

Windows SNMP Service Installation

Ross Video uses two Simple Network Management Protocol (SNMP) agents to monitor the software and hardware of your OverDrive system. SNMP traps enable an agent to send unsolicited SNMP messages to the Network Management Station to notify the station of significant events.

The OverDrive SNMP agent monitors the OverDrive Server and reports significant events to your Network Management Station as SNMP traps. OverDrive Server hardware changes and errors are monitored by the Windows SNMP agent running on the OverDrive Server computer. The OverDrive SNMP agent forwards SNMP traps from the Windows SNMP agent to your Network Management Station.

★ Before you can use the Windows SNMP, you must install the SNMP Service on your OverDrive Server computer.

Windows Server 2012

To install the Windows SNMP Service:

1. Log on to the OverDrive Server as a Windows Administrator.
2. Open the Control Panel window.
3. In the Control Panel window, use the View by list to select Category.
4. In the Programs section, click Turn Windows features on or off.
5. In the Add Roles and Features Wizard window, click Next.
6. In the Select installation type page, select the Role-based or feature-based installation option.
7. Click Next.
8. In the Select destination server page, select the Select a server from the server pool option.
9. In the Server Pool section, select the server on which to install the SNMP service.
10. Click Next.
11. In the Select server roles page, click Next.
12. In the Features section of the Select features page, locate the SNMP Service feature and select the check box to the left of the feature.
13. Click Next.
14. In the Confirm installation selections page, click Install.

For More Information on...

- configuring the Windows SNMP agent for OverDrive, refer the OverDrive Server chapter in the **OverDrive User Guide**.

Windows Server 2008

To install the Windows SNMP Service:

1. Log on to the OverDrive Server as a Windows Administrator.
2. Start Server Manager.
3. In the tree view of the Server Manager window, select Features.
4. In the Features section, click Add Features. The Add Features Wizard opens.
5. In the Features section of the Select Features page, locate the SNMP Service feature and select the check box to the left of the feature.
6. Click Next.
7. In the Confirm Installation Selections page, click Install.
8. In the Installation Results page, click Close.

For More Information on...

- configuring the Windows SNMP agent for OverDrive, refer the OverDrive Server chapter in the **OverDrive User Guide**.

Compatibility

Switcher	Version
All Switchers	Latest
Automation	
OverDrive	15.6
Caprica Server	2.0

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.

Copyright

© 2004 - 2025 Ross Video Limited. Ross®, MLE®, OverDrive®, GlobalView®, RundownControl™, DirectControl™, DirectAudio™, DirectAUXaudio™, DirectCamera™, DirectServer™, QuickTurn™, RapidRestore™, SideShot™, SideSlide™, SideStick™, OverDrive Gateway™, LiveLink™, and any related marks are trademarks or registered trademarks of Ross Video Limited. All other trademarks are the property of their respective companies. PATENTS ISSUED and PENDING. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording or otherwise, without the prior written permission of Ross Video. While every precaution has been taken in the preparation of this document, Ross Video assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.