the same alarm in the Acknowledged Alarms pane, if you cleared the alarm in the Acknowledged Alarms pane and then cleared the same alarm in the Unacknowledged Alarms pane, that alarm would not appear in the Acknowledged Alarms pane until all other unacknowledged alarms had been cleared. This issue has been fixed.
VEL-4078	Custom .WAV files for alarms might not play reliably when located on a shared network drive	Previously custom .WAV files located on a shared network drive might not play reliably on all computers when you right-click on an alarm in the Alarm Viewer and select the **Replay WAV File** command. This issue has been fixed.
VEL-4112	Sites with multiple clients might encounter some alarms that cannot be cleared after being acknowledged	Previously if multiple operators tried to clear the same alarm at the same time, the alarm was logged to the AlarmLog table but the Velocity clients might not be properly updated. Further attempts to clear that alarm were also not successful. This issue has been fixed.
| VEL-4139 | When using a dialup modem, status changes cause an error | Previously when connecting to or disconnecting from a dialup controller, the modem's status was reported to Velocity and the following error was generated:<br><br>```
Description: Control array element '8' doesn't exist
Function: StatusObject.MPublic.UpdateList(0)
Error Number: 340
```<br>This issue has been fixed. |
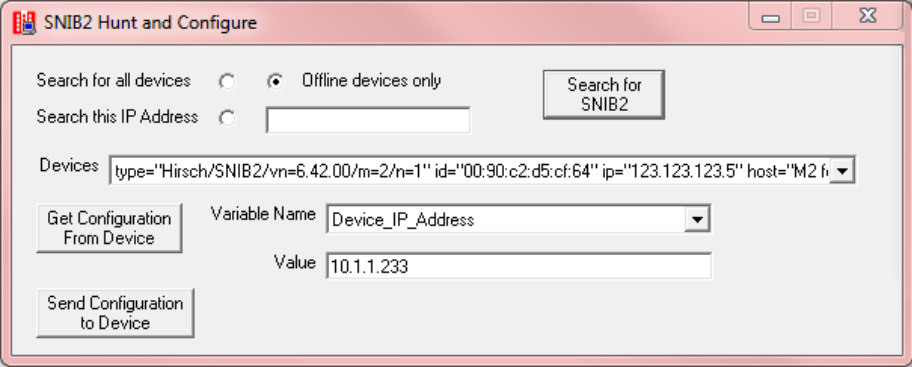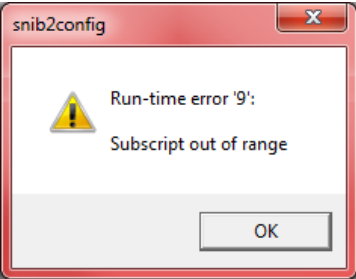
Known Issues

Reference ID	Summary	Description
VEL-2558	DIGI*TRAC Network Service does not always start automatically (after rebooting the Velocity server)	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). If you experience this issue, the possible workarounds are: • Change the value of the Startup Type property of the Velocity DIGI*TRAC Network Service to Automatic (Delayed Start). 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. • 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: [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control] "ServicesPipeTimeout"=dword:0002bf20
VEL-2690	Pelco DVR integration does not work on Windows Vista or Windows 7	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.) This issue is caused by Pelco not supporting Windows Vista or Windows 7. There is no workaround.
	DVR/NVR video cannot be viewed on Windows Server 2008	When trying to view DVR video from a Velocity Server running on Windows Server 2008, Velocity crashes. The workaround is to view the video from a Velocity Client (instead of the Velocity Server). In general, the Velocity server should not be used to perform client type functions.
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)	The ribbon toolbar in Velocity's main window typically looks like this: But sometimes after installing a new version of Velocity, the toolbar loses its icons and only displays text, so it looks like this: 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.

