

Caprica Server Operating System Upgrade - Static

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
 - Setup a Virtual Switch
 - Create the New Caprica VM
 - Set the Caprica Account Password
 - Set Caprica Server Network Settings
 - Switch Back to the External Network
 - Reset Automatic Start and Stop
 - 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

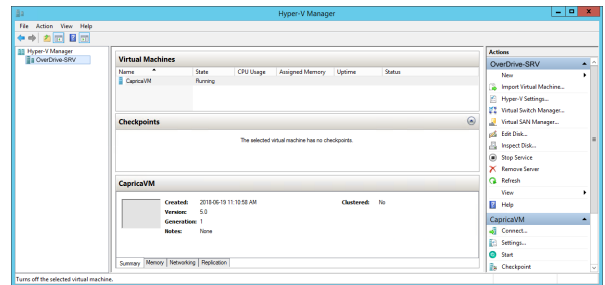
1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the Fdsulfd web page URL. The Fdsulfd Orj lq web page opens.
3. Log in to the Fdsulfd web page as the fdsulfd user. The Fdsulfd web page opens.
4. In the tree view, click G lmvhw. The G lmvhw web page opens.
5. In the title bar of the FxuhqwFrq iljxudwlrq section, click Vdyh DœDv. The Vdyh DœDv dialog box opens.
6. In the Q dp h box, enter OS8upgrade as the name for your new diskset.
7. Click Vdyh. 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

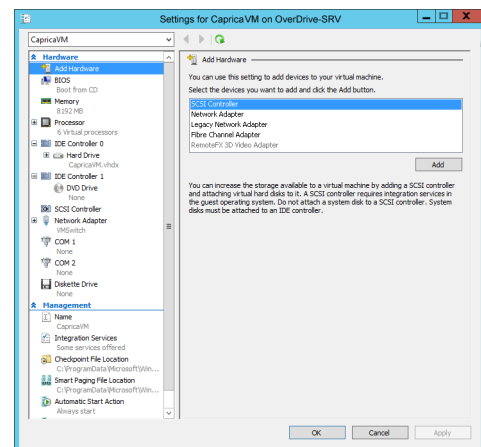
Since your new Caprica virtual machine will use the same IP address as your current Caprica virtual machine you must stop the current Caprica virtual machine in Hyper-V and configure it to not start automatically.

To stop the current Caprica virtual machine

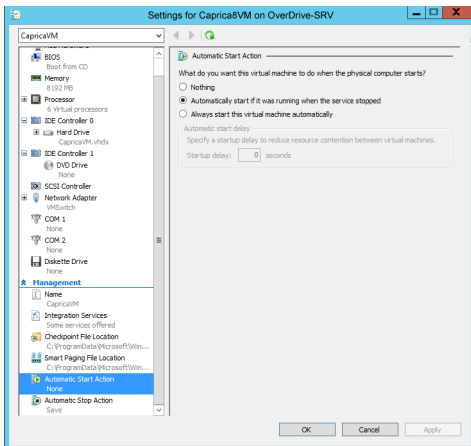
1. Log in to the R yhuG ulyh Vhuyhu frp sxwhu that hosts your Caprica Server in Hyper-V as the ryhugulyh user.
2. Use the Vwduw menu to select K |shuœ P dqdjhu. The K |shuœ P dqdjhu window opens.



3. In the Y lwxdoP dfk lqhv section select the FdsulfdYP virtual machine.
4. In the FdsulfdYP section of the Dfwlrqv panel, click Wxuq R ii. An Alert opens.
5. Click Turn Off to turn CapricaVM off.
6. In the FdsulfdYP section of the Dfwlrqv panel, select Vhwlgjv. The Vhwlgjv dialog box opens.



- In the Properties section of the tree view, click the Automatic Start Action panel opens.



