

## VM Sizing Guidelines

To ensure the proper function of the virtual machines in an OverDrive system, verify that the server computers in your OverDrive system the following VM configurations:

### OverDrive VM

Cores	8
RAM	16GB to run the OverDrive Server and MOS Gateway only.
	32GB to run the OverDrive Server, MOS Gateway, License Server, and/or Client applications.
Disk Space	100GB minimum, recommended 300GB.
Network Interface Card	Single or teamed using a single TCP address.
Hard Drive	7200 rpm or faster.
Operating System	Windows Server 2022 64-bit supplied by the customer.

### Caprica VM

Cores	8
RAM	8GB
Disk Space	50GB minimum, recommended 100GB.
Network Interface Card	Single or teamed using a single TCP address.
Hard Drive	7200 rpm or faster.
Operating System	Linux OVA supplied by Ross Video.

### Client Computer

Cores	4
RAM	16GB
Disk Space	100GB minimum, recommended 300GB.
Hard Drive	7200 rpm or faster.
Display	2 screens on the user console.
Operating System	Microsoft® Windows® 10 or 11 64 bit with the latest patches supplied by the customer. Windows 11 is recommended.

## 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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