

Postgres Database Upgrade

The OverDrive Server software installer verifies that the Postgres database software version installed on the OverDrive Server computer is compatible with the OverDrive version being installed by running it. If the Postgres database software version is not compatible, the installer will notify you about the incompatibility before proceeding. How you continue installing the OverDrive Server software depends on the installed version of the Postgres database software.

Major Version Mismatch

The OverDrive Server software installer cannot continue and installation when the installed Postgres database software version is older than v15. In this situation, you must cancel the OverDrive Server software installation and manually uninstall the Postgres database software.

To upgraded Postgres when the installed version is lower than v15

1. Uninstall OD Server and Project Server builds from Control Panel > Programs and Features manually.
2. Uninstall any existing PostgreSQL v10 or older from Control Panel > Programs and Features manually.
3. Delete old PostgreSQL data if necessary. Example: C:\Program Files\PostgreSQL\10.3 if the previous version was v10.3.
4. Uninstall pgAdmin 4 manually if listed in Programs and Features.
5. Remove any pgAdmin roaming data: C:\Users\overdrive\AppData\Roaming\pgadmin\.
6. Reboot the machine.
7. Install OverDrive Server with clients using the latest OverDrive v23.4 installer manually.
This will install PostgreSQL v15.12 and the latest version of pgAdmin 4.

Minor Version Mismatch

The OverDrive Server software installer can continue when the installed Postgres database software version is v15 or higher.

To upgraded Postgres when the installed version is v15 or higher

1. Run the OverDrive v23.4 installer.
The installer will notify the user about compatibility.
2. Click "Next" to allow the installer to automatically download and install PostgreSQL v15.12.
3. When prompted, manually specify the PostgreSQL bin folder path again.
 - If upgrading from an earlier minor version within the same major (e.g., v15 to v15.12), select the same bin folder location (e.g., C:\Program Files\PostgreSQL\15\bin) - please ensure to point to the correct path on your system.
 - If upgrading from a newer compatible major version (e.g., v16+), update the path accordingly (e.g., C:\Program Files\PostgreSQL\16\bin).
4. Click Next through the wizard and complete the installation.
5. Reboot the machine.

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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