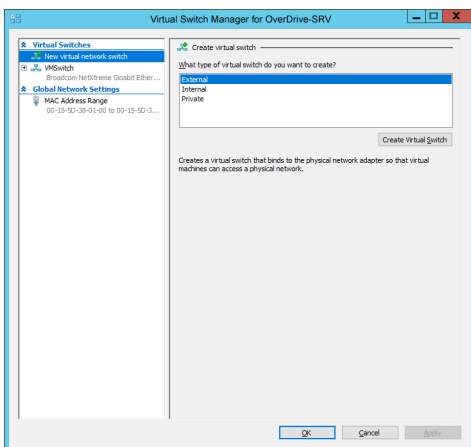
- Select the **Nothing** option to keep CapricaVM turned off.
- Click **OK** to save the selected Hyper-V automatic start option and close the dialog box.

Setup a Virtual Switch

When DHCP and DNS are not available on your corporate network to you must setup a virtual switch before creating the new Caprica8VM virtual machine in Hyper-V to run the Amazon Linux 2 operating system for Caprica Server version 8.x or greater.

To create a virtual switch

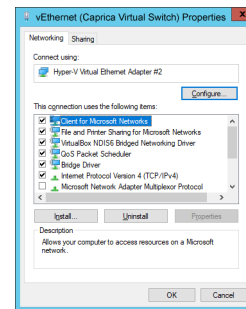
- In the Virtual Switch Manager window, use the menu to select the 'New virtual network switch' option. The 'New virtual network switch' dialog box opens.



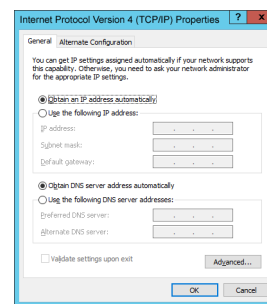
- In the 'New virtual network switch' panel select the 'Internal' option.
- Click **OK** to create the virtual switch.

The 'New virtual network switch' panel opens.

- In the 'Name' box, enter **Caprica Virtual Switch**.
- Click **OK** to create the virtual switch and close the dialog box.
- On the server that hosts your Caprica Server, open the Hyper-V console for the virtual machine. In the console, click the 'Network Adapter' link.
- Click **Surshuvhv**. The 'vEthernet (Caprica Virtual Switch) Properties' dialog box opens.



- In the 'Network Adapter' list, select the 'vEthernet (Caprica Virtual Switch) #2' adapter.
- Click **Surshuvhv**. The 'Internet Protocol Version 4 (TCP/IPv4) Properties' dialog box opens.



- Select the 'Obtain an IP address automatically' option.
- In the 'Obtain an IP address automatically' box, enter **192.168.1.31**.
- In the 'Obtain DNS server address automatically' box, enter **255.255.255.0**.
- Click **OK** to save the set properties and close the dialog box.

15. In the `YHwkhuqhw+Fdsulfd Y lwxdoVz lfk`, `Surshuwlhv` dialog box, click `Fαvh`.
16. In the `YHwkhuqhw+Fdsulfd Y lwxdoVz lfk`, `Vwdwxv` dialog box, click `Fαvh`.
17. Close the `Q hwz run dqg Vkdulqj Fhqwhu` window.

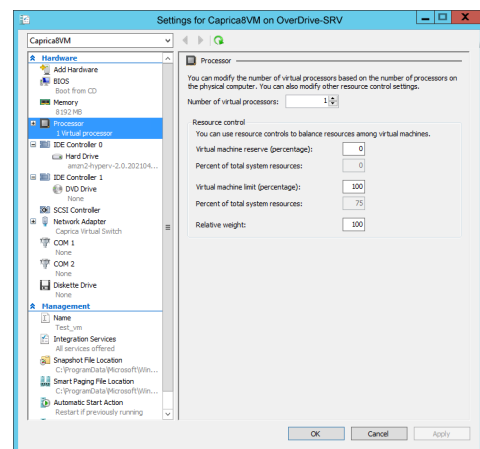
Create the New Caprica VM

A new Caprica8VM virtual machine in Hyper-V will run the Amazon Linux 2 operating system for Caprica Server version 8.x or greater.

