ROSS PLATFORM MANAGER

# Installation Guide for Windows

**Version 3.11**

# Thank You for Choosing Ross

You've made a great choice. We expect you will be very happy with your purchase of Ross Technology.

Our mission is to:

1. Provide a Superior Customer Experience
    - offer the best product quality and support
2. Make Cool Practical Technology
    - develop great products that customers love

Ross has become well known for the Ross Video Code of Ethics. It guides our interactions and empowers our employees. I hope you enjoy reading it below.

If anything at all with your Ross experience does not live up to your expectations be sure to reach out to us at *solutions@rossvideo.com*.

David Ross
CEO, Ross Video
*dross@rossvideo.com*

## Ross Video Code of Ethics

Any company is the sum total of the people that make things happen. At Ross, our employees are a special group. Our employees truly care about doing a great job and delivering a high quality customer experience every day. This code of ethics hangs on the wall of all Ross Video locations to guide our behavior:

1. We will always act in our customers' best interest.
2. We will do our best to understand our customers' requirements.
3. We will not ship crap.
4. We will be great to work with.
5. We will do something extra for our customers, as an apology, when something big goes wrong and it's our fault.
6. We will keep our promises.
7. We will treat the competition with respect.
8. We will cooperate with and help other friendly companies.
9. We will go above and beyond in times of crisis. *If there's no one to authorize the required action in times of company or customer crisis - do what you know in your heart is right. (You may rent helicopters if necessary.)*

# Ross Platform Manager · Installation Guide for Windows

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- Release Date: August 22, 2025. Printed in Canada.
- Software Issue: **3.11**

The information contained in this Guide is subject to change without notice or obligation.

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## Patents

Patent numbers 4,205,346; 5,115,314; 5,280,346; 5,561,404; 7,034,886; 7,508,455; 7,602,446; 7,834,886; 7,914,332; 8307284, 2039277; 1237518; 1127289 and other patents pending.

## Warranty and Repair Policy

Ross Video Limited (Ross) warrants its Ross Platform Manager systems to be free from defects under normal use and service a time period of 15 months from the date of shipment:

If an item becomes defective within the warranty period Ross will repair or replace the defective item, as determined solely by Ross.

Warranty repairs will be conducted at Ross, with all shipping FOB Ross dock. If repairs are conducted at the customer site, reasonable out-of-pocket charges will apply. At the discretion of Ross, and on a temporary loan basis, plug in circuit boards or other replacement parts may be supplied free of charge while defective items undergo repair. Return packing, shipping, and special handling costs are the responsibility of the customer.

This warranty is void if products are subjected to misuse, neglect, accident, improper installation or application, or unauthorized modification.

In no event shall Ross Video Limited be liable for direct, indirect, special, incidental, or consequential damages (including loss of profit). Implied warranties, including that of merchantability and fitness for a particular purpose, are expressly limited to the duration of this warranty.

This warranty is TRANSFERABLE to subsequent owners, subject to Ross' notification of change of ownership.

### Extended Warranty

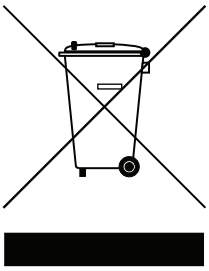
For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your Ross Platform Manager system, contact your regional sales manager.

# Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Ross Video encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health conscious manner.

The crossed-out wheeled bin symbol invites you to use these systems.



If you need more information on the collection, reuse, and recycling systems, please contact your local or regional waste administration.

You can also contact Ross Video for more information on the environmental performances of our products.

## Use of Hazardous Substances in Electrical and Electronic Products (China RoHS)

Ross Video Limited has reviewed all components and processes for compliance to:

“Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products” also known as China RoHS.

The “Environmentally Friendly Use Period” (EFUP) and Hazardous Substance Tables have been established for all products. We are currently updating all of our Product Manuals.

The Hazardous substances tables are available on our website at:

http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html

## 电器电子产品中有害物质的使用

Ross Video Limited 按照以下的标准对所有组件和流程进行了审查：

“电器电子产品有害物质限制使用管理办法”也被称为中国RoHS。

所有产品都具有“环保使用期限”（EFUP）和有害物质表。目前，我们正在更新我们所有的产品手册。

有害物质表在我们的网站：

http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html

## Company Address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After Hours Emergency: (+1) 613 • 349 • 0006

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Website: http://www.rossvideo.com

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# Introduction

## A Word of Thanks

Thank you for choosing the Ross Platform Manager as your product orchestration solution.

We are committed to providing you with the highest level of customer satisfaction possible. If, for any reason, you have questions or comments, please call Ross Video at +1-613-652-4886 or send us an e-mail at techsupport@rossvideo.com.

We hope that you visit our website www.rossvideo.com to stay up to date with ongoing software releases, join our customer forum and learn more about the complete range of Ross Video products.

Note that software maintenance and extended warranties are available for your system to protect and extend the life of your investment. Our sales team are more than happy to provide further information on the plans available. Members of our sales team promptly respond to e-mails sent to: solutions@rossvideo.com.

Again, thank you for your purchase of Ross Platform Manager from Ross Video. We are confident of your future pleasure with your choice.

Yours Sincerely,

Gabriel Duschinsky
Product Manager - Enterprise Management

gabriel.duschinsky@rossvideo.com

## About This Guide

This guide contains the following chapters that cover the installation and configuration of Ross Platform Manager software:

- Chapter 1, "**Introduction**" summarizes the guide and provides important terms, conventions, and features.
- Chapter 2, "**System Requirements**" provides the recommended minimum hardware and software requirements to ensure that the Ross Platform Manager software functions correctly.
- Chapter 3,"**Automatic Installation for RPM Computer**" provides instructions on how to install Ross Platform Manager software automatically on a Ross Platform Manager computer after a system re-image.
- Chapter 4, "**Manual Installation for RPM Computer**" provides instructions on how to install Ross Platform Manager software manually on a Ross Platform Manager computer after a system re-image.
- Chapter 5, "**Upgrading RPM**" provides instructions on how to uprgade Ross Platform Manager software on a Ross Platform Manager computer.

