

OverDrive System Backup for Disaster Recovery

A backup of your OverDrive system that you could use to recover from a disaster must include the following backup files:

- OverDrive RapidRestore — OverDrive Server settings, MOS Gateway settings, system logs, rundowns, and client settings on your OverDrive Server and client computers.
- Caprica Diskset — devices to connect to an OverDrive system, switcher inputs, audio channels, router sources and destinations, Custom Control macro definitions, SideShot module configuration, and Memory Attribute configuration.
- Hyper-V Virtual Machine Export — a snapshot of the current state of the Caprica8VM virtual machine.

To build a disaster recovery backup for your OverDrive system complete the procedures in each section of this application note and save the created backup files along with associated user names and passwords in a safe offline location.

Backup

OverDrive RapidRestore

RapidRestore enables the quick and easy back up of the following data:

- OverDrive system logs
- OverDrive Server settings
- OverDrive MOS Gateway settings
- OverDrive client settings
- OverDrive rundowns

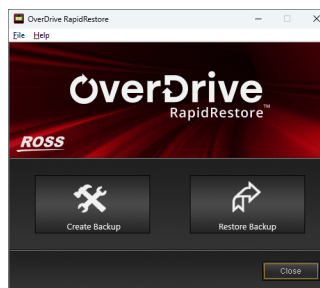
Properly backing up OverDrive data builds an archive that can be used to restore an OverDrive system if a system failure were to occur.

★ RapidRestore does not restore OverDrive logs saved in the Log package of a backup file. To help trouble shoot OverDrive problems, Ross Video can access logs contained in a backup file Log package.

To create a backup of OverDrive data:

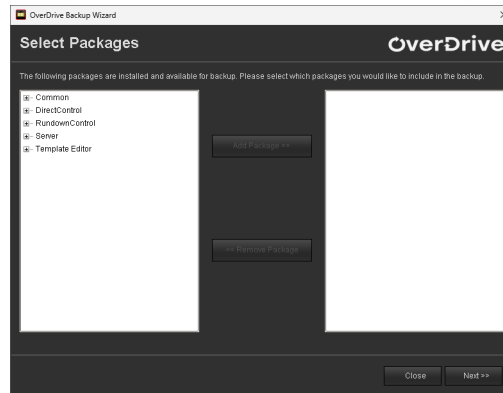
1. Log in to your OverDrive Server as the overdrive user.
2. Use one of the following methods to open RapidRestore:
 - On the desktop, double-click the Rapid Restore icon.
 - Use the Start menu to select All Programs > OverDrive > Rapid Restore.

The OverDrive RapidRestore window opens.



3. Click Create Backup.

The Select Packages screen opens, listing the OverDrive applications that have packages available for backup.



4. Use the Package list on the left to select DirectControl.

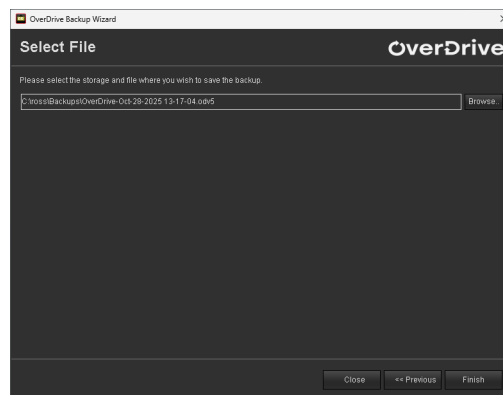
5. Click Add Package.

The DirectControl package is added to the Backup list on the right.

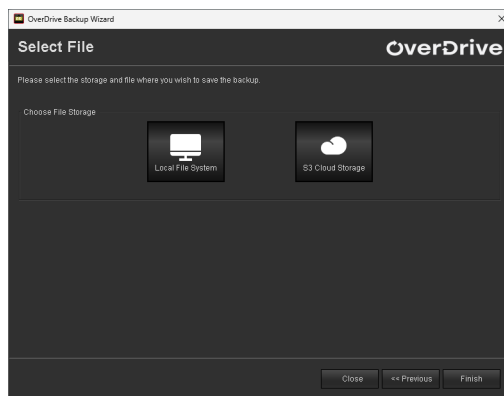
6. Add the RundownControl, Server, and Template Editor packages to the Backup list

7. After selecting all the packages to back up, click Next.

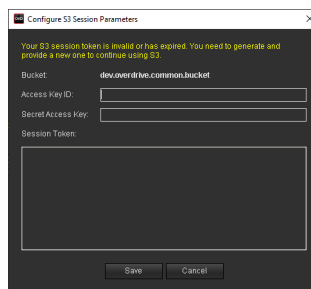
For OverDrive systems configured to store and retrieve RapidRestore backup files from your local computer, the Select File screen opens.



