

## Media I/O v14 PostgreSQL Upgrade Instructions

To migrate the database from PostgreSQL to MariaDB during the upgrade process to Media I/O v14, you must ensure that you are on PostgreSQL version 15.13. If you currently use PostgreSQL version 9.3, or any earlier version that is not v15.13, follow the procedures in this document.

★ **IMPORTANT:** The procedures in this document must be completed before following the MariaDB installation instructions in the *Media I/O Installation Guide* and the PostgreSQL to MariaDB migration instructions in the *Media I/O Configuration Guide*. After completing the procedures in this guide, you can return to the *Media I/O Configuration Guide* to configure MariaDB.

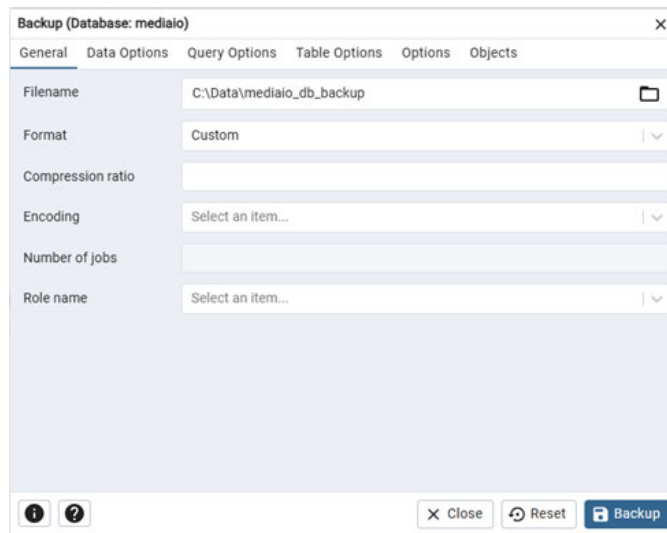
### Before you Begin

- Ensure that no Media I/O applications are running. Media I/O applications can be closed through Windows Task Manager and Media I/O services can be stopped through Windows Services.
- Do not launch any Media I/O applications until the PostgreSQL upgrade and data restore are complete.

### Backing up Existing Data

#### To back up existing data

1. In the pgAdmin application, right-click the Media I/O database and select **Backup**.
2. In the **Format** box, select **Custom**.



3. Save the backup in a secure location.

## Installing PostgreSQL v15.13

### To uninstall the previous version of PostgreSQL

1. Navigate to the following directory:  
`C:\Program Files\PostgreSQL\9\uninstall-postgresql.exe`
2. Open the **uninstall-postgresql.exe** application.  
Port 5432 becomes available again, and the old database service is removed.

### To install PostgreSQL v15.13

1. Download the latest installer application from the following URL:  
<https://www.enterprisedb.com/downloads/postgres-postgresql-downloads>
2. Open the installer application.
3. During installation, ensure the port is set to 5432
4. During installation, ensure the password is set to `postgres`
5. On the last page of the installer, ensure that the **Launch Stack Builder at exit?** option is unchecked. If the Stack Builder opens, close it. Do not install anything further.

## Configuring PostgreSQL v15.13


### To create the database in pgAdmin

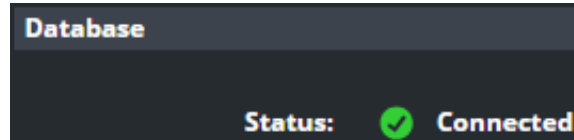
1. Navigate to the following directory:  
`C:\Program Files\PostgreSQL\15\pgAdmin 4\runtime\pgAdmin4.exe`
2. Launch the **pgAdmin4.exe** application.
3. Right-click the new PostgreSQL v15.13 server, then select **Connect Server**.
4. Right-click **Databases**, then select **Create Database**. When prompted, name the database `mediaio`
5. Navigate to the newly created database.
6. Open the **Schemas** folder, and delete the Public schema.

### To restore the backup

1. Right-click the `mediaio` database, then select **Restore**.
2. In the file selection window, select **All Files (\*.\*)** to ensure that the **.backup** file is visible.
3. Select your saved **.backup** file.
4. Select **Custom Format**, then start the restore process.

## To verify application connectivity

1. Log in to the Media I/O web UI.
2. Select the  **System Configuration** button, then select **Database** under the **System** category.
3. Confirm that Media I/O is successfully connected to the new PostgreSQL instance. If a green checkmark icon is visible, it is connected.



## To test the new mediaio database

1. In the Media I/O web UI, create a new user.
2. View the `mediaio` database and ensure that the new user appears in the database.

## 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: +1 833-859-0499

### 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.

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: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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