If you have questions pertaining to the operation of the Ross Video product, please contact us at the numbers listed in the section "**Contacting Technical Support**" on page 1–3. Our technical staff is always available for consultation, training, or service.

## Documentation Conventions

This guide uses special text formats to identify parts of the user interface, text that a user must enter, or a sequence of menus and submenus that a user must follow to reach a particular command.

### Interface Elements

Bold text identifies a user interface element such as a dialog box, a menu item, or a button. For example:

In the **Media Manager Client**, click **Channel 1** the **Channels** section.

### User Entered Text

Courier text identifies text that a user must enter. For example:

In the **File Name** box, enter **`Channel01.property`**.

### Referenced Guides

Italic text identifies the titles of referenced guides, manuals, or documents. For example:

For more information, refer to the section "**Twitter Configuration**" on page 3–6 in the ***Ross Platform Manager User Guide***.

### Menu Sequences

Menu arrows identify a sequence of menu items that a user must follow to reach a particular command. For example: if a procedure step contains "**Server** > **Save As**," a user should click the **Server** menu and then click **Save As**.

### Important Instructions

Star icons identify important instructions or features. For example:

✶ After installing Ross Platform Manager software, you must obtain Ross Platform Manager feature licenses from Ross Video Technical Support before users can access Ross Platform Manager features.

## Getting Help

To access the Ross Platform Manager Online Help system, click the **Help** icon in the main toolbar. For help about the currently open panel, click the **Help** button in a panel title bar to view a help topic about the panel.

The Online Help system contains the following navigation tabs to locate and access Online Help topics:

- **Contents** — table of contents
- **Search** — full text search
- **Favorites** — preferred information storage and access

## 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: +1-613-652-4886

Toll free within North America: +1 844-652-0645

### EMEA

Our EMEA center is located in Buckinghamshire, England, United Kingdom and 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 1005 0100

### Emergency After-hours Support

Our telephone number is: +1-613-349-0006

Toll free within North America: +1 844-652-0645

International toll free: +800 1005 0100

### Online

E-mail: techsupport@rossvideo.com

Website: use the link http://www.rossvideo.com/support/tech-support.html to open a support request.

# System Requirements

Ross Video bases Ross Platform Manager products on mainstream PC hardware that use the Windows® operating system. To ensure that Ross Platform Manager software functions correctly, verify that the computer selected to run Ross Platform Manager software meets the recommended minimum requirements described in this chapter.

This chapter discusses the following topics:

- Hardware
- Software
- Supported Ross Products
- Ports

## Hardware

Ross Video recommends the following minimum computer hardware configuration to run Ross Platform Manager software:

- **VM or customer-supplied machine that meets the following minimum requirements**:
- **CPU** — quad-core Intel® Core™ i7, 2GHz
- **RAM** — 8GB to 16GB (16GB recommended)
- **Hard Drive** — Minimum 64 GB free
- **LAN** — 100 Mb/s

## Software

Ross Video recommends the following minimum computer software configuration to run Ross Platform Manager software:

- **Operating System**: Windows Server
- **Database**: PostgreSQL 15.x
- **Hardware**: VM or customer supplied machine

| Supported RPM Feature Set | Base OS for Installation |
|---|---|
| | Windows |
| Orchestration | N/A |
| No Orchestration | 10, 2016, 2019 |

✶ If orchestration is not required, and you wish to use a Windows Operating System, you must ensure that it meets the following requirements:

› **Minimum**: Microsoft Windows Server 2016 64-bit with the latest patches (2019 Server recommended). Note that Windows 11 is not supported.

## Supported Ross Products

Please refer to the supported version below or the Release Notes to ensure compatibility. RPM supports the following Ross products:

- XPression 10.5+
- OverDrive 18.2 +

## Ports

As part of the Ross Platform Manager software installation process, the installer automatically creates the required firewall exceptions locally for the ports that Ross Platform Manager uses to communicate with Ross Platform Manager Servers.

✶ If an external firewall separates your Ross Platform Manager system from your Ross Platform Manager Servers, you may need to update the port exceptions on your external firewall to enable communication with the Ross Platform Manager system.

The following table lists the ports on the Ross Platform Manager computer that Ross Platform Manager uses to communicate with Ross Platform Manager Servers:

***Table 2.1 Ross Platform Manager System Ports***

| Port | Type | Description |
|---|---|---|
| 80<br>443 | HTTP/HTTPS | Ross Platform Manager requires HTTP/HTTPS ports to be open between Ross Platform Manager computers and the Ross Platform Manager computer. |
| 22 | SSH | Orchestration functionality will require Port 22 to be open via SSH on the management computer to communicate within the customer's internal network, but not to reach the Internet externally. |

# Automatic Installation for RPM Computer

This chapter provides instructions for installing Ross Platform Manager software automatically on a Ross Platform Manager computer after a system re-image.

This chapter discusses the following topics:

- Before a Software Install
- Downloading the Installer File
- Running the Installer File

## Before a Software Install

Before you install Ross Platform Manager software on a Ross Platform Manager computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Ross Platform Manager computer.
- Temporarily disable antivirus software running on the Ross Platform Manager computer. Some heuristic-based intrusion detection systems prevent the installation of Ross Platform Manager software. Re-enable antivirus software after installing Ross Platform Manager software.

If you need help during this installation, Ross Video is happy to help. Here are some options to explore:

- Difficulties getting through the installation yourself? Contact Technical Support.
- Prefer to have Ross Commissioners perform this installation for you? Contact Ross Video Sales.

**For More Information on...**

› contacting Ross Video Technical Support, refer to the section "**Contacting Technical Support**" on page 1–3.

