

Velocity Versions 3.1 and 3.1 R2

Frequently Asked Questions (FAQ)

Q – What is the **difference between Velocity 3.1 and Velocity 3.1 R2**?

A: Velocity 3.1 R2 supports Windows Server 2008 and SQL Server 2008. Velocity 3.1 and Velocity 3.1 R2 share the same Velocity build, #3.1.17; the code changes were made to the installation routine, not Velocity itself.

Therefore, **users do not need to install 3.1 R2 unless they want to move to a Windows Server 2008, SQL Server 2008 environment.** All new Velocity orders (model # VEL) ship with Velocity version 3.1 R2 on a DVD. For a complete discussion of the versions, please refer to the accompanying information and the [Release Notes](#) posted in the Tech Support section of the Hirsch website.

Q. What are the **system requirements** to use Velocity 3.1 R2?

A. The O/S and database requirements are detailed in the table below. The full requirements list is provided in the Release Notes posted on the website.

Velocity Mode	Operating System	Database
Server, Option 1	Windows Server 2008 R2 Standard Edition (64-bit)	Microsoft SQL Server 2008 Standard or Enterprise Edition with SP1 (full version, not Express)
Server, Option 2	Windows Server 2003 Standard or Enterprise Edition with SP2 (32/64 bit)	Microsoft SQL Server 2005 Standard or Enterprise Edition with SP3 (32/64 bit); or SQL Server Express Edition with SP2 (included) or SP3
Single-user Workstation	Windows XP Pro with SP3 (32/64 bit) or Windows Vista (32/64 bit)	Microsoft SQL Server 2005 Express with SP2 (included) or SP3
Client (communicates with a host Velocity server)	Windows XP Pro with SP3 (32/64 bits) or Windows Vista (32/64 bits)	Not applicable; connects to Velocity Server for its database

Q – If I do a new install of Velocity 3.1 R2 on a computer running Windows Server 2008, **will it install SQL Server 2008 Express**?

A – No, Velocity 3.1 R2, when running on Windows Server 2008, requires that you be running the full version of SQL 2008. For complete understanding of the configurations supported with 3.1 R2, please review its release notes posted in the Tech Support section of the Hirsch website.

Q – Can I **migrate** my current Velocity 3.1 database running on Windows Server 2003 / SQL 2005 over to a new computer running Windows Server 2008 / SQL 2008?

A – Yes. Prior to backing up your current Velocity 3.1 database you must first make sure you have applied KB542. You can download this KB from Tech Support Downloads section the Hirsch website.

Q: What are the Velocity upgrade-related **model numbers and prices**?

A: To update/upgrade/migrate Velocity:

From	To	Part #	Media	List Price
1.0	2.0	Special order	CD	No charge
2.0	3.1R2	VEL-UPDSUITE	3 CDs + 1 DVD	\$800
2.6SP2	3.1R2	VEL-UPD31R2	DVD	\$200
3.0	3.1R2	VEL-UPD31R2	DVD	\$200
3.1	3.1R2	VEL-DVD31R2*	DVD	No charge

*Only for users currently on Velocity 3.1 needing feature compatibility with Windows Server 2008 and MS SQL Server 2008.

VEL-UPDSUITE: The Velocity Update Suite includes several discs to enable user to upgrade from 2.0 to 3.1R2. VEL-UPDSUITE includes the following elements which are available separately if desired:

From	To	Part #	Media	List Price
2.0	2.0a	n/a	On website	No charge
2.0a	2.0b	n/a	On website	No charge
2.0b	2.5	VEL-UPD25	CD	\$200
2.5, 2.5SP1 or	2.6	VEL-UPD26	CD	\$200
2.6	2.6SP2	VEL-UPD26SP1-2	CD or website	No charge
2.6SP2	3.1R2	VEL-UPD31R2	DVD	\$200

Q: What are the Velocity **upgrade-related considerations**?

A: Please note the following:

- The Velocity 3.1 R2 (model #: VEL) installation package includes a routine to upgrade version 2.6SP2 or more recent versions to 3.1 R2.
- Users do not need to upgrade 3.1 to 3.1 R2 unless they want to move to a Windows Server 2008, SQL Server 2008 environment.
- **IMPORTANT:** Before initiating an upgrade, note the guidelines in this document and read the [System Requirements and Release Notes](#) posted on the Hirsch website. If you have any questions, call Hirsch Technical Services.
- Different Velocity versions may have requisite operating system and database versions. The following table overviews upgrade guidelines, however the [Release Notes](#) should be consulted for complete information:

If you are running this:	Before upgrading Velocity:
Velocity Server on Windows 2000 Server with SQL Server 7.0 or SQL Server 2000	Upgrade Windows 2000 to Windows Server 2003. And upgrade SQL Server 7.0/SQL Server 2000 to SQL 2005. Note: Operating system upgrades can be inherently challenging; it advisable to install the newer versions on a new computer rather than upgrade the O/S.
Velocity 2.6SP2 Single-user Workstation running on Windows 2000 Pro with MSDE 1.0	Upgrade Windows 2000 Pro to Windows XP Professional Edition. Note: Operating system upgrades can be inherently challenging; it advisable to install the newer versions on a new computer rather than upgrade the O/S.
Velocity 2.6SP2 Single-user Workstation running on Windows XP Pro with SQL Server 2000	Upgrade your SQL Server 2000 database to SQL 2005.
Redundant server or other advanced configuration	Contact Hirsch’s Professional Services Group
Hirsch Professional Services Group application or integration	Contact Hirsch’s Professional Services Group

Q - What is the **required CCM version** for Velocity 3.1/3.1 R2?

A - Velocity 3.1 requires CCM version 7.4.25 or higher. Velocity 3.1 R2 requires CCM version 7.4.31 or higher.

Q - What is the required **XBox Firmware** version for Velocity 3.1/3.1 R2?

A - If an XBox is installed, Velocity 3.1/3.1 R2 requires the XBox firmware to be version 2.45/3.15 or higher.

Q - Does SQL 2005 Express Edition have a **database size** limitation?

A - Yes. SQL 2005 Express Edition has a 4GB database limitation.

Q - Is **registration** required to run Velocity 3.1/3.1 R2?

A - No. The user will be prompted to register and it is strongly recommended that Velocity be registered so user will be notified of Service Packs and Velocity enhancements and so Hirsch knows what Hirsch dealer installed the system.

Q - What is the upgrade sequence for the **CCM and SNIB2 Firmware**?

A - Once the current Velocity system is on version 2.6SP2 or version 3.0.0.31, the CCM should be upgraded to version 7.4.31 and the SNIB2 to version 5.98 prior to upgrading to Velocity 3.1/3.1 R2.

Q - Will **Velocity 2.6SP2** be available after Velocity 3.1 is released, because my company has not approved SQL Server 2005?

A - Yes. Be sure that you specify that you need Velocity version 2.6SP2 on your order. Please keep in mind the November 15, 2010 end-of-support date for Velocity 2.6sp2. For more details on our software support policy, please refer to the Supported Products page in the Tech Support section of the Hirsch website.