

Caprica Server Operating System Upgrade - Customer Supplied Virtual Machine

Upgrading the operating system of your Caprica Server to run Caprica version 8.x involves the following procedures:

- Backup Your Current Caprica Server
 - Stop the Current Caprica VM
 - Create the New Caprica VM
 - Set the Caprica Account Password
 - Set Caprica Server Network Settings
 - Restore Caprica Server Configuration
- ★ Caprica Users should only upgrade the operating system of a Caprica Server under the supervision of Ross Video personnel.

Backup Your Current Caprica Server

Backing the configuration of your current Caprica Server compresses the Installation, Custom Control, Shotbox, and Memory configuration components into a single diskset file.

To backup your current Caprica Server configuration

1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the `Fdsulfd` web page URL. The `Fdsulfd Or j l q` web page opens.
3. Log in to the `Fdsulfd` web page as the `fdsulfd` user. The `Fdsulfd` web page opens.
4. In the tree view, click `G l n v h w`. The `G l n v h w` web page opens.
5. In the title bar of the `F x u h q w F r q i l j x u d w l r q` section, click `V d y h D o D v`. The `V d y h D o D v` dialog box opens.
6. In the `Q d p h` box, enter `OS8upgrade` as the name for your new diskset.
7. Click `v d y h`. Caprica creates a new diskset file named `OS8upgrade.tzg` in the `/caprica/archive` directory on the Caprica Server computer.
8. Copy the `/caprica/archive/OS8upgrade.tzg` file to a network location or a USB flash drive.
9. Record the IP address of your Caprica Server and cluster information.
10. Record your Caprica Server License.

Stop the Current Caprica VM

Since your new Caprica virtual machine will use the same IP address as your current Caprica virtual machine you must stop the current Caprica virtual machine and configure it to not start automatically.

Create the New Caprica VM

A new Caprica8VM virtual machine in your virtualization software will run the Amazon Linux 2 operating system for Caprica Server version 8.x or greater.

To create a new Caprica8VM virtual machine

1. Download the `Fdsulfd;YP` file from Ross Video Technical Support.
2. Follow the directions for your virtualization software to import the `Fdsulfd;YP` file and create a Caprica8VM virtual machine. With your Capric8VM virtual machine up and running you can configure your Caprica Server.

Set the Caprica Account Password

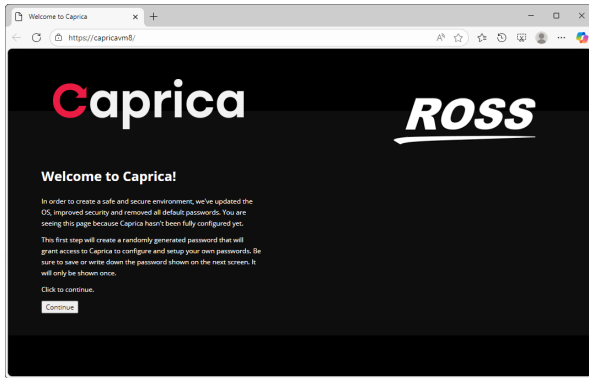
The first time you log in to your new Caprica Server you must set the password for the default caprica account. The caprica account is a super user that can edit all settings and control all processes on a Caprica Server.

- ★ DHCP and DNS must be available on you corporate network to set caprica user password on the first log in.

To set the caprica user password on the first log in:

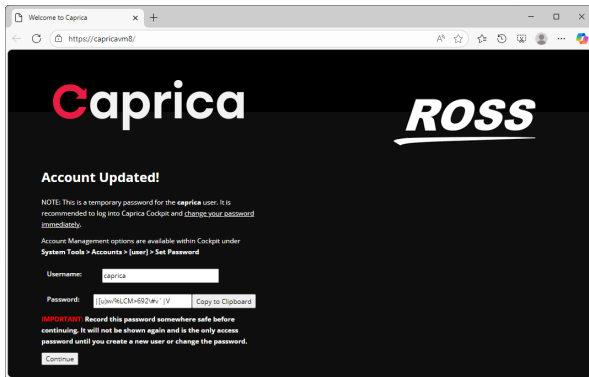
1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the Caprica web page URL: `http://capricavm8`
If the web browser identifies your connection as not secure, add an exception for the Caprica web page.