For OverDrive systems configured to store and retrieve RapidRestore backup files from your local computer or an Amazon S3 bucket in the cloud, the Select File screen opens.



When your S3 session parameters have expired the **Configure S3 Session Parameters** dialog box opens.

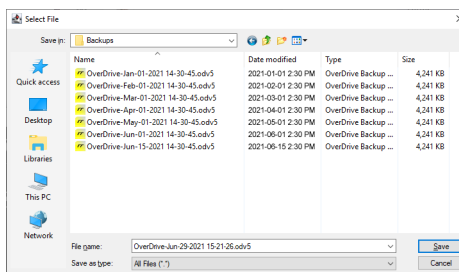


Complete the following steps to enter new S3 session parameters:

- a. In the Access Key ID box, enter the access key ID for the selected Amazon S3 bucket.
 - b. In the Secret Access Key box, enter the secret access key for the selected Amazon S3 bucket.
 - c. In the Session Token box, enter the session token for the selected Amazon S3 bucket.
 - d. Click Save.
8. Depending on the configuration of your OverDrive system, use one of the following procedures to select the folder in which to save the RapidRestore backup:

Local File System

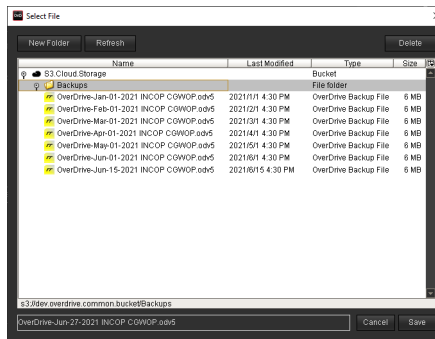
- a. Click Local File System when available.
- b. Click Browse to select a backup file in which to save the selected packages.
The Select File dialog box opens.



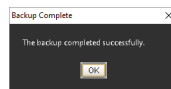
- c. Navigate to the folder in which to save the backup file.
It is useful to save backup files in a folder that is accessible from both the OverDrive Primary and Redundant systems in a Redundant Server system.
- d. In the File Name box, enter a file name for the backup file.
- e. Click Save.
The Select File dialog box closes, and the File Name box on the Select File screen displays the full path to the selected backup file.

S3 Cloud Storage

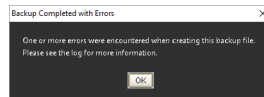
- a. Click S3 Cloud Storage when available.
- b. Click Browse to select a backup file in which to save the selected packages.
The Select File dialog box opens.



- c. Navigate to the folder in which to save the backup file.
It is useful to save backup files in a folder that is accessible from both the OverDrive Primary and Redundant systems in a Redundant Server system.
 - d. Enter a file name for the backup file in the box at the bottom of the dialog box.
 - e. Click Save.
The Select File dialog box closes, and the File Name box on the Select File screen displays the full path to the selected backup file.
9. In the Select File screen, click Finish to save the selected packages in the selected backup file.
Backup progress is reported in the Creating Backup screen. When the backup completes successfully, the Backup Complete alert opens.



When the backup completes with errors, the Backup Completed with Errors alert opens.



- 10. Click OK.
The alert closes, and the Creating Backup screen displays the results of the backup. Click View Log to view more information about the completed backup.
- 11. Click Close.
The OverDrive Backup Wizard closes.

12. Save your RapidRestore backup file in a safe offline location along with your other backup files.
13. In a Redundant Server System, log in to the Redundant OverDrive Server as the overdrive user and repeat steps 2 to 12 to create a RapidRestore backup for the Redundant OverDrive Server.
14. Log in to each of your OverDrive client computers and repeat steps 2 to 12 to create a RapidRestore backup for the client computer.
15. Record the OverDrive user names and passwords in a safe offline location along with your other backup files.

