

Velocity v.3.1

Frequently Asked Questions (FAQ)

Q - Which Velocity version is upgradeable to Velocity 3.1?

A - Velocity 3.1 will **ONLY** upgrade version 2.6 SP2 (Build 2.6.1.27) and version 3.0 (Build 3.0.0.31). Users of versions prior to 2.6 SP2 should upgrade to 2.6 SP2 and then upgrade the 2.6 SP2 to 3.1.

Q - Which Windows operating systems are supported with Velocity 3.1?

A - Velocity 3.1 supports 32-bit and 64-bit Windows Server 2003 (including R2) Standard and Enterprise Edition for the Server. Velocity 3.1 also supports both 32-bit and 64-bit Windows XP Professional with Service Pack 2 including 32-bit and 64-bit Windows Vista for Velocity Clients and/or Velocity Standalone Workstation.

Q - Which SQL version is supported with Velocity 3.1?

A - Velocity 3.1 supports 32-bit and 64-bit SQL Server 2005 with Service Pack 2 Standard and Enterprise Edition (NOT included) and SQL Server 2005 Express Edition (included). It does not apply Service Pack 2 on an existing system if SQL Server 2005 is pre-installed.

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

A - Velocity 3.1 requires CCM version 7.4.25 or higher.

Q - What is the required Xbox Firmware version for Velocity 3.1?

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

Q - Will Velocity 3.1 upgrade my current system running Windows 2000 Server with SQL Server 7.0/SQL Server 2000?

A - No. Prior to upgrading Velocity 3.1 under this configuration, you **MUST** first upgrade SQL Server 7.0/SQL Server 2000 to SQL 2005 and Windows 2000 to Windows Server2003.

Q - Will Velocity 3.1 upgrade my current Standalone system running on Windows 2000 Pro with Velocity 2.6SP2 on MSDE 1.0?

A- No. Prior to upgrading to Velocity 3.1, you **MUST** first upgrade Windows 2000 Pro to Windows XP Professional Edition.

Q - Will Velocity 3.1 upgrade my current Standalone system running on Windows XP Pro with Velocity 2.6SP2 on SQL Server 2000?

A - No. Prior to upgrading to Velocity 3.1, you **MUST** upgrade your SQL Server 2000 database to SQL 2005 and then run the upgrade to Velocity 3.1.

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

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

Q - Can I perform the Velocity 3.1 upgrade on my Redundant Server configuration provided by Hirsch Professional Services Group (PSG)?

A - No. If you have any custom server configuration, you **MUST** first consult with Hirsch Professional Services Group (PSG).

Q - If I have a custom Hirsch Professional Services Application, can I perform the upgrade myself?

A - No. Contact Hirsch Professional Services Group (PSG) about the upgrade process.

Q - Is registration required to run Velocity 3.1?

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 Authorized 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 7.4.25 and the SNIB2 to version 5.98 prior to upgrading to Velocity 3.1.

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.