The Z hcfrrp h wr Fdsulfd\$web page opens.



3. Click Frqwlgxh.

The DffrxqwX sgdwhg\$web page opens.



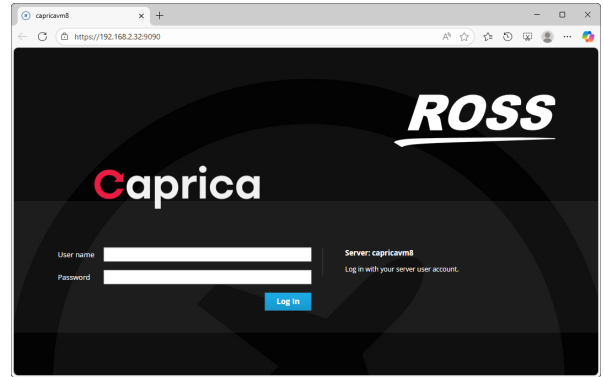
4. Click Frs | wr Fdserdug.

Caprica copies the password displayed in the Sdvz rug box to the clipboard so that you can use the password to log in to Caprica on the next web page.

★ Record the displayed password before continuing. The password for the caprica user will not be shown again and is the only access password until you change the it for the caprica user or create a new user.

5. Click Frqwlgxh.

The Fdsulfd Orj lq web page opens.



6. In the X vhuqdp h box, enter caprica.

7. In the Sdvz rug box, paste the password from the clipboard.

8. Click Orj lq.

The Fdsulfd web page opens.

9. To change the fdsulfd user password, refer to the Fkdqjh wkh Fdsulfd X vhuSdvz rug section in the lqvwæwlrq Q rwhv chapter of the *Caprica User Guide*.

Set Caprica Server Network Settings

You can set the hostname and IP address of your Caprica8VM virtual machine to the IP address that was used by your previous CapricaVM virtual machine.

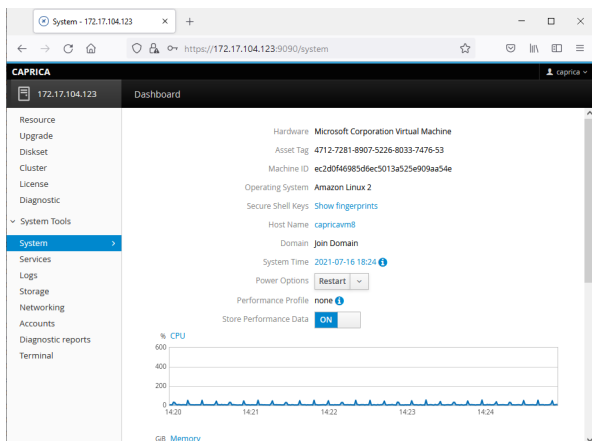
Hostname

Change the hostname of your new Caprica8VM virtual machine to that of the old CapricaVM virtual machine.

To set the hostname for your Caprica8VM

1. In the tree view of the Caprica web page, expand the V|vwhp Wrrα node.
2. In the V|vwhp Wrrα node, click V|vwhp .

The `V|vwhp` web page opens.



- In the `KrwQ dp h` field, click the current host name. The `Fkdqjh KrwQ dp h` dialog box opens.



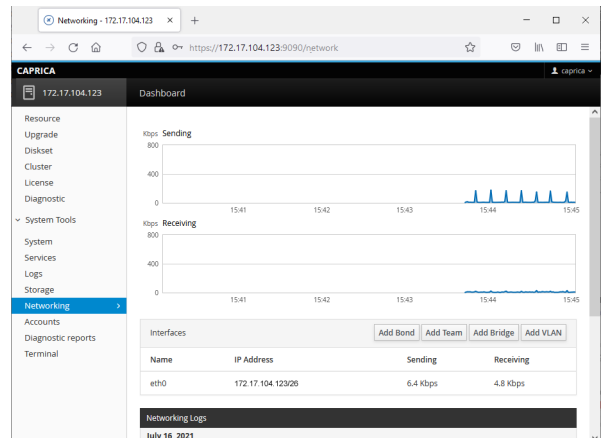
- In the `Uhdok rwQ dp h` box, enter the hostname of your previous Caprica Server.
- Click `Fkdqjh`. The `Change Host Name` dialog box closes and the `V|vwhp` web page `KrwQ dp h` field displays the updated hostname for your Caprica Server.

