

OverDrive Diagnostic Information

You can assemble information for OverDrive system diagnostics by creating a diagnostic backup from the OverDrive server and gathering logs from the Caprica Server.

The following topics are discussed in this document:

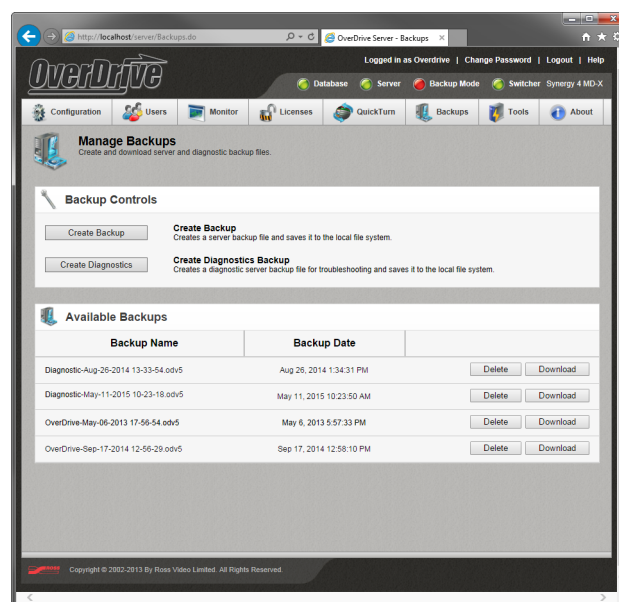
- Server and Diagnostic Backups
- Caprica Server Logs

Server and Diagnostic Backups

The OverDrive Server Web Administration web page is used to create and manage server and diagnostic backups. Server backups can be used with RapidRestore to restore an OverDrive system. Diagnostic backups can be used to trouble shoot server problems and are small enough to be sent to Ross Video for analysis.

To create a server and/or diagnostic backup:

1. On the OverDrive system to backup, use one of the following methods to open the OverDrive Server Web Administration web page:
 - On the desktop, double-click the OverDrive Server icon.
 - Use the Start menu to select All Programs > OverDrive > OverDrive Server.The OverDrive Server Web Administration web page opens in a web browser window.
2. Enter the following user name and password in the provided boxes, then click Login to access OverDrive Server settings:
 - Username — `overdrive`
 - Password — `<your_password>`The Manage My Server web page opens.
3. In the button bar, click Backups.
The Manage Backups web page opens.



In the Available Backups list, click the Backup Name or Backup Date column heading to sort the list by the information in the selected column.

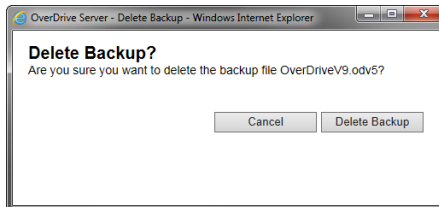
- In the Backup Controls section, use one of the following methods to create a backup:
 - Click Create Backup to create a server backup.
 - Click Create Diagnostics to create a diagnostic server backup for troubleshooting.The created backup file is added to the Available Backups list and saved in the local file system of the OverDrive Server computer.
- To sort the Available Backups list, do the following:
 - Click the Backup Name column heading to sort the Available Backups list by backup name. Click the column heading once again to reverse the sort order of the list.
 - Click the Backup Date column heading to sort the Available Backups list by backup date. Click the column heading once again to reverse the sort order of the list.

To use a backup for server restoration/troubleshooting:

- In the Available Backups list, click Download to the right of the backup to use for server restoration or troubleshooting. A dialog box opens to save the selected backup.
 - ★ When international characters (UTF-8) are not properly displayed in the save dialog box, update the OverDrive Server computer to the latest version of Java to correct the display international characters.
- Save the backup to a location on the local computer.
- Use RapidRestore to open the downloaded backup.

To Delete a backup:

- In the Available Backups list, click Delete to the right of the backup to delete. The Delete Backup dialog box opens



- Click Delete Backup. The selected backup is removed from the Available Backups list and deleted from the OverDrive Server.

Caprica Server Logs

Logs from your Caprica Server can be used to trouble shoot server problems. The caprica command enables you to gather and compress Caprica Server logs into a single file that is small enough to send to Ross Video for analysis.

To gather Caprica Server log files:

- Use the following credentials to log on to the Caprica Server computer:
 - User: `caprica`
 - Password: `<your_password>`
- Open an LXTerminal window.
- At the prompt in the LXTerminal window, enter one of the following commands to gather the latest logs or all of the logs from your Caprica Server:
 - Latest Log: `sudo caprica getlog last`
 - All logs: `sudo caprica getlog all`

4. At the following prompt, enter the password (<your_password>) for the Caprica user:

```
[sudo] password for caprica:
```

The Caprica Server gathers the selected logs and compresses the logs into a single file (.tgz). Compressed log files are saved in /caprica/log directory with the following file name:

```
log_<Creation Date>_<Creation Time>.tgz
```

For example:

```
log_2014Jan31_11:59:59.tgz
```

5. You can use the following URL to access all of the compressed log files stored on a Caprica Server, where <Caprica Server> is the hostname or IP address of your Caprica Server:

```
http://<Caprica Server>:8080/log/
```

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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