Caprica Diskset

After you finish configuring your Caprica Server it is a good idea to save the Caprica Server configuration to a diskset. A complete diskset contains the following Caprica Server configuration components:

- Installation
 - › Devices to connect to an OverDrive system
 - › Switcher inputs
 - › Audio channels
 - › Router sources and destinations
- Custom Control - Custom Control macro definitions
- Shotbox — SideShot module configuration
- Memory — Memory Attribute configuration

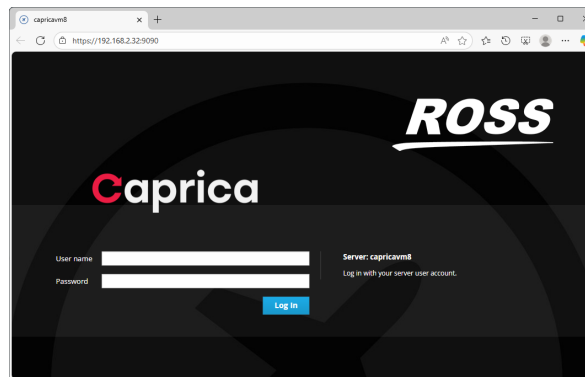
To save all components of the current Caprica Server configuration to a diskset:

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. 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 the Caprica web page as not secure, add an exception for the Caprica web page.

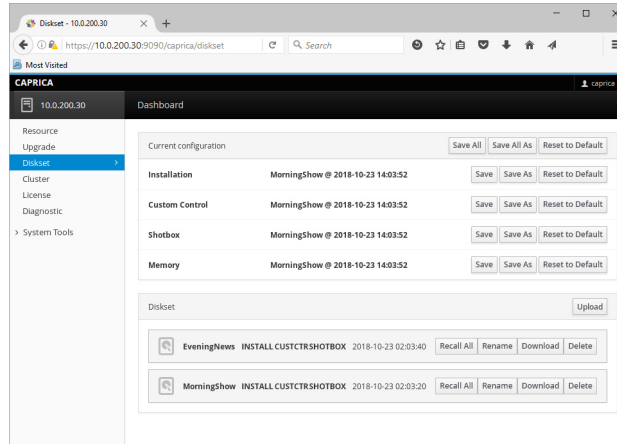
The Caprica Login web page opens.



3. Use the following credentials to log in to the Caprica web page:
 - User: `caprica`
 - Password: `<your_password>`
4. Click Log In.
The Caprica web page opens.

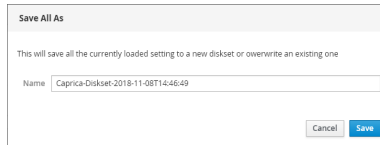
5. In the tree view, click Diskset.

The Diskset web page opens. For each configuration component of the Caprica Server, the Current configuration section displays the name of the current diskset that contains the component and the time that component was recalled to configure the Caprica Server.



6. In the title bar of the Current Configuration section, click Save All As.

The Save All As dialog box opens.

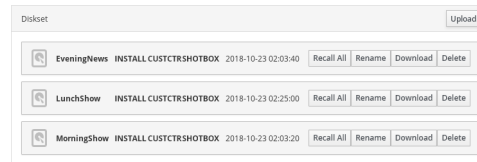


7. In the Name box, enter a name for your new diskset or use the suggested diskset name.

★ If you enter the name of an existing diskset, Caprica will overwrite the configuration components contained in the existing diskset with the components from the current configuration.

8. Click Save.

Caprica creates a new diskset by compressing the current configuration components into a single file (.tgz) with the name set in the Save All As dialog box. Caprica saves disksets files in the /caprica/archive directory on the Caprica Server computer. The Diskset section lists all the diskset files contained in the /caprica/archive directory, even diskset files copied into the directory from other sources.



9. In the Diskset section, click Download to the right of the diskset you just created.

Caprica downloads a file titled <diskset_name.tgz> to the downloads folder used by your web browser.

10. Save the <diskset_name.tgz> file in a safe offline location along with your other backup files.

11. Record the caprica user password used in the diskset and save it in a safe offline location along with your other backup files.