To create a new Caprica VM in Hyper-V

1. Download the `Fdsulfd;YP Vwdwlf` file from Ross Video Technical Support.
2. Extract the downloaded `Fdsulfd;YP Vwdwlf` file.
3. In the `K |shuY P dqdjhu` window, use the `Dfwlrq` menu to select `Qhz > Y lwxdoP dfkqh`.
The `Ehiruh \rx Ehjq` page of the `Qhz Y lwxdoP dfkqh` wizard opens.
4. Click `Qh{w`.
The `Vshfli| Q dp h dqg Orfdwlrq` page opens.
5. In the `Q dp h` box enter `Caprica8VM`.
6. Click `Qh{w`.
The `Vshfli| J hghudwlrq` page opens.
7. Select the `J hghudwlrq 4` option.
8. Click `Qh{w`.
The `Dvwjq P hp ru|` page opens.
9. In the `Vdwuxs p hp ru|` box enter `8192`.
10. Click `Qh{w`.
The `Frqiljxuh Q hwz runlqj` page opens.
11. Use the `Frqghfwlrq` list to select `Fdsulfd Y lwxdoVz lfk`.
12. Click `Qh{w`.
The `FrqghfwY lwxdoKdug G lvn` page opens.
13. Select the `Xvh dq h{ bwlqj y lwxdokdug g lvn` option.
14. Click `Eurz vh` to locate and select the `Fdsulfd;YP` file you downloaded from Ross Video Technical Support and expanded in step 5.
15. Click `Qh{w`.
The `Frp sdwlqj wkh Qhz Y lwxdoP dfkqh Z l}dug` page opens.

16. Click `Ilqlk`.
Hyper-V Manager creates a new virtual machine for Caprica Server version 8.0.
17. In the `Y lwxdoP dfkqh` section select the `Fdsulfd;YP` virtual machine.
18. In the `Fdsulfd;YP` section of the `Dfwlrqv` panel, select `Vhwlqjv`.
The `Vhwlqjv` dialog box opens.
19. In the `Kdugz duh` section of the tree view, click `Surfhvru`.
The `Surfhvru` panel opens.



20. In the `Q xp ehuriy lwxdosur fhvruv` box enter `6`.
21. Click `OK` to save the selected Hyper-V number of virtual processors setting and close the `Vhwlqjv` dialog box.
22. In the `Fdsulfd;YP` section of the `Dfwlrqv` panel, select `Vdwu`.
With your Caprica8VM virtual machine up and running you can configure your Caprica Server.

Set the Caprica Account Password

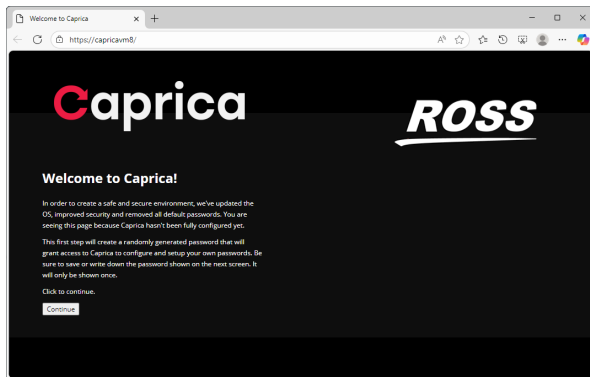
The first time you log in to your new Caprica Server you must set the password for the default caprica account. The caprica account is a super user that can edit all settings and control all processes on a Caprica Server.

