

Transitioning From SAM-to-Velocity

Frequently Asked Questions (FAQ)

Question: What's the difference between SAM and Velocity?

SAM is Hirsch's previous-generation access control software, introduced in 1993. In 2001, Velocity replaced SAM, and the rest, as they say, is history. Velocity quickly became the fastest selling Hirsch software product ever, and it went on to win numerous independent honors including the Security Industry Association's (SIA) Product Achievement Award a remarkable five times.

Put simply, Velocity is easier to install and use than SAM, and it is more feature-rich, secure, reliable and expandable. Additional differences are provided in the section below.

Question: What are the benefits of transitioning from SAM to Velocity?

- **Reliability:** If you are still using SAM, you are likely running your building's security system on an antiquated computer and operating system. Many users find the older versions of Windows to be unstable. In fact, these older versions have long been abandoned by Microsoft; fixes and enhancements are no longer published and Microsoft does not accept support inquiries. Old peripherals and drivers present similar challenges. Your Hirsch hardware and SAM software are likely to continue to run flawlessly...unfortunately other components of your system may not. This situation is a security risk.
- **Platform-level Security:** Velocity was developed specifically for use with advanced solutions: Windows 2000, Windows 2003, Windows XP, and MS SQL Server database. Contrast this with SAM which was written for Windows 3.1, Windows95, Windows98, and the Access 2.0/Paradox database. Velocity inherently has superior security and database functionality than SAM including active directory log-in authentication and encryption.
- **Functionality:** Velocity performs all the functions of SAM and many, many more. SAM offered only access control and required separate, third-party software (ID Manager and AT3) for badging and graphics. Conversely, Velocity is a fully integrated security management system with built-in access control, alarm monitoring, video control, photo badging, interactive graphics, and interoperability. Also, Velocity utilizes the new CCM7 firmware, delivering even more functionality.
- **Networkability:** Velocity supports Hirsch's SNIB2--Secure Network Interface Board. If you use Velocity, you can connect to your SNIB2-equipped controllers via the corporate network. Not only do you get the convenience of Ethernet connectivity, but you also gain server-to-



controllers encryption (128 bit AES), integrated XBox functionality, and performance enhancements.

- **Features:** Here is a partial list of the features offered by Velocity that are not available in SAM:
 - Seamless integration of access control, alarm monitoring, video control, and badging/graphics
 - Open architecture via XML and API for interoperability with other systems
 - Encryption (NIST-approved 128 bit AES)
 - Superior administrative control over operator groups, permissions, etc.
 - Advanced reporting and audit trails
 - GSA Contract listed
 - Threat levels
 - E-mail notification, and more.
- **Support:** Velocity is fully supported by Hirsch, both with technical support (phone and email questions) and with ongoing engineering and development (enhancements, service packs, fixes, etc.). SAM support is limited and will be discontinued December 1, 2006.

Question: What support and documentation is available to assist in the transition process? Is there a procedure to follow for a successful upgrade?

Proper planning and understanding of the process is the key to a successful upgrade, and Hirsch is available every step of the way to ensure a smooth process and minimal downtime.

The upgrade can be performed by an authorized Hirsch dealer, Hirsch's Professional Services Group, or a combination of these parties. The end user will also be involved, especially in identifying changes they would like to incorporate (e.g., regarding door naming conventions, door group definition, new functionality, etc.)

Hirsch also provides the following tools to assist:

- Complimentary Hirsch factory technical support for all upgrades
Phone: 1-877-HIRSCH-X (1-877-447-7249)
- SAM-to-Velocity Frequently Asked Questions (FAQ) document
- SAM Import Utility (already included in Velocity)

Question: What is the general process for transitioning from SAM to Velocity?