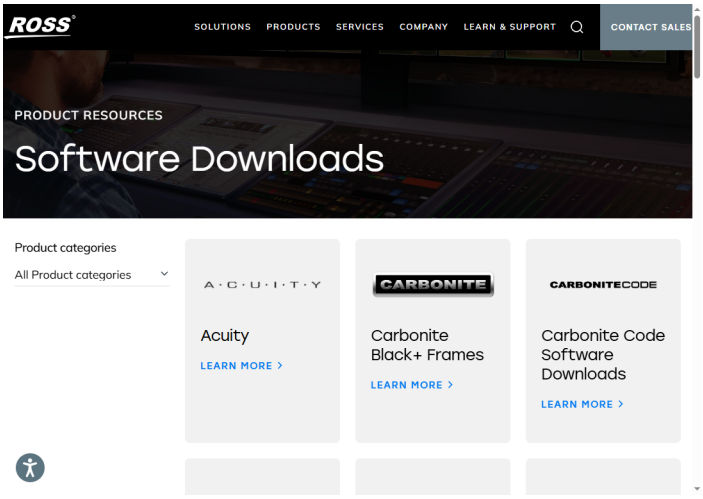
## Downloading the Installer File

To automatically download Ross Platform Manager and the required PostgreSQL software, you will need to first acquire the installer file from the Ross Video website.

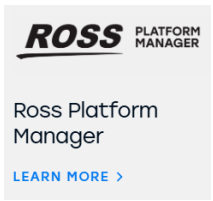
✶ To download the installer file, you must be logged in to your Ross Community account. If you do not have a Ross Community account, you must create one when prompted in order to access the installer file.

**To download the installer file**

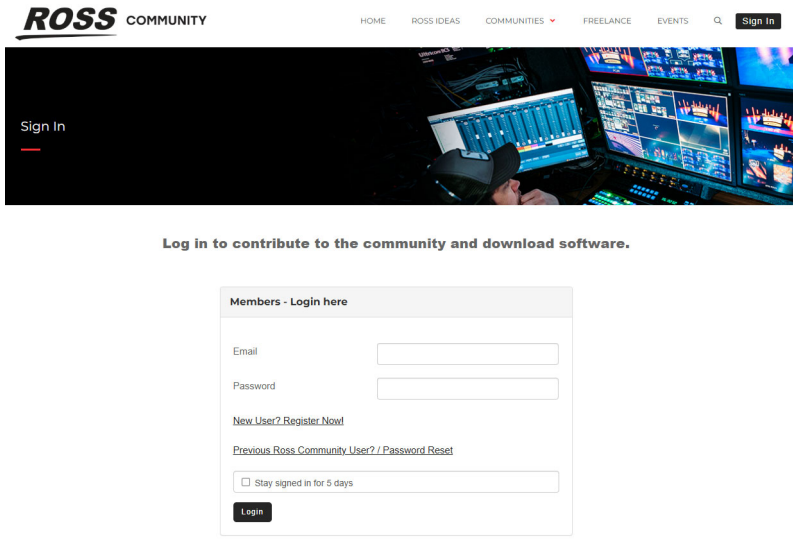
1. On the Ross Platform Manager computer, exit all currently running applications.
2. In your Internet browser, go to https://www.rossvideo.com/support/software-downloads/.




3. In the list of products, click Ross Platform Manager.

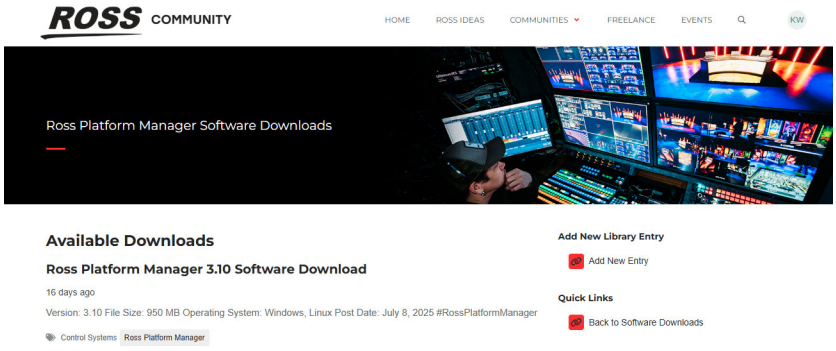



The **Sign In** page opens.




4. Enter your account credentials.
5. Click **Login**.

   You are signed in to your account and the **Ross Platform Manager Software Downloads** page opens.




6. Locate and click the link for the most recent release.

   The page for the selected release opens.
7. Click **Download**.

   The installer file downloads.

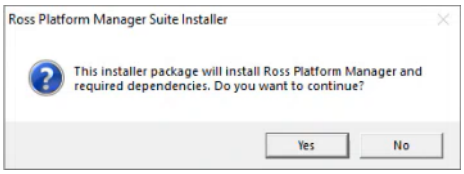
## Running the Installer File

When you have downloaded the installer file, you can run it to automatically install RPM and PostgreSQL.

**To run the installer file**

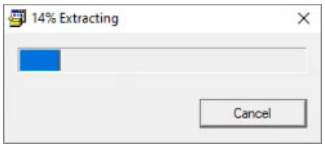
1. From the downloads folder of your computer (or wherever you saved the installer file to), double click on the installer file.

   The **Ross Platform Manager Suite Installer** dialog box opens.

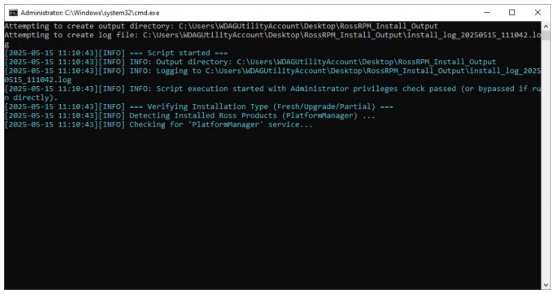



2. In the **Ross Platform Manager Suite Installer** dialog box, click **Yes.**

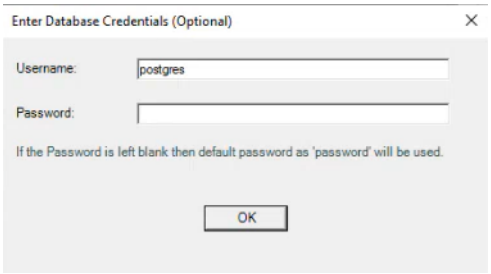
   The **Ross Platform Manager Suite Installer** dialog box closes, and the files begin to extract.