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

1. Use a web browser to open the Caprica web page URL:
http://192.168.1.11:80

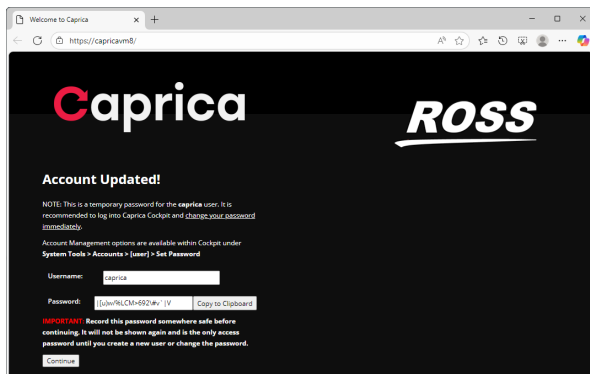
If the web browser identifies your connection as not secure, add an exception for the Caprica web page.

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



2. Click Frqwlgxh.

The DffrxqwX sgdwhng\$web page opens.



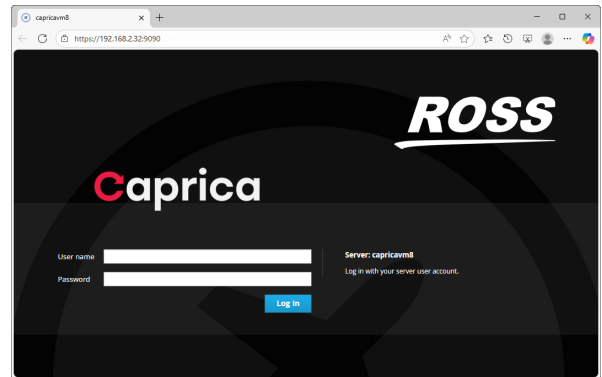
3. Click Frs | wr Fdserdug.

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.

4. Click Frqwlgxh.

The Fdsulfd Orj lq web page opens.



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

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

7. Click Orj lq.

The Fdsulfd web page opens.

8. To change the fdsulfd user password, refer to the Fkdqjh wkh Fdsulfd X vhuSdvz rug section in the lqvwædlwrq 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.

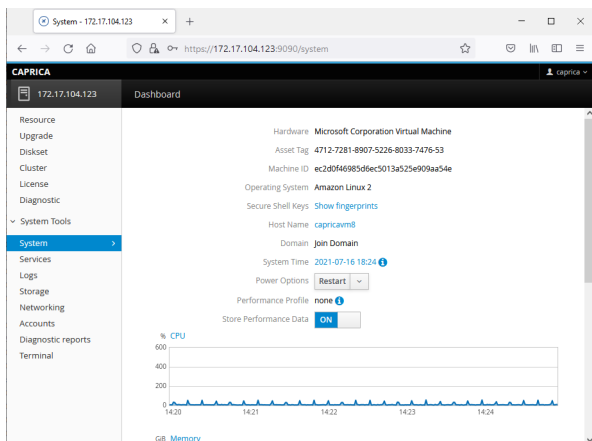
Hostname

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

To set the hostname for Caprica8VM

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

The `V|v` web page opens.



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



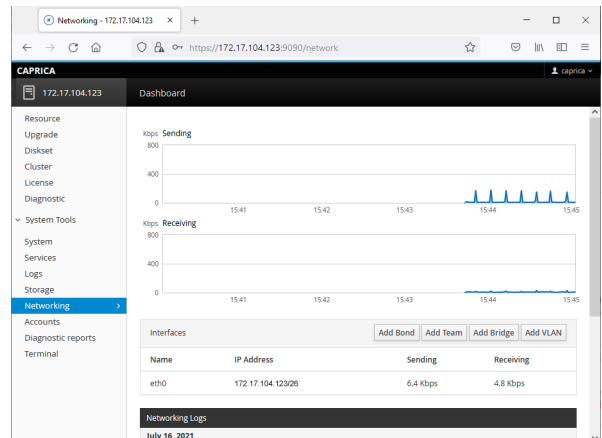
- In the `Uhdok rwQ dp h` box, enter the hostname of your previous Caprica Server.
- Click `Fkdqjh`. The `Change Host Name` dialog box closes and the `V|v` web page `KrwQ dp h` field displays the updated hostname for your Caprica Server.

