

## Upgrade Procedure for Caprica OS 2.0 and Ahead

The Caprica OS 1.0 upgrade procedure used custom upgrade files that could only upgrade the Caprica OS from one specific version to another specific version. Users had to search through many upgrade files to find the one specific to their needs or follow a laborious process of upgrading through each dot version until they arrived at the required Caprica OS version.

Patch files are available for Ross Video Tech Support Specialists to upgrade older Caprica OS versions directly to Caprica OS 2.0.

After Caprica OS 2.0 is installed on a Caprica Server the Caprica OS no longer requires sequential upgrades. Caprica OS upgrades can go directly from version 2.0 to any 2.X version.

### Caprica OS Update

After choosing an appropriate upgrade procedure, you are ready to use Caprica Cockpit to update your Caprica Server operating system.

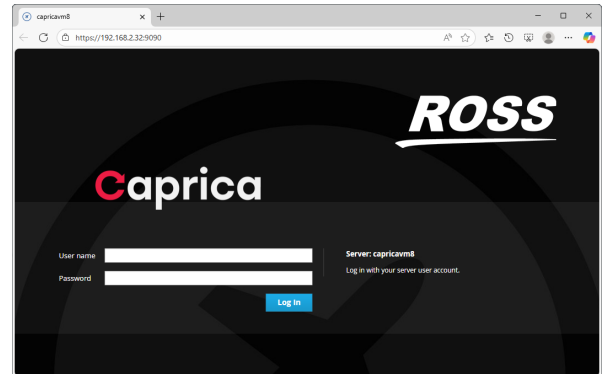
★ The Caprica Server operating system updates procedure presented in this section is only valid for updating Caprica Servers running the Amazon Linux 2 operating system and Caprica Cockpit v2.0.1 software.

#### To update your Caprica Server operating system

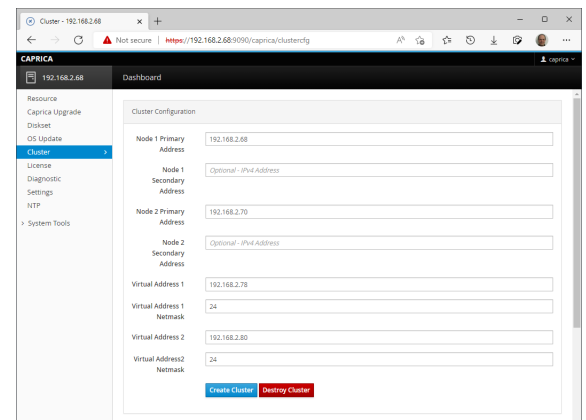
1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the following URL to log in to the `transfer.rossvideo.com` site:  
`https://transfer.rossvideo.com/`
3. On the `transfer.rossvideo.com` site, open the following folder:  
`Ross Video/Tech Support/Software Releases/Caprica/CapricaV08 OS/HyperV`
4. Download the Caprica OS version to install on your Caprica Server.
5. Use a web browser to open `https://<Caprica Server>:9090`. The format of the URL is as follows, where `<Caprica Server>` is the hostname or IP address of your Caprica Server computer:  
`https://<Caprica Server>:9090`  
If the web browser identifies your connection with Caprica Cockpit as not secure, add an exception for Caprica Cockpit.

★ If Caprica Cockpit does not open, your Caprica Server computer is not running the Amazon Linux 2 operating system. Contact Ross Video Technical Support to upgrade the operating system of your Caprica Server computer.

The `https://<Caprica Server>:9090` web page opens.

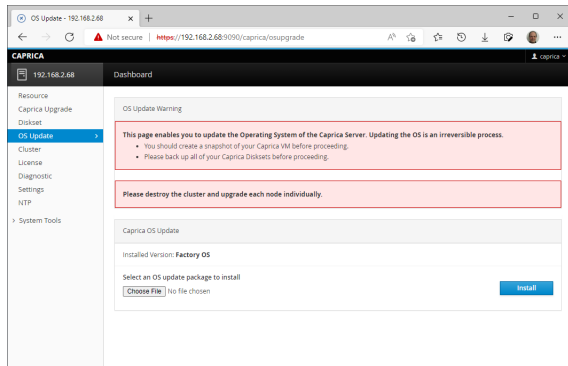


6. Use the following credentials to log in to `https://<Caprica Server>:9090`:
  - Username: `caprica`
  - Password: `<your_password>`
7. Click `Log In`.
8. If your Caprica Server is set up as a cluster, complete the following steps to destroy the cluster before you update the Caprica Server Operating system:
  - a. In the tree view, click `Cluster Configuration`.
  - b. The **Cluster Configuration** web page opens.