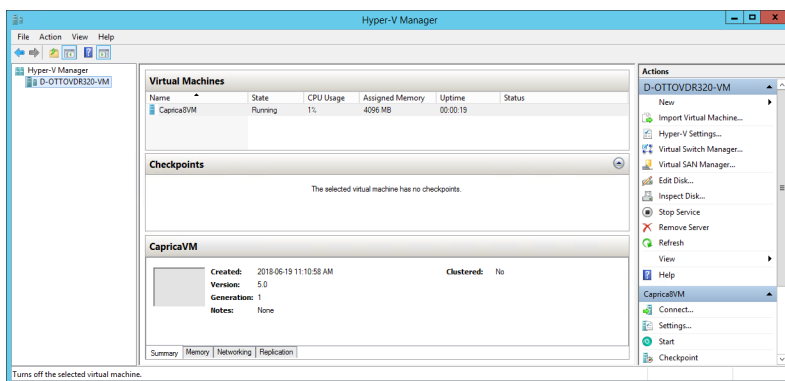
Hyper-V Virtual Machine Export

You can use Hyper-V Manager to export the current state of the Caprica8VM virtual machine to a folder. The Hyper-V Manager can import the Caprica8VM virtual machine backup to restore the passwords, settings, and configuration of the Caprica8VM virtual machine at the time it was exported.

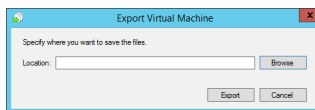
★ While exporting the Caprica8VM virtual machine the Caprica Server will not be available to your OverDrive system. Only export the Caprica8VM virtual machine during off hours.

To export the Caprica8VM virtual machine to a folder:

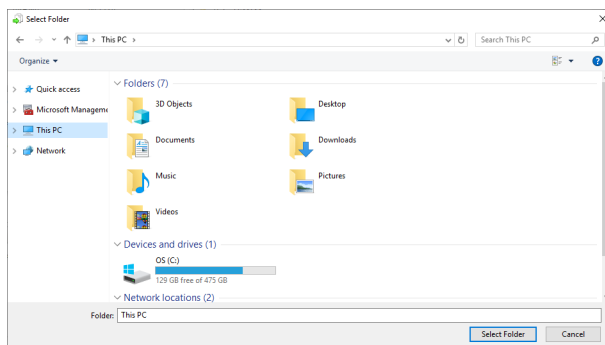
1. Log in to the OverDrive Server computer that hosts your Caprica Server in Hyper-V as the overdrive user.
2. Use the Start menu to select Hyper-V Manager. The Hyper-V Manager window opens.



3. In the Virtual Machines section select Caprica8VM.
4. In the CapricaVM section of the Actions panel, click Save.
5. In the CapricaVM section of the Actions panel, click Export. The Export Virtual Machine dialog box opens.



6. Click Browse. The Select Folder dialog box opens.



7. Navigate to the folder in which to save the exported Caprica8VM virtual machine.

8. Click Select Folder.
The Select Folder dialog box closes, and the Folder box in the Export Virtual Machine dialog box displays the full path to the selected folder.
9. In the Export Virtual Machine dialog box, click Export.
The Export Virtual Machine dialog box closes, and the Hyper-V Manager exports the Caprica8VM virtual machine to the selected folder.
10. Save the folder that contains the export of the Caprica8VM virtual machine in a safe offline location along with your other backup files.
11. Record the user names and passwords used in the Caprica8VM virtual machine backup and save them in a safe offline location along with your other backup files.

Restore

Restore your disaster recovery backup files in the following order to restore your OverDrive system:

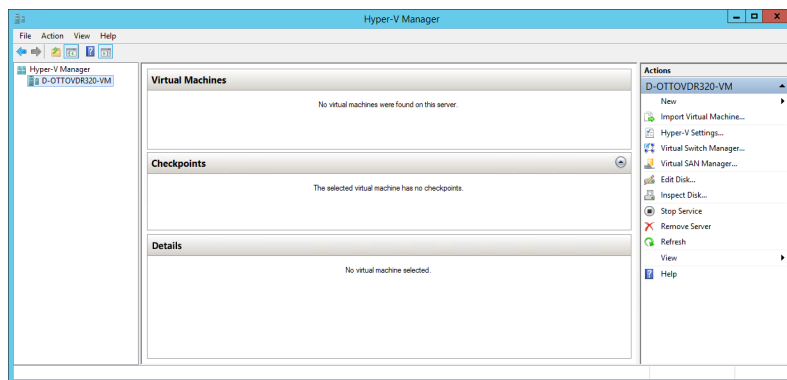
- Hyper-V Virtual Machine Import
- Caprica Diskset
- OverDrive RapidRestore