IP Address

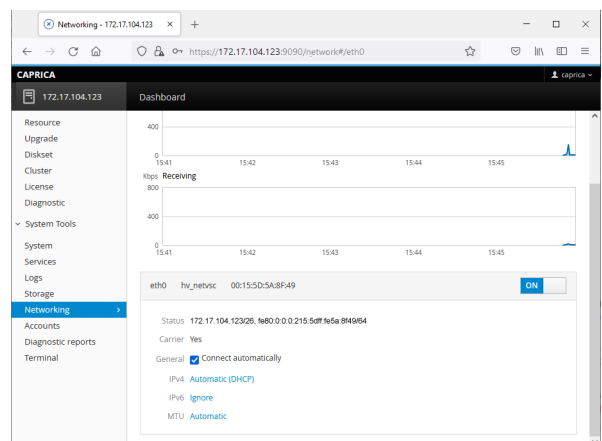
Change the IP address of your new Caprica8VM virtual machine to that of the old CapricaVM virtual machine.

To set the IP address for Caprica8VM

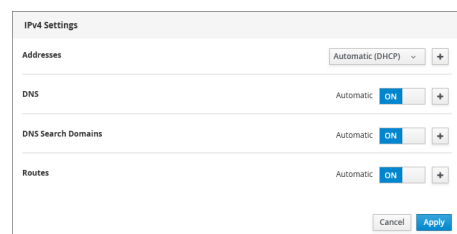
- In the tree view of the Caprica web page, click `Q hwz runlgj`. The `Q hwz runlgj` web page opens.



- 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 Vhwllq jv` dialog box opens.



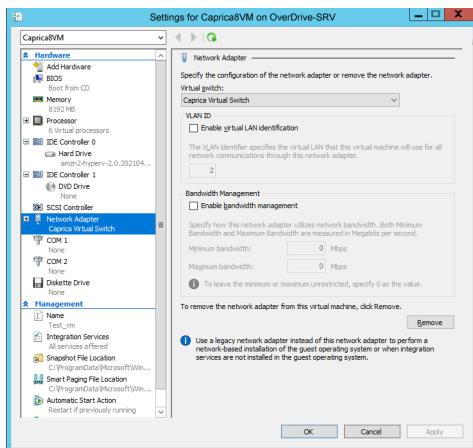
- Use the **Virtual Switches** list to select **Caprica Virtual Switch**.
 - In the **IP Address** box, enter a static IP address for the **Caprica** network interface.
 - In the **Gateway** box, enter the gateway for the **Caprica** network interface.
 - Click **OK**.
- The **IP Address** field displays the set IP address for the **Caprica** network interface.

Switch Back to the External Network

After setting the hostname and IP address of the Caprica8VM virtual machine to the previous CapricaVM virtual machine settings, you must switch the Caprica8VM virtual machine network connection back to the external network.

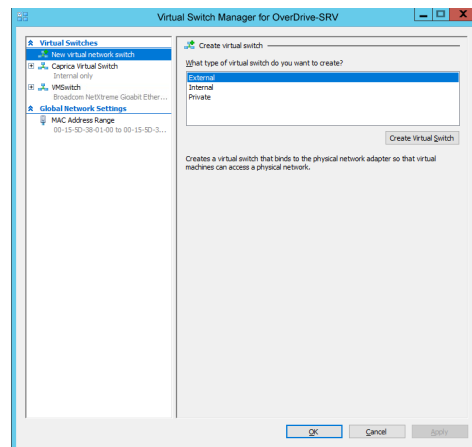
To switch back to the external network

- On the **Hyper-V** host that hosts your Caprica Server in Hyper-V, start **Hyper-V Manager**.
- In the **Virtual Machines** section select the **Caprica8VM** virtual machine.
- In the **Caprica8VM** section of the **Settings** panel, select **Network Adapter**.
The **Network Adapter** dialog box opens.
- In the **Virtual Network Adapters** section of the tree view, click **Caprica Virtual Switch**.
The **Network Adapter** panel opens.



