

## OverDrive System Operation Guidelines

Use the guidelines in the following sections to help ensure the seamless operation of your OverDrive shows.

- ★ OverDrive version 17.1 no longer supports operating systems older than Microsoft® Windows® 7 and Microsoft® Windows Server 2012 64 bit.

### Operational Guidelines

Use the following guidelines to help keep your OverDrive system up and running smoothly:

1. Restart the RundownControl client each day. Settings such as keyboard hotkeys are saved to the OverDrive database when you close and OverDrive client application. If an error occurs, setting changes are lost. Refer to the section **Starting RundownControl** in the *OverDrive User Guide*.
2. On RundownControl computers, only install the following OverDrive client and support applications:
  - RundownControl
  - DirectControl
  - TemplateEditor
  - RapidRestore
  - TeamViewerDo not install additional software applications on RundownControl computers, such as:
  - Videoconferencing, VoIP, or Instant Messaging
  - Photo or Video Editing
  - Games
3. Restart the OverDrive Server computer each week. Refer to the section **OverDrive Server Startup** in the *OverDrive User Guide*.
4. Restart the OverDrive Server computer after completing any of the following changes to your OverDrive system:
  - Upgrade the OverDrive Server software to a new version.
  - Change the configuration of OverDrive client applications.
  - Connect a new device to your OverDrive system.
  - Change the configuration of a device.
  - Change the configuration of the switcher in the OverDrive system.Restarting the OverDrive Server computer after a switcher configuration change updates crosspoint list and audio faders names.

5. Disable the Microsoft Internet Explorer® cache on any computers that use the Ross Video OverDrive NRCS plugin.  
Disabling the Internet Explorer cache stops the display of false shots and template data in your NRCS.
6. The DirectControl client user interface works best on a 16:9 monitor.
7. To enable Hot Swap functionality with the Ross Video OverDrive NRCS plugin, assign MOS IDs as follows:
  - Assign the ActiveX plugin a MOS ID that does not coincide with the MOS ID assigned to the Redundant OverDrive Server.
  - Assign the ActiveX plugin a MOS ID that does coincide with the MOS ID assigned to the Primary OverDrive Server.Refer the chapter **Primary and Redundant OverDrive Systems** in the *OverDrive User Guide* for more information about the OverDrive Hot Swap procedure.

### IT Department Guidelines

Your IT department can help you with the following guidelines to keep your OverDrive system up and running smoothly:

1. Do not run real-time or on access file scanning programs on the OverDrive Server or client computers.
  - Ross Video does not support any type of real-time or on access file scanning programs running on any computers in an OverDrive system. Real-time or on access file scanning can cause lagging, disconnects, and timeouts between the OverDrive Server and clients.
2. For users accessing the OverDrive web page or performing RapidRestore operations, it is important that domain (and not locally) defined accounts be defined. In addition, these user accounts should all have access to the servers used for the primary and redundant servers as well as any machines supporting a MOS Gateway service. If your environment does not support domain accounts, then please contact the OverDrive field services team to discuss how best to setup the user accounts.
3. Schedule network security functions when your OverDrive system is off air. For example:
  - Antivirus file update downloads
  - File scans

4. Permanently disable Windows 10 automatic updates.
  - a. Use the Cortana menu or Search box to search for `gpedit.msc`.
  - b. Select the top result in the Best match section to open the Group Policy Editor.
  - c. In the tree view, expand the folder path Computer Configuration > Administrative Templates > Windows Components > Windows Update.
  - d. In the Windows Update section to the right, double-click the Configure Automatic Updates policy to open the Configure Automatic Updates dialog.
  - e. In the Configure Automatic Updates dialog, select the Disabled option.
  - f. Click the OK button to save your change and close the he Configure Automatic Updates dialog.
  - g. Close the Group Policy Editor.
5. Reconfigure Windows after applying a Microsoft update to the OverDrive Server as some updates restore default settings.
- ★ You must reset exclusion lists and other Windows firewall settings required by the OverDrive Server.
6. Configure network switches to not block the ports required by the OverDrive Server, switcher, and third party devices in your OverDrive system.
  - NRCS Ports — refer to the setup chapter for your NRCS in the ***OverDrive Installation and Configuration Guide***.
  - Switcher Ports — refer to the setup chapter for your switcher in the ***OverDrive Installation and Configuration Guide***.
  - QuickTurn Ports — refer to the section **Configuring QuickTurn Devices** in the ***OverDrive User Guide***.
  - Device Ports — refer the OverDrive Device Setup Sheet for your third party device.
7. Place live production on the same subnet as the OverDrive Server. Ensure proper routing and non-blocking routes between VLANs or subnets between the OverDrive Server and OverDrive client applications.
8. Never use the second network port on the OverDrive Server as a second network interface. Only use the second network port on the OverDrive server as a teamed NIC.

## 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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