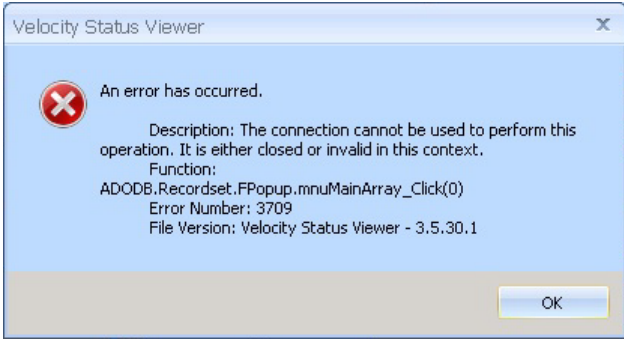| Reference ID	Summary	Description
VEL-3027	Pelco DVR not functional on 3.5 SP1 (or later)	Starting with the Velocity 3.5 SP1 release, you cannot connect to a Pelco DVR.
VEL-3140	Custom alarms do not play on some machines	On some computers running Windows Vista or later, custom alarm sounds are not heard (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. 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).
VEL-3268	The Enrollment Manager's window sometimes opens with a maximized height.	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). There is no workaround for this issue.
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.	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. The workaround is to enter the date using the expected forward slashed to separate the month, day, and year.
VEL-3299	If a computer has only one serial port, a serial CCTV port's settings cannot be changed.	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. The only workaround is to delete the existing port, then create a new port with the desired settings.

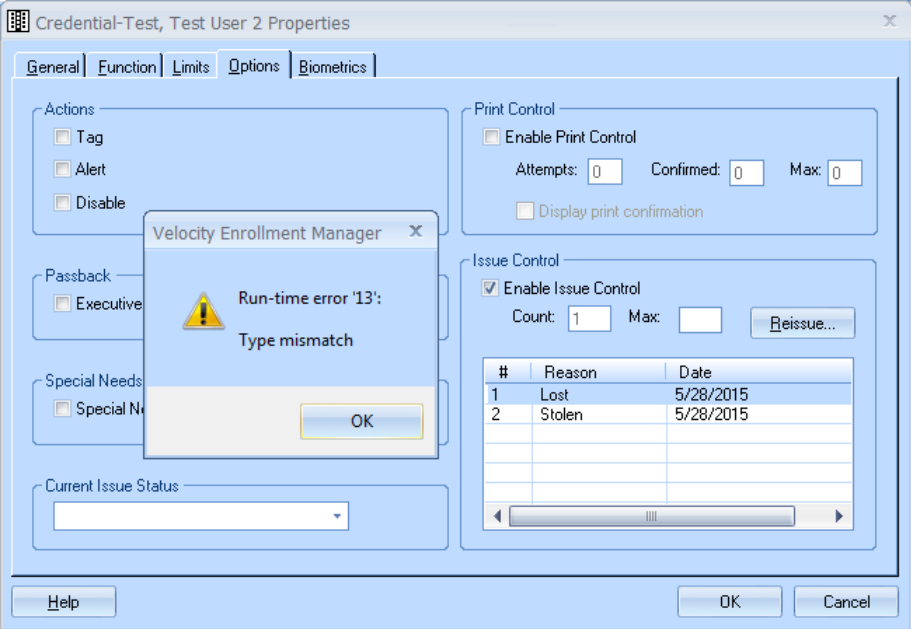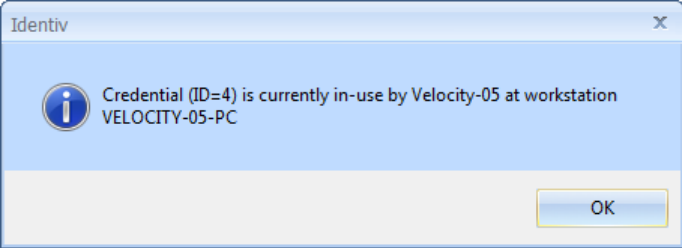| Reference ID	Summary	Description
VEL-3310	An application error occurs if no value is specified for the Port of a serial CCTV port.	When creating a serial CCTV port, an application error will occur if you do not specify a value for the required Port field. The workaround is to try creating the port again, and make sure that you specify a value for the Port (by selecting an entry from the Port drop-down list).