   When the extraction is completed, a **Command Prompt** window opens.




   The **Database Credentials** dialog box opens.




3. In the **Database Credentials** dialog box, enter your credentials.

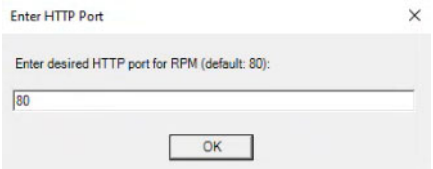
   If the password is left blank, a default password of “password” will be used.

4. Click **OK** to begin the installation.

   The **Database Credentials** dialog box closes.

   PostgreSQL begins to install, followed by RPM. Progress is displayed in the **Command Prompt** window.

   When RPM finishes installing and the **Command Prompt** window displays “Configuring HTTP port,” the **Enter HTTP Port** dialog box opens.

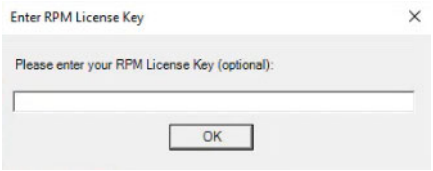



5. In the **Enter HTTP Port** dialog box, enter the desired port for RPM, or leave as the default of 80.

6. Click **OK**.

   The **Enter HTTP Port** dialog box closes, and RPM starts and restarts.

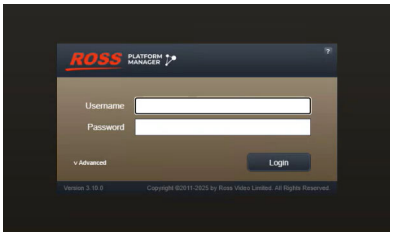
   When RPM has finished restarting, the **Enter RPM License Key** dialog box opens.




7. In the **Enter RPM License Key** dialog box, enter your RPM license key to license your RPM. This is optional, but if you do not enter your license key now, you will need to activate your license within RPM after installation is complete.
8. Click **OK**.

   The **Enter RPM License Key** dialog box closes first, and then the **Command Prompt** window closes second.

   RPM opens within your web browser and is ready to use.



# Manual Installation for RPM Computer

This chapter provides instructions for installing Ross Platform Manager software manually on a Ross Platform Manager computer after a system re-image.

This chapter discusses the following topics:

- Before a Software Install
- Installing the PostgreSQL Database Software
- Configuring the Postgres Database Software
- Installing Ross Platform Manager Software
- Setting a Custom Password for the Database Superuser

## Before a Software Install

Before you install Ross Platform Manager software on a Ross Platform Manager computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Ross Platform Manager computer.
- Temporarily disable antivirus software running on the Ross Platform Manager computer. Some heuristic-based intrusion detection systems prevent the installation of Ross Platform Manager software. Re-enable antivirus software after installing Ross Platform Manager software.

If you need help during this installation, Ross Video is happy to help. Here are some options to explore:

- Difficulties getting through the installation yourself? Contact Technical Support.
- Prefer to have Ross Commissioners perform this installation for you? Contact Ross Video Sales.

**For More Information on...**

› contacting Ross Video Technical Support, refer to the section "**Contacting Technical Support**" on page 1–3.

## Installing the PostgreSQL Database Software

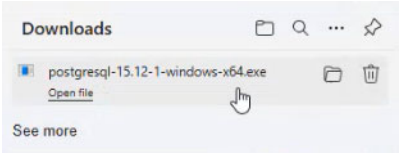
Ross Platform Manager uses the PostgreSQL database to store and manage application data. Only the initial installation or recovery installations of Ross Platform Manager software on a computer require the installation of the PostgreSQL database software.

✶ You must install and configure PostgreSQL database software on the Ross Platform Manager computer before installing Ross Platform Manager software on the computer.

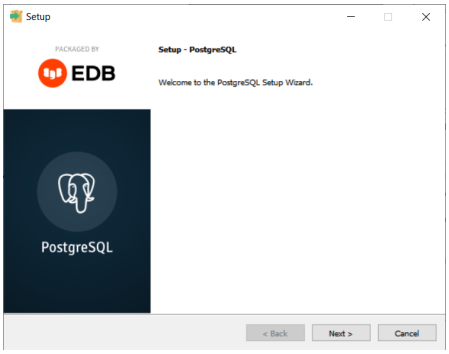
Upgrading Ross Platform Manager software to a new version does not require a reinstallation of the PostgreSQL database software.

**To install PostgreSQL database software for an initial install of Ross Platform Manager software**

1. On the Ross Platform Manager computer, exit all currently running applications.
2. In your Internet browser, go to `https://www.postgresql.org/download/windows/`.
3. Follow the information on PostgreSQL.org to download PostgreSQL 15.x for Windows.
4. Double-click the PostgreSQL file to begin the installation.

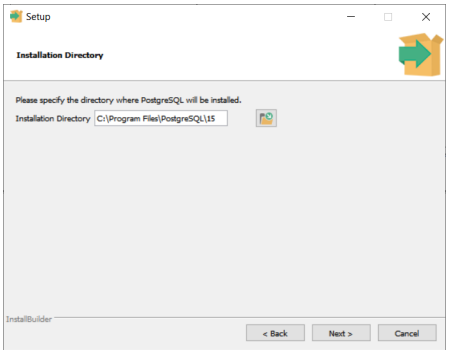



The **Setup** wizard opens.



