Velocity Licensing and Software Support Agreement (SSA) FAQs

Is Velocity software licensing required for all Velocity Users?

Yes, licensing of Velocity is REQUIRED for all Velocity end-users and dealers.

What is the difference between Velocity Licensing and Velocity Software Support Agreements?

- A Velocity license is a persistent software license that entitles the user to use Velocity software as part of the user's physical access control system. This license is for the right to use Velocity software only
- A Velocity Software Support Agreement (SSA) is an annual, paid agreement that allows endusers access to the latest software and firmware releases, and world-class Hirsch technical support.

What are the benefits of purchasing a Software Support Agreement?

Licensed users and dealers who are enrolled in a paid SSA will also receive access to the latest software releases, technical support, maintenance and services. Additional advantages provided by support licensing are:

- Direct Access to Hirsch Technical Support
- Access to All New Software Releases and Updates
- Get the Latest Updates to Firmware for Panels and Readers

How do I get a license for a current Velocity system?

To obtain licensing for a current Velocity production system, partners or end-users will need to complete the Software Registration Form. Once submitted, additional instructions will follow via email.

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

Customers running Velocity 3.6 or older can continue to use their current version without the need to apply a license to their system. Customers interested in upgrading their system to take advantage of the latest features and enhancements introduced in newer Versions of Velocity will need to contact their Hirsch dealer for more information about enrolling in a Velocity Software Support Agreement.

Will all new versions of Velocity require licensing to activate?

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

How is licensing determined?

Velocity licensing is divided into the following types:

- ***Base Licensing*** - Covers the Velocity platform, clients and configuration/control of all connected Hirsch Hardware.
    - ***Express Edition*** - Supports up to 32 modules (doors) total, and a single workstation
    - ***Server Edition*** - Supports up to 64 modules (doors) initially, supports expansion to beyond 1,024 modules (doors), one server, and ten thick clients.
- ***Add-on Licensing:***
    - Electronic Data Interchange (EDI), FICAM, Certificate Checking, .NET SDK
- ***Add- on Integration Licenses:***
    - Velocity Vision, 3rd Party VMS, 3rd Party Intrusion Detection, 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 Hirsch hardware and the corresponding module count:

Hirsch Hardware Module	Module Count in Velocity
M2	2
M8	8
M16	2
MSP-8R	2
M64	2
M1N	1
Mx-1	1
Mx-2	2
Mx-4	4
Mx-8	8

Is demo licensing available?

Yes, we support end-user and other demonstrations of our solution. Hirsch also provides 90 day Demos of the Cirrus platform. For more information, contact your Hirsch Regional Sales Manager.

What if I have additional questions?

Additional questions can be directed to your Hirsch dealer, or sales@hirschsecure.com.

What important dates should I be aware of?

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 Hirsch hardware and the corresponding module count:

Milestone	Definition	Date
Certification Requirement for Velocity Tech Support	Dealers will need to be certified to contact Technical Support. One "waiver" call is granted, after that, there will be a fee of $500 per call.	May 21, 2018
Hirsch Product Licensing Required	Hirsch products must be licensed in order to receive Technical Support. One "waiver" call is granted, after that, there will be a fee of $500 per call.	July 2, 2018
Hirsch Software Licensing Costs for new Customers	All quotes provided AFTER July 2, 2018 will include software licensing items.	July 2, 2018
Enforcement for Velocity SSA	As of July 2, 2019, SSA enforcement will begin. All enduser customers must have a current Software Support Agreement in place to receive Technical Support.	July 2, 2019