VEL-3356	Incorrect date/time is shown for an alarm video triggered on an AD VideoEdge NVR (using Velocity's legacy support)	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. 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.
VEL-3365	Titles and column headers are truncated or misplaced when a report is exported to an Excel spreadsheet.	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. The only workaround is to manually correct the report titles and column headers in the Excel spreadsheet.
VEL-3390	Enrollment station sometimes will not read additional cards when finding a credential by MATCH code.	The Enrollment Manager has a **Tools ▸ Find Credential…** command that open 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. The workaround is to close the existing Find Credential dialog and issue the Tools ▸ Find Credential… command again.
VEL-3391	After changing a door group in the Administration window, the focus switches to the first item in the Components pane.	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. There is no workaround for this issue.
VEL-3397	Update installation fails if Velocity's help system is open.	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). 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.)
VEL-3400	After you install a Velocity update, the Alarm Viewer is sometimes initially blank.	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). The workaround is to close this blank Alarm Viewer window, and then open the Alarm Viewer again.
VEL-3413	The Cogent CSD200i driver is not working for biometric enrollment.	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. The workaround is to make the new CSD200i enrollment reader use the old driver file (which was supplied with the model CSD200).
VEL-3421	Velocity cannot communicate with a controller using a 2-digit serial port number.	Velocity cannot communicate with a controller that is using a 2-digit serial port number; the port number must be a single digit. The workaround is to change the controller's serial port to an available port which has a single-digit number.

Reference ID	Summary	Description
VEL-3440	The Searching… dialog does not display complete information when there are many controllers with SNIB2 boards.	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. There is no workaround for this issue.
VEL-3441	Clicking on the Search for SNIB2 button generates an error when there are too many devices to be listed	The SNIB2 Configuration Tool has a **Search for SNIB2** button: But if there are too many Devices to be listed, the following error message is displayed: There is no workaround for this issue. However, starting with the Velocity 3.6 release, the SNIB2 Configuration Tool has been superceded by a new SNIB Configuration Tool that also supports IPv6 addressing (which is a feature of the new SNIB3 board that is being developed).
VEL-3473	The Customization Manager does not allow you to type the characters { or } in an event message.	In the Customization Manager, you cannot type the following special characters in the New Value field of an Event: • **{** (left curly bracket) • **}** (right curly bracket) 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.
VEL-3484	The Report Manager's Event Customization report does not include any events for the new Edge EVO system.	The Report Manager's Event Customization report was not updated to include any events for the new Edge EVO system. There is no workaround for this issue.
VEL-3485	The Report Manager's Operator Log report does not include some events.	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. These missing events do appear as Programming events in the All Events report.