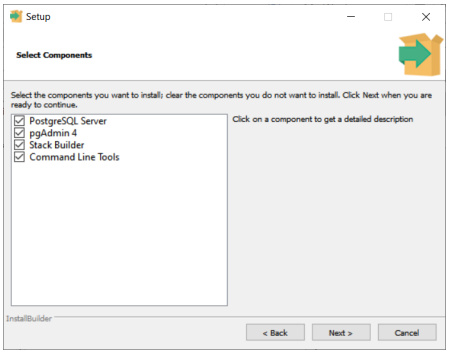
5. Click **Next**.

   The **Installation Directory** dialog box opens.



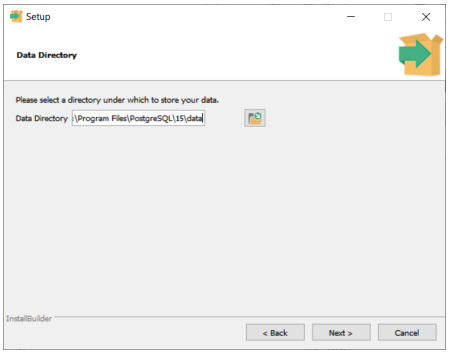

6. Click **Next**.

   The **Select Components** dialog box opens.



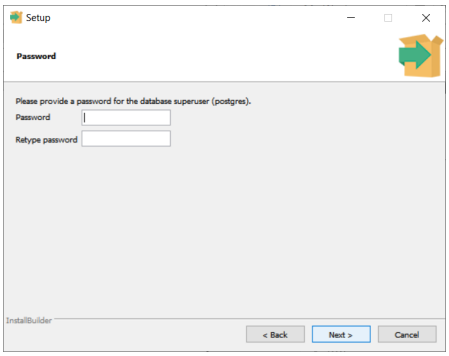

7. Click **Next**.

   The **Data Directory** dialog box opens.




8. Click **Next**.

   The **Password** dialog box opens.




9. In the **Password** box, type the following password for the database super user named **postgres**:

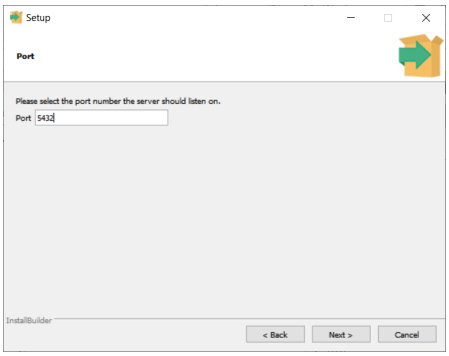
   `postgres`

   If the password of `postgres` does not meet the password security requirements set by your organization, enter a different password that meets the requirements. Remember to replace the password `postgres` with your password when installing, reinstalling, or upgrading Ross Platform Manager software.

10. In the **Retype Password** box, type the password you set in **step 9**.

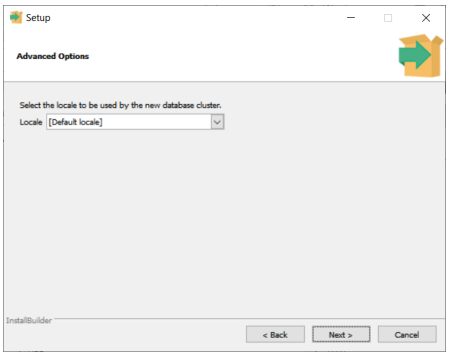
11. Click **Next**.

    The **Port** dialog box opens.




12. Click **Next**.

    The **Advanced Options** dialog box opens.

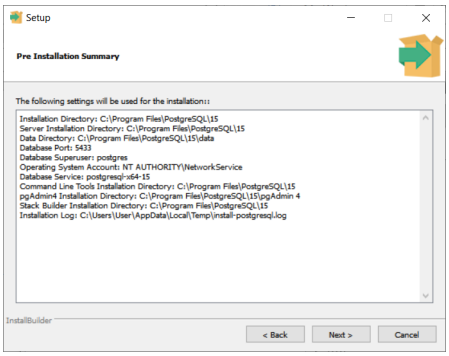



13. Use the **Locale** list to select **[Default locale]**.

    The [Default locale] option sets the PostgreSQL database locale to the same locale set for the Windows operating system.

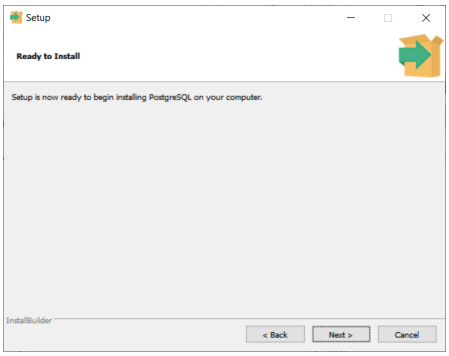
14. Click **Next**.

    The **Pre Installation Summary** dialog box opens.



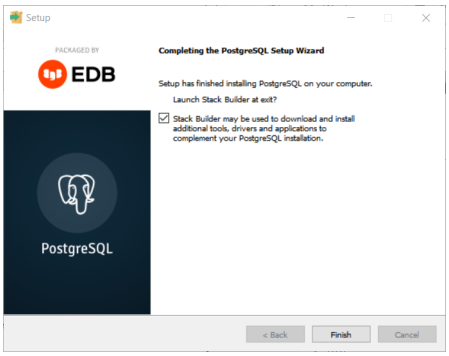

15. Click **Next**.

    The **Ready to Install** dialog box opens.




16. Click **Next**.

    The **Installing** panel opens. A progress bar displays the installation status. After the installer finishes installing the required files, the **Completing the PostgreSQL Setup Wizard** dialog box opens.




17. Clear the **Stack Builder** check box.
18. Click **Finish**.

    The **Setup** wizard closes.

## Configuring the Postgres Database Software

You must configure the Postgres database software by creating a Postgres database for Ross Platform Manager and setting the user that runs the service.