One of the reasons you originally purchased a Hirsch solution was to protect your investment from obsolescence; Hirsch customers can pursue software and firmware upgrades without obsolescing their controllers. *You can upgrade to the next-generation Velocity platform **without** replacing your controllers, readers, modems, wiring, locks, door contacts, or cards.*

While the upgrade process will vary based on your particular configuration and needs, a facility will generally need to replace their antiquated security computer(s), install Velocity, configure/program Velocity (define hardware topology, build door groups, etc.), update the

firmware in the controllers to version CCM7 (usually by replacing the CCM board), import the user data and apply credentials, and build the graphics and badge templates.

Question: What is the cost of upgrading from SAM to Velocity?

The cost will vary based on the number of servers, workstations, and CCMs, and how much of the work is done by you versus being contracted. Please contact your Hirsch Regional Manager so he/she can arrange for a needs assessment or site survey.

Question: Will there be significant facility downtime while upgrading from SAM to Velocity?

Much of the upgrade process (Velocity installation and configuration, user import, badging template creation, etc.) can be performed offline, so downtime will be minimal and limited to CCM flashing or replacement, and system startup. Downtime will vary based on the site configuration. A more precise estimate can be made once a site survey is performed.

Question: Will my SAM computer be able to run Velocity? If not, what are the system specifications for my new computer?

In most cases, the computer will need to be replaced with a more modern one. To ensure long-term compatibility with Velocity feature enhancements and future versions of Windows, customers are advised to invest in the most current computer possible.

Minimum Hardware Requirements:

- Pentium 4 microprocessor 500 MHz or higher; Pentium 4 with 2 GHz or higher for Velocity with DVR
- 512 MB of RAM for client or standalone; 1 GB of RAM for server (the more the better)
- 10 GB hard drive (SCSI or IDE); >10GB for server
- 4X or better CD-ROM Drive
- SVGA monitor (XGA recommended)
- 1 serial port for each:
 - hardwired channel of controllers
 - enrollment station for cards (optional)
 - dial-in modem (optional for remote support, updates, etc.)
 - CCTV matrix switcher controls (optional)
- 1 parallel port for each:
 - report printer (optional)
 - badge printer (optional)
 - alarm/logging printer (optional)
 - parallel multi-port adapter (for multiple printers, available through Hirsch)
- NIC (Network Interface Card) for TCP/IP connections between server and workstations
- Switch or hub for server installations
- Microsoft-compatible PS2 mouse
- Sound card (optional, recommended for tutorials & alarms)
- Modem (recommended for tech support)
- Tape, CD-RW, Zip drive, or other mass storage back up (optional)
- Video Capture Card (optional for photos or CCTV matrix switcher)

Operating System:

- Windows XP Professional with SP2 for Velocity single-user workstation or Velocity client
- Windows Server 2003 with SP1 or Windows Server 2003 R2 for Velocity server

Database:

- For single-user workstation on Windows XP Pro: MS SQL Server 2005 Express (included)
- For Windows Server 2003: MS SQL Server 2005 Express (included) or MS SQL Server 2005 (not included)

Other Software:

- PCAnywhere® (recommended for tech support)

DIGI*TRAC Controller:

- CCM Version 7.4.02 or later

Question: Can I upgrade my CCMs before I switch over to Velocity (i.e., does SAM support CCM7)?

Yes, SAM will communicate with controllers running CCM7 firmware. Even though it does not fully support all the features of CCM7, it will function well enough to transition you through the upgrade process.

The decision on whether to upgrade the CCM while still running SAM, versus to wait and upgrade the CCM at the same time as you bring Velocity online, will depend on your particular transition plan (the timing of events, etc.).

Question: Can I upload configuration settings from the panels into Velocity?

Uploading setups from the controllers to Velocity is an option, but it is not recommended. The preferred option is to print out your current DIGI*TRAC setups from SAM, and then re-enter the information into Velocity. This procedure is relatively quick and allows the operator to become familiar with Velocity programming. Note that if you do decide to upload configurations from the panel, no user information is transferred, nor are naming information for your door names, time zone names, control zone names, etc. Also, since SAM time zones are controller independent and Velocity's are not, you will most likely end up with redundant time zones that will need to be corrected.