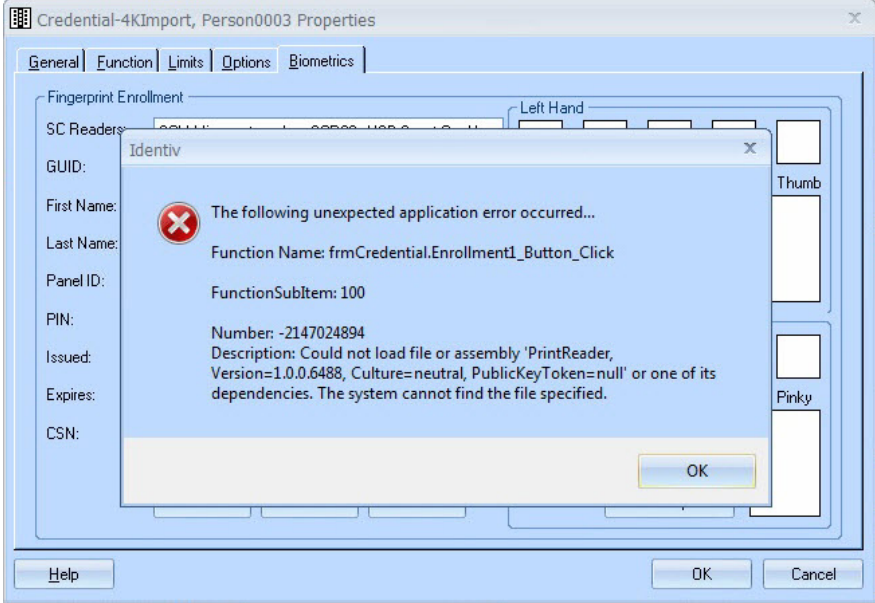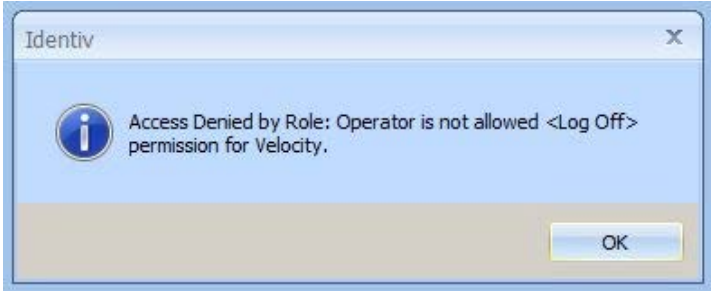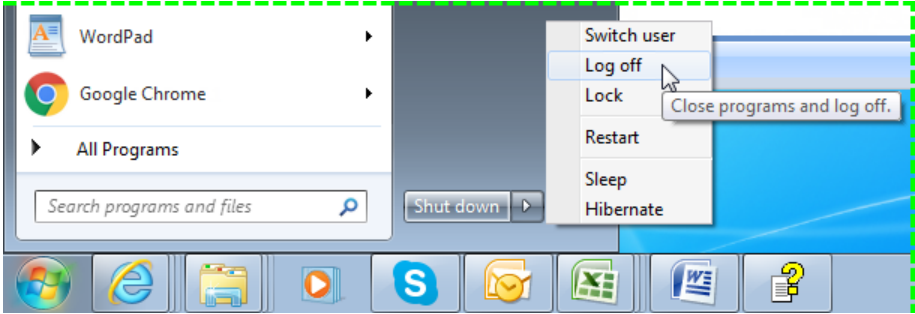| Reference ID	Summary	Description
VEL-3490	After switching from an operator whose role does not have permission to use the SNIB2 Import wizard, an Administrator is also denied access to that wizard.	After a Velocity client is switched from an operator whose role does not include the **Application Permissions ▶ Velocity ▶ SNIB2 Import Wizard – Use** permission to an Administrator (who has full permissions), the Administrator is also denied access to the SNIB2 Import wizard. 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).
VEL-3494	The Alarm Viewer does not apply the "Use 24 Hour Time Format" preference to previous alarms.	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. There is no workaround for this issue.
VEL-3495	When the Alarm Viewer's Force Fixed Column Sorting option is off, alarms in the Acknowledged pane sometimes are not sorted properly.	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. The workaround is to manually refresh the Alarm Viewer.
VEL-3496	The "Restrict alarms and events using Velocity Roles" option can cause unexpected results when an operator has multiple roles.	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. 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. There is no workaround for this issue.
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).	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. There is no workaround for this issue.
VEL-3504 and VEL-3506	VelocityServices must use the "US" date/time format	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: Database is offline. VelocitySQLWriter is storing commands offline for later execution. After this, transaction events for the Edge EVO Controller integration were no longer displayed in the Event Viewer. To prevent this issue, VelocityServices must use the "US" date/time format.