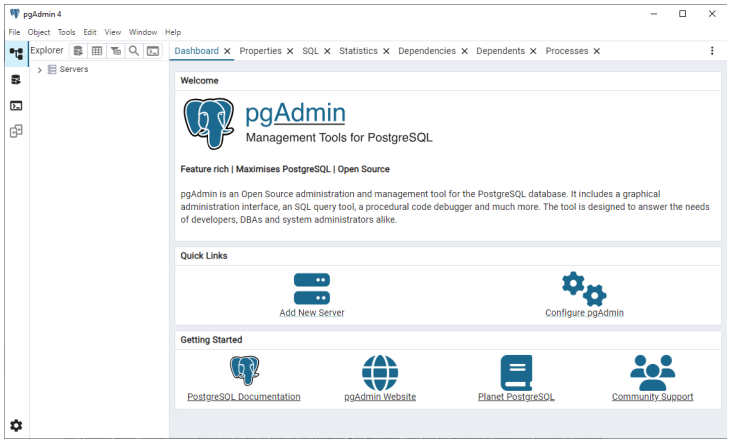
## Creating an RPM Database in Postgres

You must create a Postgres database named “Ross Platform Manager” before you install Ross Platform Manager software.

**To configure the database for Ross Platform Manager**

1. From the Windows Desktop, use the **Start** menu to select **All Programs > PostgreSQL 15 > pgAdmin 4.**

   The **pgAdmin 4** window opens.




2. In the **Object Browser** tree view, right-click the **PostgreSQL 15** database and select **Connect Server** from the shortcut menu.

   The **Connect to Server** dialog box opens.

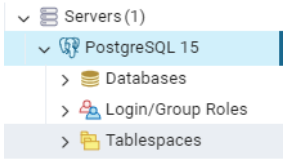
3. In the **Password** box, type the following password:

   `postgres`

   If the password of `postgres` did not meet the password security requirements set by your organization, enter the custom password set during installation of Ross Platform Manager software on the Ross Platform Manager computer.

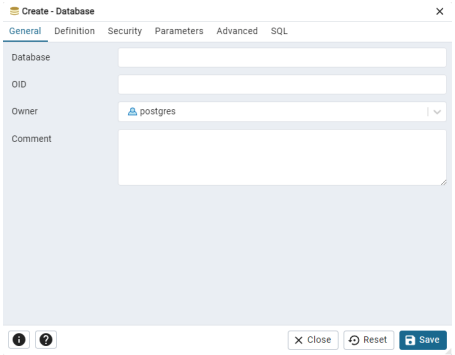
4. Click **OK**.

   The **PostgreSQL 15** node expands in the **Object Browser** tree view.



5. In the expanded **PostgreSQL 15** node, right-click the **Databases** node and select **Create > Database** from the shortcut menu.

   The **Create - Database** dialog box opens.




6. In the **Database** box, type the following name:

   `platform_manager`

7. Click **OK**.

   PostgreSQL adds the **Ross Platform Manager** database to the **Properties** tab of the **pgAdmin 4** window.

8. In the **pgAdmin 4** window, use the **File** menu to select **Exit**.

   The **pgAdmin 4** window closes.

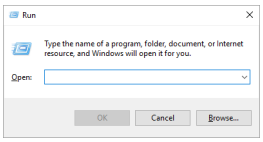
## Ross Platform Manager Service User

You must also set the user that runs the PostgreSQL database service before you install Ross Platform Manager software.

**To set the user that runs the PostgreSQL database service**

1. From the Windows Desktop, press **Windows Key+R**.

   The **Run** dialog box opens.

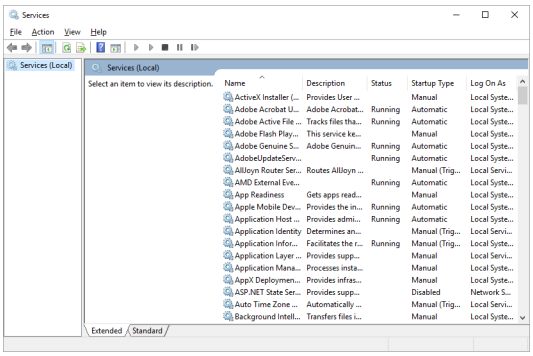



2. In the **Open** box, type the following application name:

   `services.msc`

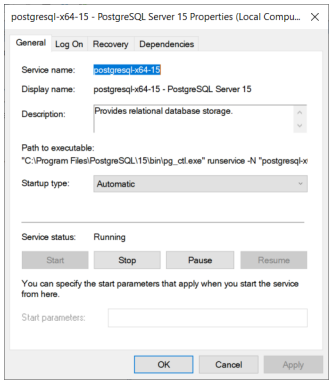
3. Click **OK**.

   The **Services** window opens.



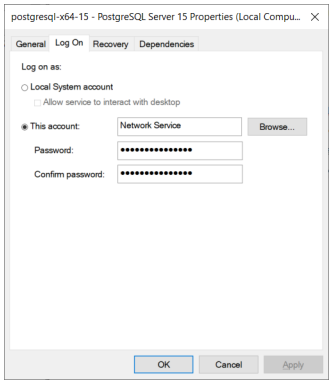
4. In the **Services** list, locate the **postgresql-x64-15** service.
5. Right-click the **postgresql-x64-15** service and select **Properties** from the shortcut menu.

   The **postgresql-x64-15 Properties** dialog box opens.




6. Click the **Log On** tab.

   The **Log On** tab opens.




7. Select the **Local System Account** option.
8. Click **OK**.

   The **Services** alert dialog box opens.
9. In the **Services** alert, click **OK**.

   The **Services** alert and the **postgresql-x64-15 Properties** dialog box close.
10. In the **Services** window, click **Restart** for the **postgresql-x64-15** service.
11. Use the **File** menu to select **Exit**.

    The **Services** window closes.

## Installing Ross Platform Manager Software

After installing and configuring the PostgreSQL database software on the Ross Platform Manager computer, you can install the Ross Platform Manager software.

✶ After installing Ross Platform Manager software, you must obtain Ross Platform Manager feature licenses from Ross Video Technical Support before users can access Ross Platform Manager features.

