

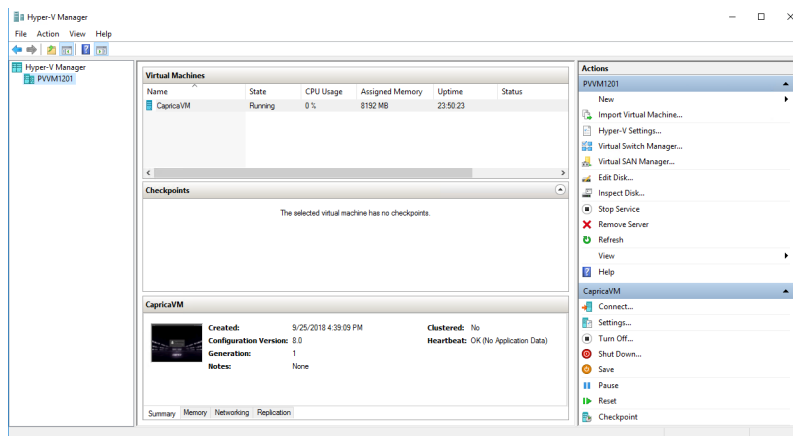
## Configuring a 2nd Network Interface for Device Control

When certain devices are on a closed network and not part of the wider broadcast network where OverDrive and Caprica are located, you must configure a 2nd network interface for the CapricaVM hosted on OverDrive Server to control the devices on the closed network.

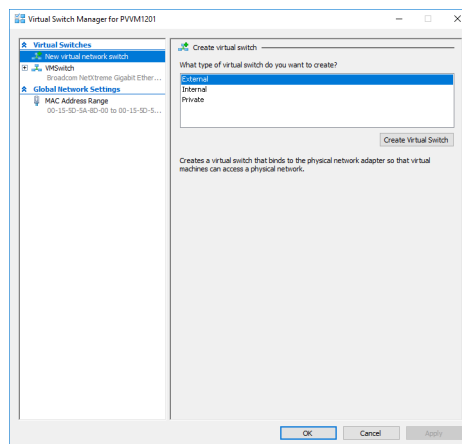
★ Only use a 2nd network interface to control devices. Do not use a 2nd network interface to connect to devices configured as a server.

### To configure a 2nd network interface for the CapricaVM:

- Use the following credentials to log in to the OverDrive Server computer that hosts your Caprica Server in Hyper-V:
  - Xvhu overdrive
  - Sdvz rug: <your\_password>
- Use the View menu to select K | shuY P dqdjh. The K | shuY P dqdjh window opens.

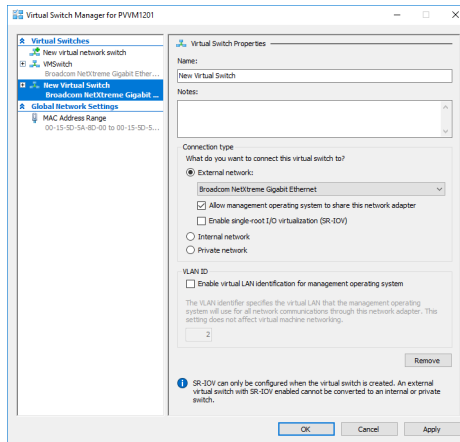


- In the D fwrqv panel, select Y lwxdoVz lfk P dqdjh. The Y lwxdoVz lfk P dqdjh dialog box opens.

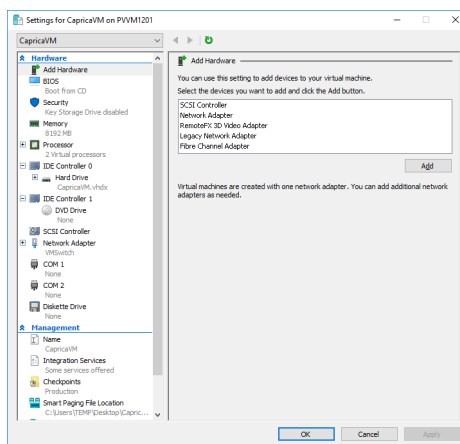


- In the Z kdww|sh riy lwxdoVz lfk gr |rx z dqwr fuhdwhB section, select H{ whuqdo

- Click **Fuhdwh Y lwxdoVz lwk**.  
The **Y lwxdoVz lwk Surshwlvh** panel opens for your new virtual switch.