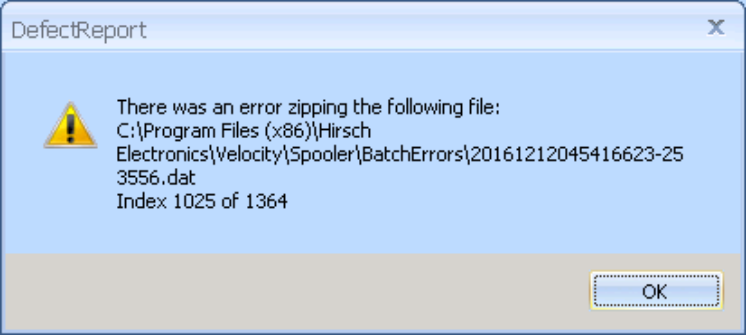| Reference ID	Summary	Description
VEL-3526	An error occurs if the Status Viewer is open while applying the Velocity 3.5 SP2 update	If the Status Viewer is open while applying the Velocity 3.5 SP2 update, the following error message is displayed: The workaround is to close the Status Viewer before performing the update.
VEL-3527	Photo Callup feature is limited to 10 concurrent windows	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. 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. 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. 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. There is no workaround for this issue.
VEL-3605	XMSG 14 is not being parsed correctly	The XMSG 14 message (about detecting a socket break) is not being parsed correctly by Velocity. There is no workaround for this issue.
VEL-3607	An unexpected exception occurs if you disable a port while credentials or configuration information is being downloaded	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. There is no workaround for this issue.
VEL-3629	Windows local Administrator privilege is needed to run Velocity's Service Control Manager from a Velocity Client computer	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). This is a Known Issue that is working as designed.

Reference ID	Summary	Description
VEL-3631	Velocity cannot install from a long file path	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. The workaround is to use a different directory structure that has a shorter file path.
VEL-3667	Enabling the Issue Control option for a credential but clearing the Max field causes problems	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. The credential will be locked, and you won't be able to select it in the Enrollment Manager until after you restart Velocity.

Reference ID	Summary	Description
VEL-3776	The Cogent CSD200 device driver does not work on Windows 8.	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: There is no workaround for this issue with a 3rd-party device driver.
VEL-3906	When a credential's activation date is set to a future date, its status is sometimes not being updated correctly.	A credential's status does not update correctly when its activation date is set to a future date and its record (within the UserCredentials table) includes the obsolete DTIIHostActivationComplete field which is set to 1 (True). The workaround is to run a database script, which can be obtained from Identiv Technical Support.
VEL-3923	Exporting a complex report to Excel sometimes results in incorrect column headings	When a complex report is exported to Excel, the column headings are sometimes in the wrong order. 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.
VEL-3928	Incorrect version numbers sometimes shown after updating CCM firmware on a downstream controller	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. The workaround is to issue Diagnostic Command 2 – System Information from the Velocity Diagnostic Window.

Reference ID	Summary	Description
VEL-3941	Velocity's Operator > Log Off Windows command generates an error (and is unnecessary)	Clicking on the Velocity menu button and selecting the **Operator > Log Off Windows** command generates the following error: 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:
VEL-4019	Status Viewer might display inaccurate status for controllers after the DTServer is shut down abnormally	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. There is no workaround for this issue, except to restart the DTServer.
VEL-4021 and VEL-4125	SDServer Dispatch errors in log file	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. There is no workaround for this issue.
VEL-4039	Keypad programming is not truly disabled on an Mx controller until you download a configuration to it	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. There is no workaround for this issue.
VEL-4067	The Download Monitor does not have a Description for the download of a FICAM Degraded Mode configuration	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. There is no workaround for this issue.
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.

Reference ID	Summary	Description
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: DefectReport ⚠ There was an error zipping the following file: C:\Program Files (x86)\Hirsch Electronics\Velocity\Spooler\BatchErrors\20161212045416623-25 3556.dat Index 1025 of 1364 OK 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: • 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.