IP Address

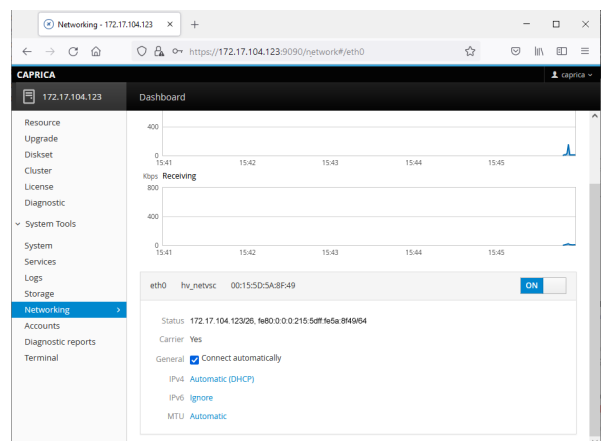
Change the IP address of your new Caprica8VM virtual machine to that of the old CapricaVM virtual machine.

To set the IP address for your Caprica8VM

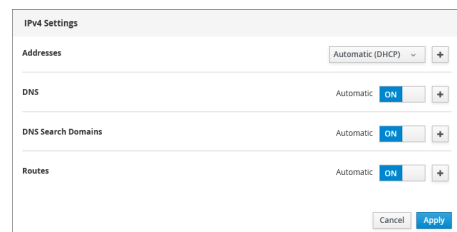
- In the tree view of the Caprica web page, click `Qhwz runlgj`. The `Qhwz runlgj` web page opens.



- In the `Iqwhuidfhv` section, click `hwk3` in the list of available network interfaces. A panel opens for the `hwk3` network interface.



- In the `ISy7` field, click the current setting. The `ISy7 Vhwlgjv` dialog box opens.



4. Use the `Dgguhvvhv` list to select `P dqxdo`
5. In the `Dgguhvv` box, enter a static IP address for the `hwk3` network interface.
6. In the `Suhil{ dqjwk ruQ hwp dvn}` box, enter the `hwk3` network interface.
7. In the `J dwhz d|` box, enter the gateway for the `hwk3` network interface.
8. Click `Dssd|`.
The `ISy7` field displays the set IP address for the `hwk3` network interface.

Restore Caprica Server Configuration

After creating and configuring a new Caprica8VM virtual machine for your Caprica Server to run Caprica version 8.x, refer to the following sections in the *Caprica User Guide* to restore the configuration of your Caprica Server:

- `Vhwwkqj wkh Fdsulfd Ylwxdop dflkqh Dxwrp dwlf Vwduw dgg Vwrs R swlrqv` — configure your Caprica8VM virtual machine to automatically start and stop with the OverDrive Server computer.
- `Vr iwz duh Iqvwdoelwlrq` — install the latest version of the Caprica Server software.
- `Uhfdoqj Frqiljxudwlrqv iurp d G lmvhw` — restore to the configuration from the `OS8upgrade` diskset you created from your previous Caprica Server.
- `Fdsulfd Vhuyhu Vr iwz duh Olfhqvh` — activate your Caprica Server with your product key.
- `Uhgxqgdqw Fdsulfd V|vwhp` — configure your Caprica Redundant system cluster settings.

Compatibility

Automation	Version
Caprica Server	8.0

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: whfkvxssruC urvvyghr1frp

Website: open a support request using the link [kws=2z z z 1rvvyghr1frp 2vxssru2whfk0xssrukwkwp](https://www.rossvideo.com/support/request?kws=2z%20z%201rvvyghr1frp%20vxssru%20whfk0xssrukwkwp) to open a support request.

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