Question: If I install newer CCM7 chips in my controllers, will I need to replace them again when a new version of the CCM firmware is released?

One of the benefits of the CCM7 (Command & Control Module 7) is it can be updated across the network without having to physically access the panels or replace the CCM. You simply execute a command within Velocity and the newest CCM firmware is "pushed" (a.k.a., downloaded, flashed) to the controllers' CCM chip.

Question: Can I use the same keypads or MATCH readers with Velocity?

Yes, Velocity will function with older ScramblePads and MATCH boards. There have been a few features added to newer ScramblePads and MATCH boards, and if you desire those features, you should consider upgrading the devices. In order to take advantage of Extended Access, you will need to update your ScramblePads to production date code 990223 or later. (You can determine the ScramblePad firmware version by pressing the * and # keys, i.e., the lower left and lower right corner buttons.) To take advantage of Corporate 1000 feature, your MATCH2 boards would need to be production date code 032701 or more recent.

Question: Can I still use my controller's expansion boards with Velocity?

Yes, all expansion boards are compatible with Velocity and CCM7. The older MEB/CE 4K, 16K, and 32K code memory expansion boards' user capacity will be different.

CCM7 introduces a 4K base credential (user) capacity. With this implementation, the differences between the credential IDFs and total credential memory were mitigated. New 64K and 128K MEB/CBs have been developed to deliver a controller local total of 68,000 credentials and 132,000 credentials respectively. The older 4K/16K/32K have not been modified but will store credentials in a CCM7 environment thus:

CCM 7 (4,000 credentials) + MEB/CE4 (1,000 credentials) = 5,000 credentials
CCM 7 (4,000 credentials) + MEB/CE16 (4,000 credentials) = 8,000 credentials
CCM 7 (4,000 credentials) + MEB/CE32 (1,6000 credentials) = 20,000 credentials
CCM 7 (4,000 credentials) + MEB/CB64 (64,000 credentials) = 68,000 credentials
CCM 7 (4,000 credentials) + MEB/CB128 (128,000 credentials) = 132,000 credentials

Question: Can I still use the SAM modems (MultiTech, Zoom) with Velocity?

Yes, both modems will function with Velocity. However, one should consider using a LAN/WAN network connection where available, rather than a modem, for more reliable communication.

Question: What information can be imported from SAM to Velocity?

Velocity has a built in "SAM Import Utility" that will bring over user names, card/keypad codes, pictures (if SAM is integrated to ID Manager), signatures, and up to 16 user defined fields.

Question: Can badge templates and graphic files from ID Manager and AT3 be used with Velocity?

Unfortunately, the file formats are different. SAM's badge templates will need to be re-drawn utilizing Velocity's built-in badge designer. Graphic floor plans can be imported from an AutoCAD format or re-drawn utilizing Velocity's built-in graphic designer. Screenshots of SAM's badges and graphics should be captured and printed to be used as guides in re-creating them in Velocity.



Question: Why are you discontinuing support for SAM? When does support end and what if I don't upgrade in time?

SAM was designed to run on Windows 3.1, Windows95 and Windows98 operating systems that are no longer supported by Microsoft. Current computer hardware and peripherals will not work reliably with these obsolete operating systems.

While Hirsch cannot provide SAM product support or technical assistance beginning December 1, 2006, Hirsch will provide support for the upgrade process to transition you to the latest release.

Question: What training is available for Velocity?

Hirsch offers a variety of installation and operation courses for Velocity, as well as thorough documentation and movie-like learning tutorials. Please refer to the Learning Center section of the Hirsch website for specific class information and schedules.

Learning Center link: http://www.hirschelectronics.com/Training_Hirsch.asp

Question: Can I get a more information or a demonstration of Velocity?

Velocity product information is available at:
http://www.hirschelectronics.com/Products_One_Velocity.asp

Please call Hirsch at 1-949-250-8888 or contact your Hirsch Regional Sales representative to arrange for a demonstration. Contact information can be found at:
http://www.hirschelectronics.com/Regional_Contacts_mainpage.asp