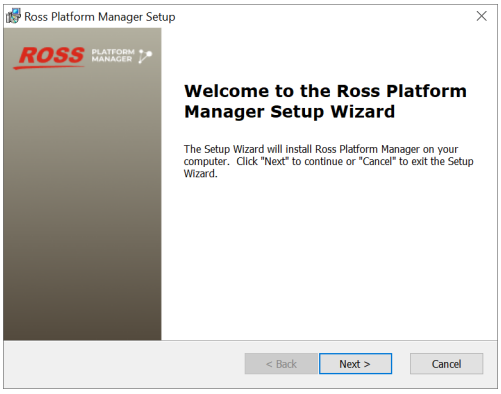
**To install Ross Platform Manager software**

1. On the Ross Platform Manager computer, exit all currently running Windows® applications.
2. Temporarily disable anti-virus software running on the Ross Platform Manager computer.

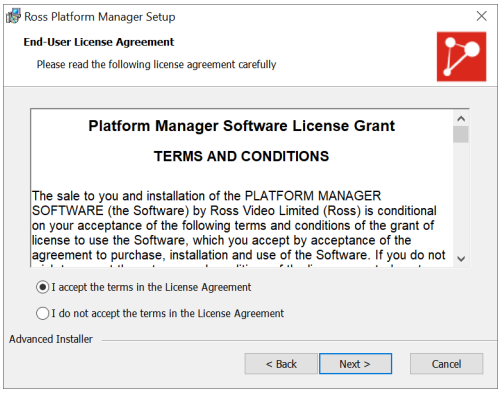
   Some heuristic-based intrusion detection systems prevent the installation of Ross Platform Manager software.
3. On the Desktop, open **My Computer**.
4. In the **My Computer** explorer window, locate the commissioning package provided.
5. Double-click the **PlatformManager-X.X.X-*.tar.gz** file.
6. Double-click **Ross Platform Manager-x.x.x-xxx-xxx.msi**.

   If a **Security Warning** message displays, click **Run**.

   The **Ross Platform Manager Setup** wizard opens.

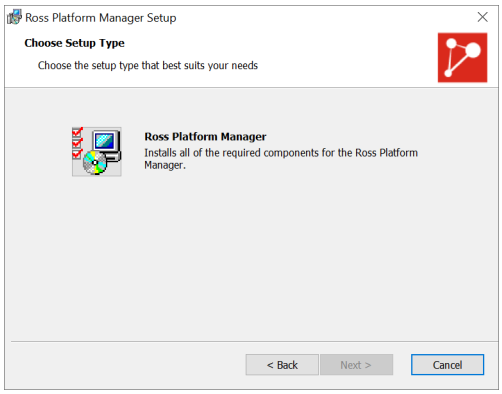



7. Click **Next**.
8. The **End-User License Agreement** screen opens.



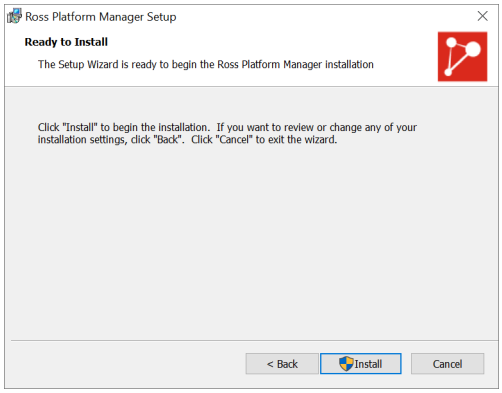

9. Read the Ross Platform Manager Software License Grant.
10. Select the **I accept the terms of the license agreement** option.
11. Click **Next**.

    The **Choose Setup Type** screen opens.




12. Click the **Ross Platform Manager** icon.

    The **Ready to Install** screen opens.




13. Click **Install**.

    After installation of Ross Platform Manager is complete, the **Installation Complete** screen opens.

14. Click **Finish**.

    The **Ross Platform Manager Setup** wizard closes and adds the following icons to the Desktop:

    - **Ross Platform Manager Readme**
    - **Ross Platform Manager Release Notes**
    - **Ross Platform Manager**

    Ross Platform Manager starts automatically after the installation of the Ross Platform Manager software.

15. Re-enable antivirus software.

16. If your Ross Platform Manager database does not use the standard password of postgres for the database superuser postgres, complete the procedure in the section "**Setting a Custom Password for the Database Superuser**" on page 4–11.

## Setting a Custom Password for the Database Superuser

During the installation of the PostgreSQL database, you must set the password for the database superuser and service account named postgres. If the password set for postgres is not the standard password of postgres, you must configure Ross Platform Manager software to use the custom postgres password.

**To set a custom postgres password**

1. Use one of the following methods to open the **Ross Platform Manager** web page:

   - On the Desktop, double-click the **Ross Platform Manager** icon.
   - Use the **Start** menu to select **All Programs > Ross Platform Manager > Ross Platform Manager**.

   The **Ross Platform Manager Login** screen opens. If the **Ross Platform Manager Login** screen does not open, please contact Ross Video Technical Support.

2. At the **Ross Platform Manager Login** screen, enter the following user name and password in the provided boxes:

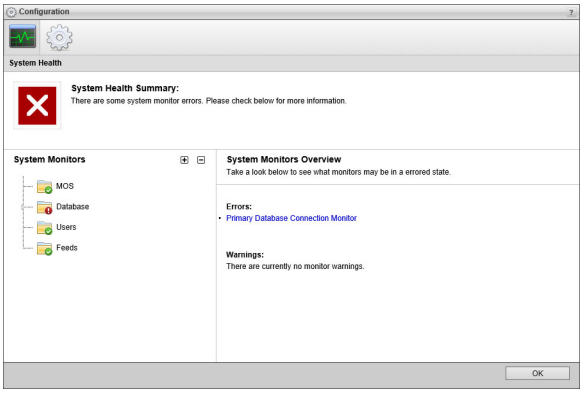
   - **Username** — `maintenance`
   - **Password** — `maintenance`

3. Click **Login**.

   You are logged into Ross Platform Manager.