Hyper-V Virtual Machine Import

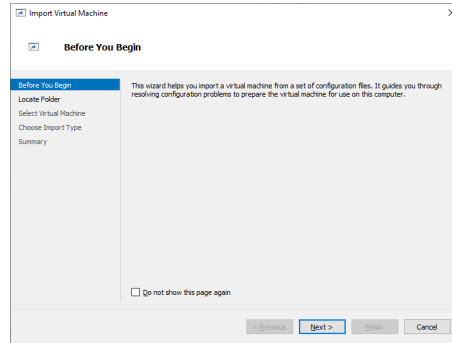
You can use Hyper-V Manager to import a Caprica8VM virtual machine backup up to restore the saved state of your Caprica Server. The new virtual machine created by importing the Caprica8VM virtual machine backup retains the passwords, settings, and configuration of the Caprica8VM virtual machine at the time it was exported.

To import a Caprica8VM virtual machine backup:

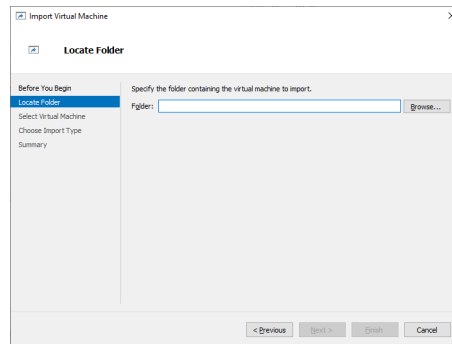
1. Log in to the OverDrive Server computer that hosts your Caprica Server in Hyper-V as the overdrive user.
2. Use the Start menu to select Hyper-V Manager.
The Hyper-V Manager window opens.



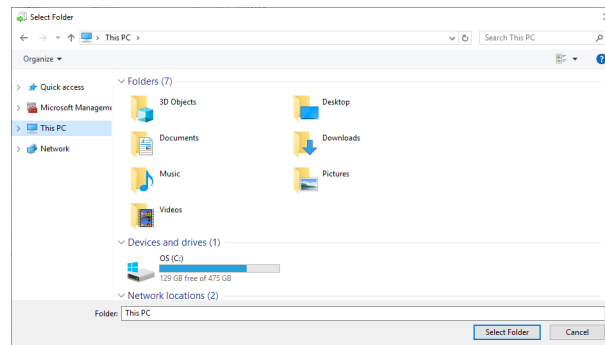
- In the Host section of the Actions panel, click Import Virtual Machine.
The Import Virtual Host Machine wizard opens.



- Click Next.
The Locate Folder screen opens.

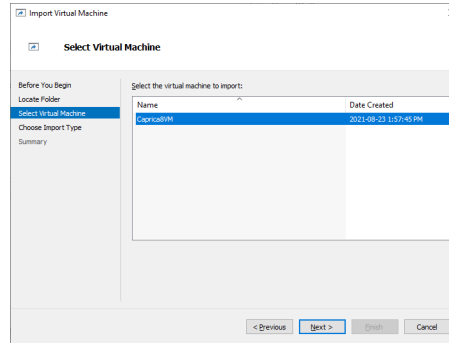


- Click Browse.
The Select Folder dialog box opens.



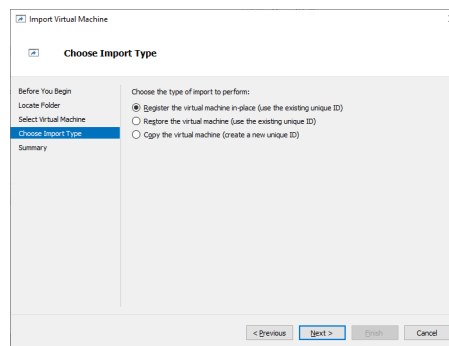
- Navigate to the folder that contains the Caprica8VM virtual machine backup folder.
- Select Caprica8VM virtual machine backup folder.
- Click Select Folder.
The Select Folder dialog box closes, and the Folder box in the Locate Folder screen displays the full path to the selected folder.

- Click Next.
The Select Virtual Machine screen opens.



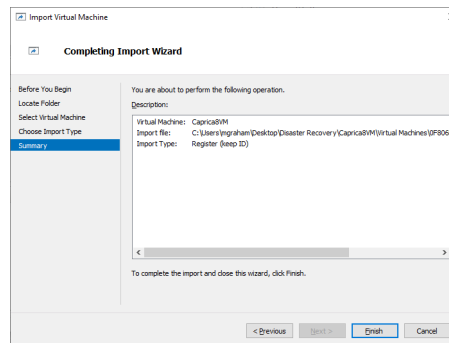
- In the Select the virtual machine to import list, select Caprica8VM.