- c. Click `Destroy Cluster`.

- In the tree view, click **Resource**.
- The **Resource** web page opens.



- In the **Cluster** section, click **Cluster**.
- The **Cluster** dialog box opens.

- Use the **Cluster** dialog box to locate and select the **Cluster** Caprica Server operating system upgrade package file you obtained from Ross Video Technical Support.

Where **[1]** is current operating system version installed on your Caprica Server and **\1** is the new operating system version to install on your Caprica Server.

- Click **Cluster**.
- The **Cluster** dialog box closes and the **Cluster** section displays the name of the selected PKG file.

- Click **Install**.
- The **Cluster** alert opens.

- Click **Cancel**. Click **OK** to cancel the operating system update for your Caprica Server.
- The Caprica OS Upgrade web page installs new operating system on the Caprica Server. After the operating system install completes, Caprica Cockpit disconnects while the Caprica Server reboots using the newly installed operating system.

- In **Resource**, click **Cluster**.
- The **Cluster** web page opens.
- Use your Caprica credentials to log in to **Resource**.
- In the tree view, click **Resource**.

The **Resource** web page opens. The **Version** field displays the version of the current operating system installed on the Caprica Server.

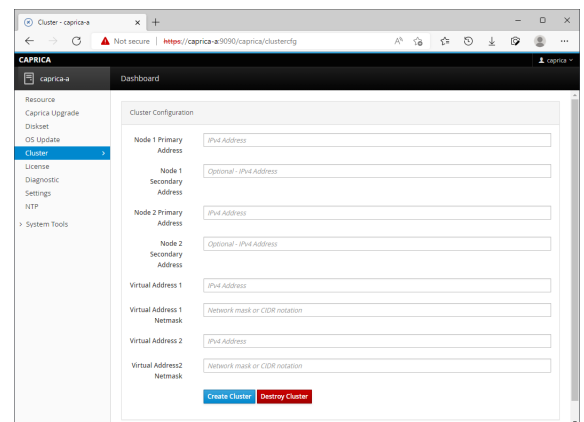
- If your Caprica Server was set up as a cluster, complete the following steps to update the Caprica OS on the other Caprica Server and rebuild the cluster:

- Use a web browser to open **Resource** on the other Caprica Server in the cluster. The format of the URL is as follows, where **<Caprica Server>** is the hostname or IP address of your **Caprica** computer:

`https://<Caprica Server>:9090`

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

- Repeat steps **a** to **d**: to update the current Caprica Server to the same Caprica OS version as the Caprica Server you just updated.
- In the **Resource** tree view, click **Cluster**. The **Cluster** web page opens.



- In the **Node 1 Primary Address** box, enter the IP address of NIC 1 on Caprica Server A.
- In the **Node 1 Secondary Address** box, enter the IP address of NIC 2 on Caprica Server A. The secondary address for Caprica Server A is an optional setting.
- In the **Node 2 Primary Address** box, enter the IP address of NIC 1 on Caprica Server B.
- In the **Node 2 Secondary Address** box, enter the IP address of NIC 2 on Caprica Server B. The secondary address for Caprica Server B is an optional setting.
- In the **Virtual Address 1** box, enter the IP address of the cluster.
- In the **Virtual Address 1 Network mask or CIDR notation** box, enter the Network mask or Classless Inter-Domain Routing (CIDR) notation for your network.

- j. In the `Y Lwxdc#Dgguhvv#5` box, enter the secondary IP address of the cluster.
- k. In the `Y Lwxdc#Dgguhvv#D hwp dvn#5`, enter the Network mask or Classless Inter-Domain Routing (CIDR) notation for your network.
- l. Click `Fuhdwh#Fαvwhu`.  
The defined cluster of the `Fdsulfd#huyhu#D` and `Fdsulfd#huyhu#E` computers initializes and starts running. The OverDrive Server can communicate with Caprica through the IP address set in the `Y Lwxdc#Dgguhvv` box.

## 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](mailto:whfkvxssruC urvvyghr1frp)

Website: open a support request using the link [kws#2z z z lrvvyghr1frp 2vxssru@whfk0vxssrukw p\\_oto](https://www.rossvideo.com/support) to open a support request.

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