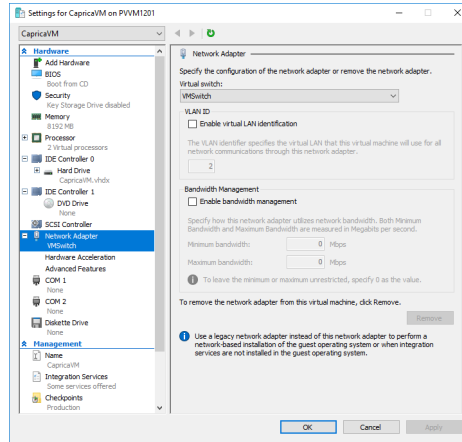


- In the **Q dp h** box, enter a name for the 2nd network interface. For example: **Caprica NIC 2**.
- In the **Frgqhfwrq w|sh** section, use the **H{whuqdoqhwz run** list to select the physical NIC that connects to the closed network that contains the devices to control from Caprica.
- Clear the **Dærz p dqdjhp hqwrshudwqj v|vwhp wr vkduh wk lv qhwz run dgdswhu** check box.
- Click **R.N**.  
The **Dssq Q hwz runlqj Fkdqjhv** alert dialog box opens.
- In the **Dssq Q hwz runlqj Fkdqjhv** alert, click **\hv**.  
The **Dssq Q hwz runlqj Fkdqjhv** alert and the **Y lwxdoVz lwk P dqdjh** dialog box close.
- In the **Fdsulfd YP** section of the **K |shuX P dqdjh** window **D fwrqv** panel, select **Vhwkqjv**.  
The **Vhwkqjv** dialog box opens.
- In the **Kdugz duh** section of the tree view, click **Dgg Kdugz duh**.  
The **Dgg Kdugz duh** panel opens.

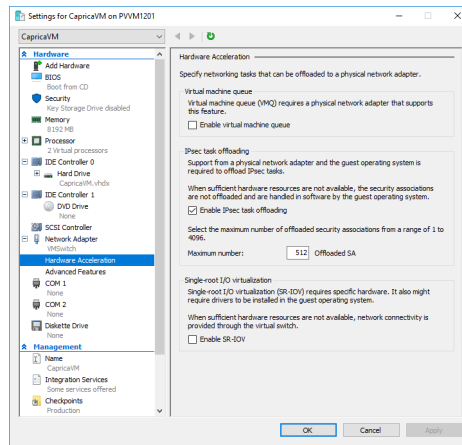


- In the **Vhchfwkh ghylfhv |rx z dqwwr dgg** section, select **Q hwz run Dgdswu**.
- Click **Dgg**.

- In the **Q hwz run Dgdswhu** section of the tree view, expand **Q hwz run Dgdswhu** node. The **Q hwz run Dgdswhu** panel opens.



- Use the **Y lwx dovz lfk** list to select the virtual switch that you created in step 6 on page 4-2.
- Click **Dssq**.
- In the **Q hwz run Dgdswhu** node of the tree view, click **K dugz duh D ffhchudwlrq**. The **K dugz duh D ffhchudwlrq** panel opens.



- In the **Y lwx dop dfk lqh txhxx** section, clear the **Hqdech y lwx dop dfk lqh txhxx** check box.
- Click **R.N**. The **Vhwqlqv** dialog box closes.
- In the **FdsulfdYP** section of the **K |shuY P dqdjh** window **Dfwlrqv** panel, click **Uhvhw**. The CapricaVM restarts to enable the defined 2nd network interface.
- Assign IP addresses as required to the two CapricaVM network interfaces.

## 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](mailto:whfkvxssru@urvyghr1frp)

Website: open a support request using the link [kws=2z z z urvyghr1frp vxssru@whfk0vxssru@kwp o](https://www.rossvideo.com/support) to open a support request.

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