- Click Next.
The Choose Import Type screen opens.



- Select the Register the virtual machine in-place option.

- Click Next.
The Completing Import Wizard screen opens.



- Click Finish.
The Import Virtual Host Machine wizard closes, and Hyper-V Manager imports the Caprica8VM virtual machine.

- In the Caprica8VM section of the Actions panel, select Start.

Caprica Diskset

You can recall all or selected Caprica Server configuration components from a diskset to change the configuration of your Caprica Server. The Diskset section of the Diskset web page lists the available disksets on your Caprica Server.

- ★ Recalling Caprica Server configuration components from a diskset overwrites the current Caprica Server configuration with the configuration components contained in the selected diskset and then restarts the Caprica Server.

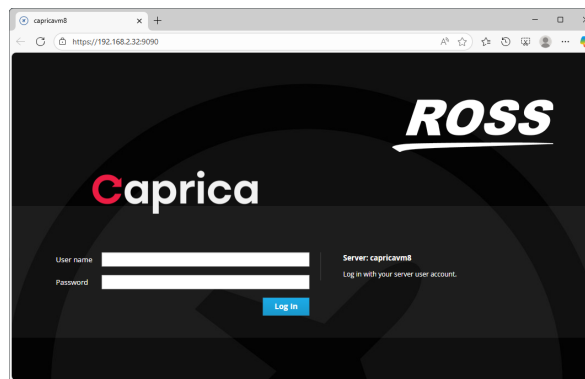
To recall Caprica Server configuration components from a diskset:

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. 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
```

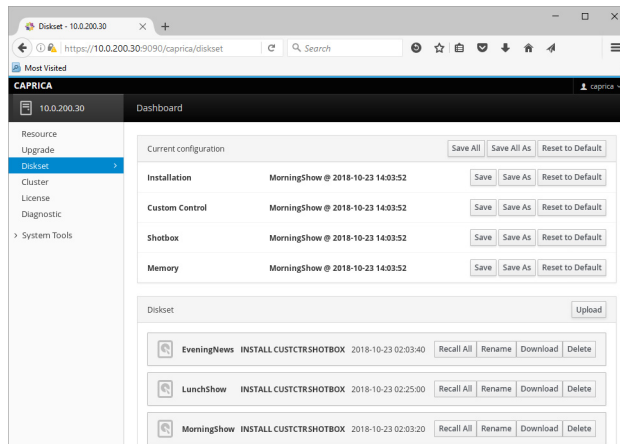
If the web browser identifies your connection with the Caprica web page as not secure, add an exception for the Caprica web page.

The Caprica Login web page opens.



3. Use the following credentials to log in to the Caprica web page:
 - User: `caprica`
 - Password: `<your_password>`
4. Click Log In.
The Caprica web page opens.
5. In the tree view, click Diskset.

The Diskset web page opens. The Diskset section lists the disksets on your Caprica server from which you can recall configuration components. To the right of each diskset name, Caprica displays the components contained in the diskset along with the time and date that the diskset was created.



- a. In the Diskset section, click Recall All to right of the diskset to recall to the Caprica Server. An Alert opens.
- b. Click **Recall**.
Caprica overwrites the current Caprica Server configuration with the configuration components contained in the selected diskset and automatically restarts the Caprica Server to start using the new configuration.

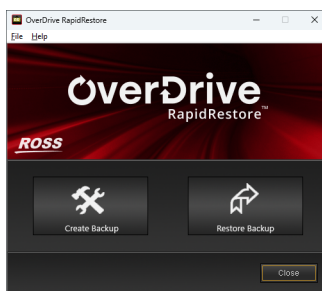
OverDrive RapidRestore

RapidRestore uses archived backup files to restore OverDrive data. Only current format backup files (.odv5) can be used by RapidRestore to restore OverDrive data.

- ★ The OverDrive Server, OverDrive MOS Gateway, and all OverDrive clients must be shut down before using RapidRestore to restore OverDrive data.
- ★ RapidRestore cannot restore shots based on Master templates that do not exist on an OverDrive System.

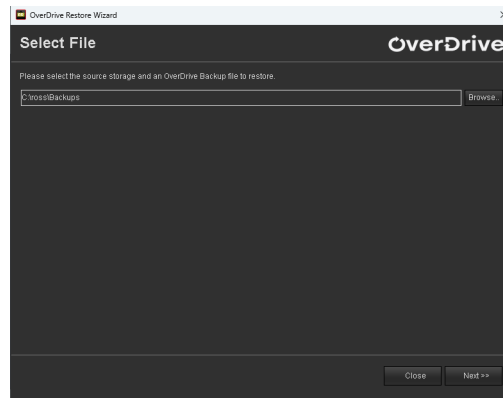
To restore OverDrive data from a backup file:

1. Log in to your OverDrive Server as the overdrive user.
2. Use one of the following methods to open RapidRestore:
 - On the desktop, double-click the Rapid Restore icon.
 - Use the Start menu to select All Programs > OverDrive > Rapid Restore.
 The OverDrive RapidRestore window opens.

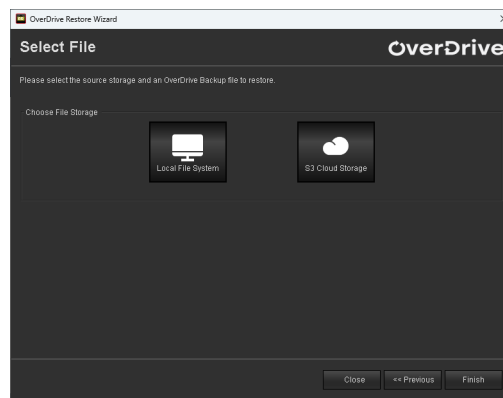


3. Click Restore From Backup.

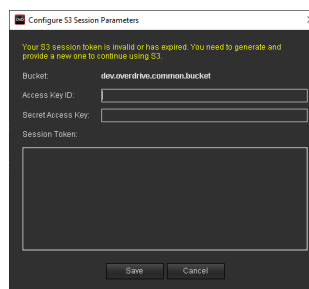
For OverDrive systems configured to store and retrieve RapidRestore backup files from your local computer, the Select File screen opens.



For OverDrive systems configured to store and retrieve RapidRestore backup files from your local computer or an Amazon S3 bucket in the cloud, the Select File screen opens.



When your S3 session parameters have expired the **Configure S3 Session Parameters** dialog box opens.



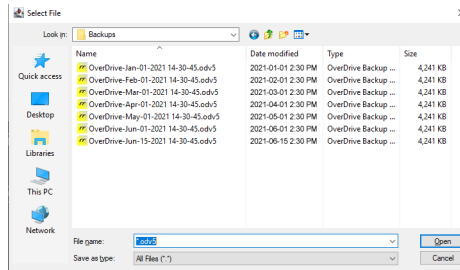
Complete the following steps to enter new S3 session parameters:

- a. In the Access Key ID box, enter the access key ID for the selected Amazon S3 bucket.
- b. In the Secret Access Key box, enter the secret access key for the selected Amazon S3 bucket.
- c. In the Session Token box, enter the session token for the selected Amazon S3 bucket.
- d. Click Save.

4. Depending on the configuration of your OverDrive system, use one of the following procedures to select the folder from which to select the RapidRestore backup to restore:

Local File System

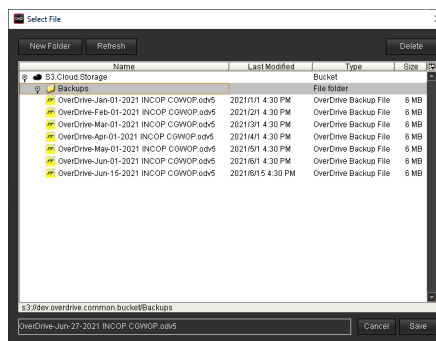
- a. Click Local File System when available.
- b. Click Browse to select the backup file to restore.
The Select File dialog box opens.



- c. Navigate to the folder containing the backup file to restore.
- d. Select the backup file to restore.
the File Name box displays the name of the selected backup file.
- e. Click Open.
The Select dialog box closes, and the File Name box on the Select File screen displays the full path to the selected backup file.