- Use the **Virtual Network Adapters** list to select **Caprica Virtual Switch**.
- Click **OK** to save the selected Hyper-V network adapter setting and close the **Network Adapter** dialog box.
- In the **Hyper-V Manager** window, use the **Virtual Machines** menu to select **Caprica8VM**.

The **Network Adapter** dialog box opens.



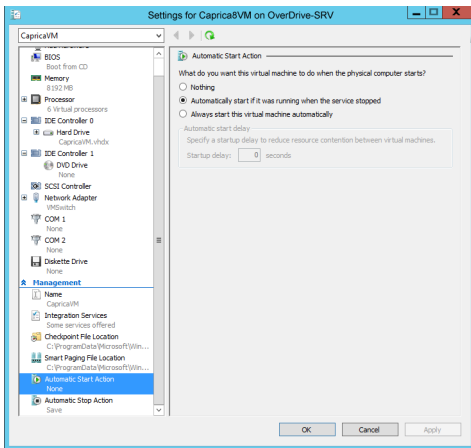
- In the **Virtual Network Adapters** section of the tree view, click **Caprica Virtual Switch**.
The **Network Adapter** panel opens for the **Caprica Virtual Switch**.
- Click **OK**.
Hyper-V Manager grays out the settings in the **Network Adapter** panel.
- Click **OK** to remove the **Caprica Virtual Switch** and close the **Network Adapter** dialog box.
You can now use your set hostname or IP address to access the Caprica Server.

Reset Automatic Start and Stop

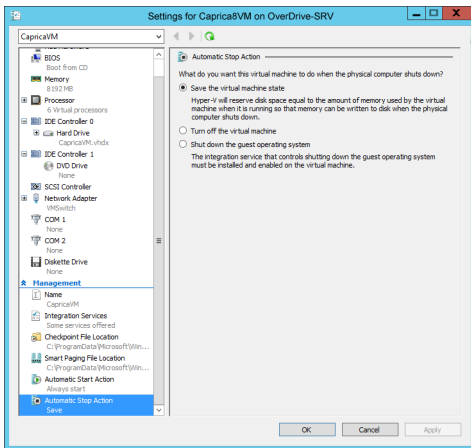
You must configure the Caprica8VM virtual machine to automatically start and stop with the OverDrive Server computer.

- In the **Hyper-V Manager**, select the **Caprica8VM** virtual machine from the **Virtual Machines** section.
- In the **Caprica8VM** section of the **Settings** panel, click **Integration Services**.
An **Alert** opens.
- Click **Turn Off** to turn Caprica8VM off.
- In the **Caprica8VM** section of the **Settings** panel, select **Integration Services**.
The **Integration Services** dialog box opens.

- In the **Automatic Start Action** section of the tree view, click **Automatic Start Action**. The **Automatic Start Action** panel opens.



- Select the **Save the virtual machine state** option to automatically start Caprica8VM with the OverDrive Server computer.
- In the **Automatic Stop Action** section of the tree view, click **Automatic Stop Action**. The **Automatic Stop Action** panel opens.



- Select the **Always start** option to automatically shutdown Caprica8VM with the OverDrive Server computer.
- Click **OK** to save the selected Hyper-V automatic start and stop options and close the **Automatic Start Action** dialog box.
- Remove Virtual switch
- To start Caprica8VM after setting the automatic start and stop options, click **Start** in the **Management** section

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:

- Verify the latest version of the Caprica Server software.**
- Restore to the configuration from the OS upgrade diskset you created from your previous Caprica Server.**
- Activate your Caprica Server with your product key.**
- 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: whfkvxssru@urvyghr1frp

Website: open a support request using the link kws-2z.z.z.1rvvyghr1frp.2vxssru@whfk0vxssru@kw.pcto to open a support request.

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