

## OverDrive Database Configuration

The OverDrive Database Connectivity Administration page enables you to configure the following OverDrive database settings:

- Postgres database server location
- OverDrive Postgres database user password

Only Ross Video personnel or OverDrive administrators should configure OverDrive database settings.

### OverDrive Database Configuration Settings

OverDrive Database Connectivity Administration page that contains the OverDrive database configuration settings is part the OverDrive Server web user interface.

**To configure OverDrive database configuration settings:**

1. Open the following URL in a web browser, where `<OverDrive_Server>` is the hostname or IP address of your OverDrive Server:  
`http://<OverDrive_Server>/admin.html`  
The OverDrive Database Connectivity page opens.
2. Click Database Connectivity.  
The OverDrive Database Connectivity Administration page opens.
3. In the Database Host box, enter the hostname or IP address of Postgres database server in your OverDrive system.
4. In the Database Port box, enter the port number to connect to on the Postgres database server.
5. In the Database Access Password box, enter a new password for the Postgres user that OverDrive uses to interact with the Postgres database.
6. In the Database Access Password (again) box, enter the new password for verification.
7. In the Postgres Administration Password box, enter the password for the Postgres super user.
8. Click Validate to check your new database configuration settings.  
Depending on your settings, OverDrive displays a Data is valid or an Error message.
9. To reset database configuration settings to previously saved values, click Reset.

10. Click Apply.

OverDrive saves the new database configuration settings. You must restart OverDrive services and clients to use the new settings.

11. To close the OverDrive Database Connectivity page, click Back.

### Compatibility

Switcher	Version
All Switchers	Latest
Automation	
OverDrive	16.0
Caprica Server	3.0a

### 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](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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