S3 Cloud Storage

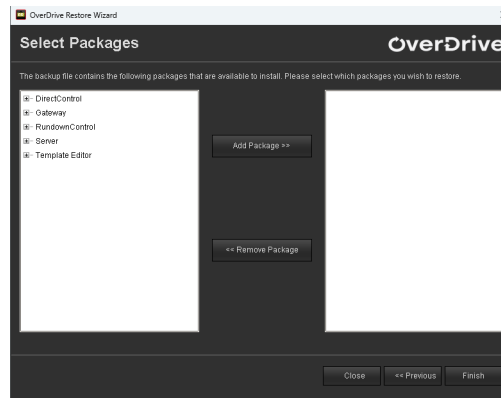
- a. Click S3 Cloud Storage when available.
- b. Click Browse to select the backup file to restore.
The Select File dialog box opens.



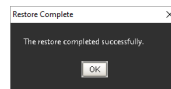
- c. Navigate to the folder containing the backup file to restore.
- d. Select the backup file to restore.
the File Name box displays the name of the selected backup file.
- e. Click Open.
The Select dialog box closes, and the File Name box on the Select File screen displays the full path to the selected backup file.

- In the Select File screen, click Next.

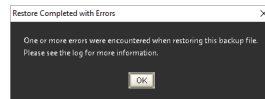
The Select Packages screen opens, listing the OverDrive clients that have packages that can be restored from the selected backup file.



- Use the Package list on the left to select DirectControl.
 - Click Add Package.
- The DirectControl package is added to the Backup list on the right.
- Add the RundownControl, Server, and Template Editor packages to the Backup list
 - After selecting the packages to restore, click Finish to restore the selected packages from the backup file.
- The Restoring Backup screen displays the restore progress. When the restore completes, the Restore Complete alert opens.

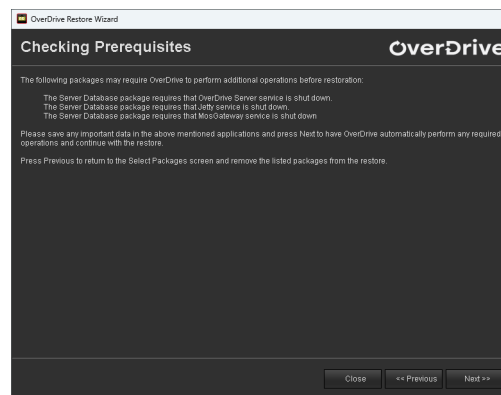


When the restore completes with errors, the Restore Completed with Errors alert opens.



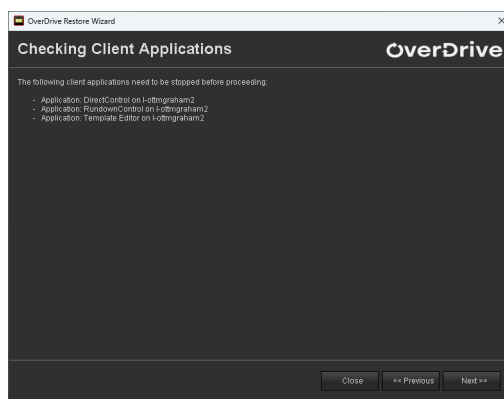
In some cases, the following screens display before the restore completes:

- When you select to restore the Server from the Database package, the Checking Prerequisites screen opens before completing the restore.



Select one of the following options to continue:

- Click Next to shut down the OverDrive Server and continue with the backup
 - Click Previous to remove the Database package from the backup.
- b. When OverDrive detects a TemplateEditor, DirectControl, or RundownControl client running on the OverDrive system, the Checking Client Applications screen opens.



Select one of the following options to continue:

- Close the listed OverDrive clients, then click Previous followed by Finish to continue the restore.
- Click Close to cancel the restore. After closing all open Overdrive clients, you can restart the restore.

10. Click OK.

The alert closes, and the Restoring Backup screen displays the results of the restore.

When restore a backup file created by OverDrive v16.2.9 or older to an OverDrive Server running OverDrive v16.2.10 or newer, the Restoring Backup screen displays the following message that requires no action on your part:



When the Restoring Backup screen displays the following message, verify your OverDrive system MOS Gateway settings before you put the system into production:



11. Click Close.

The OverDrive Restore Wizard closes.

12. In OverDrive RapidRestore, click Close to exit RapidRestore.

13. After restoring a backup file created by OverDrive v15.X or older, you must reconfigure the Primary Server Host and the Redundant Server Host for your OverDrive system.

14. In a Redundant Server System, log in to the Redundant OverDrive Server as the overdrive user and repeat steps 2 to 13 to restore the RapidRestore backup for the Redundant OverDrive Server.

15. Log in to each of your OverDrive client computers and repeat steps 2 to 12 to restore the RapidRestore backup for the client computer.

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: 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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