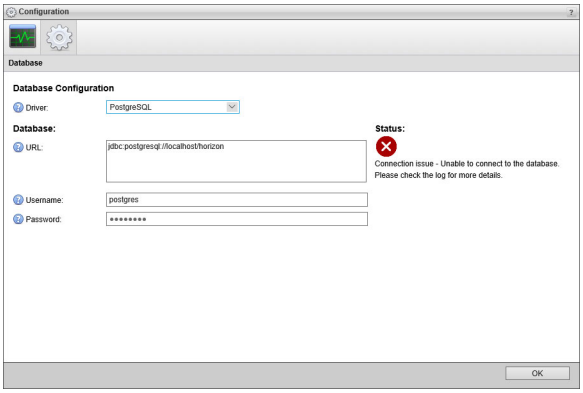
4. In the **Tools** section of the Ross Platform Manager toolbar, click the **Configuration** icon.

   The **System Monitor** panel of the **Configuration** window opens.




5. On the **Configuration** window toolbar, click the **System** icon.

   The **System** panel opens.



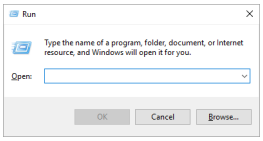
6. In the **Password** box of the **Database** tab, enter the custom password set for the database superuser named `postgres`.
7. Click **OK**.

   An **Alert** dialog box opens.
8. In the **Alert** dialog box, click **OK**.

   The **Alert** and **Configuration** dialog boxes close.
9. On the Ross Platform Manager toolbar, click the **Logout** icon.

   A **Message** dialog box opens.
10. In the **Message** dialog box, click **OK** to log out of Ross Platform Manager.
11. Close the web browser.
12. From the Windows Desktop, press **Windows Key+R**.

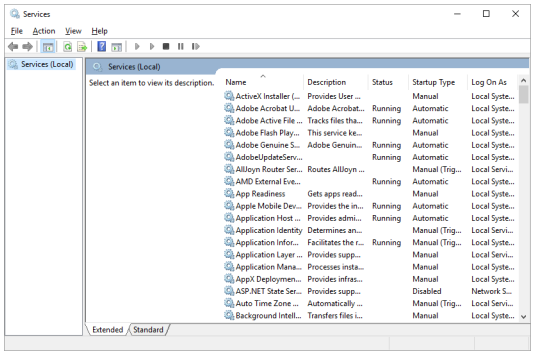
    The **Run** dialog box opens.




13. In the **Open** box, type the following application name:

    `services.msc`
14. Click **OK**.

    The **Services** window opens.




15. In the **Services** list, locate and select the **Ross Platform Manager** service.
16. Click **Restart** for the **Ross Platform Manager** service.
17. Use the **File** menu to select **Exit**.

    The **Services** dialog box closes.

# Upgrading RPM

This chapter provides instructions for updating Ross Platform Manager software on a Ross Platform Manager computer.

This chapter discusses the following topics:

- Before Upgrading RPM
- Upgrading RPM

## Before Upgrading RPM

To upgrade Ross Platform Manager, you will need to first acquire the installer file from the Ross Community - Enterprise Control page. This installer file is used to automatically install RPM and PostgreSQL, but it can also be used to upgrade RPM.

✶ To continue on with upgrading RPM, you must have the installer file downloaded. Follow the steps outlined in "**Downloading the Installer File**" on page 3–2 to ensure you are using the most up to date installer file.

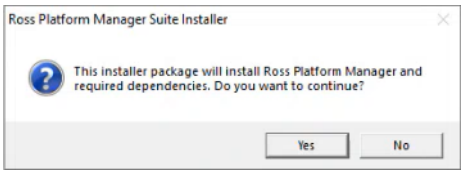
## Upgrading RPM

When you have downloaded the installer file, you can run it to update RPM.

### To upgrade RPM

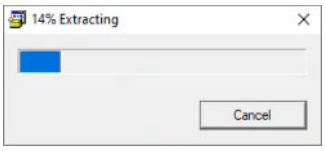
1. From the downloads folder of your computer (or wherever you saved the installer file to), double click on the installer file.

   The **Ross Platform Manager Suite Installer** dialog box opens.

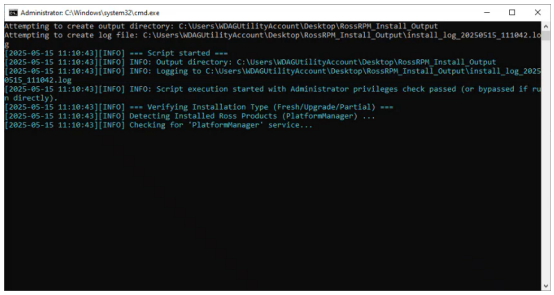



2. In the **Ross Platform Manager Suite Installer** dialog box, click **Yes.**

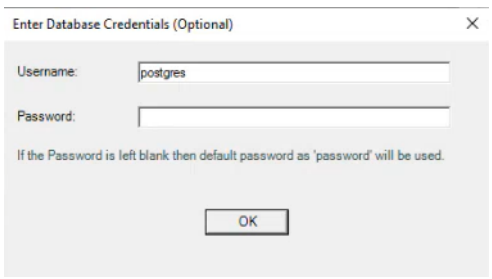
   The **Ross Platform Manager Suite Installer** dialog box closes, and the files begin to extract.




   When the extraction is completed, a **Command Prompt** window opens.



   The **Database Credentials** dialog box opens.



3. In the **Database Credentials** dialog box, enter your credentials. Note that you must enter the correct password for the database for the upgrade to be successful.
4. Click **OK** to begin the upgrade.

   The **Database Credentials** dialog box closes.

   A backup of the database is taken, and progress of the upgrade is displayed in the **Command Prompt** window.

   When RPM finishes upgrading and the **Command Prompt** window displays "RPM Upgrade complete," RPM has been upgraded and is ready to be used.