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## Installation Guide

Version 4.3

# 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](mailto:solutions@rossvideo.com).



David Ross  
CEO, Ross Video  
[dross@rossvideo.com](mailto: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.)*

# Streamline · Installation Guide

- Ross Part Number: **7800DR-003-4.3**
- Release Date: May 27, 2019. Printed in Canada.
- Software Issue: **4.3**

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 Streamline Server 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

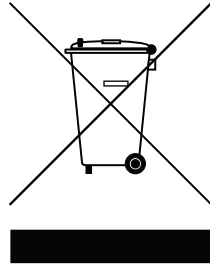
For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your Streamline Server system, contact your regional sales manager.

## 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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E-mail (General Information): [solutions@rossvideo.com](mailto:solutions@rossvideo.com)

Website: <http://www.rossvideo.com>



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# Introduction

## A Word of Thanks

Thank you for choosing Ross Video Streamline as your media asset management 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](mailto:techsupport@rossvideo.com).

We hope that you visit our website [www.rossvideo.com](http://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 response to e-mails sent to: [solutions@rossvideo.com](mailto:solutions@rossvideo.com).

Again, thank you for your purchase of a Streamline media asset management solution from Ross Video. We are confident of your future pleasure with your choice.

Yours Sincerely,

A handwritten signature in black ink that reads "Jenn Jarvis". The signature is written in a cursive, flowing style.

Jenn Jarvis  
Marketing Product Manager – Inception & Streamline  
[jjarvis@rossvideo.com](mailto:jjarvis@rossvideo.com)

## About This Guide

This guide contains the following chapters that cover the installation and configuration of Streamline software:

- Chapter 1, “**Introduction**” summarizes the guide and provides important terms, conventions and feature descriptions.
- Chapter 2, “**System Requirements**” provides the recommended minimum hardware and software requirements to ensure that the Streamline software functions correctly.
- Chapter 3, “**Software Upgrades**” provides instructions on how to upgrade the Streamline software.
- Chapter 4, “**Software Installation**” provides instructions on how to install the Streamline software on a computer after a system re-image.
- Chapter 5, “**Software Licensing**” provides instructions for licensing Streamline software.
- Chapter 6, “**System Configuration**” provides instructions on how to configure Streamline software options.

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

Special text formats are used in this guide to identify parts of the user interface, text that a user must enter, or a sequence of menus and sub-menus that must be followed to reach a particular command.

### Interface Elements

Bold text is used to identify a user interface element such as a dialog box, menu item, or button. For example:

In the **Work Order Manager** panel, click **Create New Work Order**.

### User Entered Text

Courier text is used to identify text that a user must enter. For example:

In the **Language** box, enter **English**.

### Referenced Guides

Italic text is used to identify the titles of referenced guides, manuals, or documents. For example:

For more information, refer to the section “**Creating a Work Order**” in the *Streamline User Guide*.

### Menu Sequences

Menu arrows are used in procedures to identify a sequence of menu items that you must follow. For example, if a step reads “**File > Save As**,” you would click the **File** menu and then click **Save As**.

### Important Instructions

Star icons are used to identify important instructions or features. For example:

- ★ When the Streamline Client cannot connect to the network, a **Message** dialog box opens to report the connection problem.

## Getting Help

The Ross Video product Online Help system is accessed by selecting **Help Topics** from the **Help** menu in the product. Alternatively, press the **F1** key while working in a client or dialog box.

The Online Help system contains the following navigation tabs to locate information contained in the Online Help topics and *User Guide*:

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

Ross Video product guides are also supplied as print-ready PDF files on the Ross Video product Software Installation DVD.

## 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](mailto:techsupport@rossvideo.com)

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



# System Requirements

Ross Video base Streamline products on mainstream PC hardware that use the Microsoft® Windows® operating system. To ensure that the Streamline functions correctly, verify that the computer selected to run Streamline software meets the recommended requirements described in the following sections:

## Hardware

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

- **CPU** — quad-core Intel® Xeon® E3 with Hyper-Threading
- **RAM** — 32GB
- **Hard Drive** — Minimum 2 GB free
- **LAN** — 100 MB/s

## Software

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

- Microsoft® Windows® Server 2016 64-bit English only with latest patches, or  
Microsoft® Windows® Server 2012 R2 64-bit English only with latest patches, or  
Microsoft® Windows® Server 2008 R2 64-bit English only with latest patches

Streamline can be accessed using one of the following web browsers:

- Microsoft® Internet Explorer® version 9 or greater
- Mozilla® Firefox® version 3.6 or greater
- Google® Chrome™ version 17.x or greater



# Software Upgrades

This chapter provides instructions for upgrading the Streamline software on your computer to the latest version of the Streamline software.

The following topics are discussed in this chapter:

- Before a Software Upgrade
- Upgrade to the Latest Streamline Software
- Setting a Custom Password for the Database Superuser

## Before a Software Upgrade

Before you start an upgrade of the Streamline software on your Streamline Server, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Streamline Server.
- Use **Add/Remove Programs** control panel to remove any existing version of Streamline software.
- Exit all other Windows® programs currently running on the Streamline Server.
- Temporarily disable anti-virus software running on the Streamline computer. Some heuristic-based intrusion detection systems prevent the upgrade of Streamline software. Re-enable anti-virus software after upgrading the Streamline software.

Contact a Ross Video sales representative about Streamline commissioning, training, and update services.

- ★ After upgrading Streamline software, you must obtain feature licenses from Ross Video Technical Support before users can access Streamline features.

### For More Information on...

- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

## Upgrade to the Latest Streamline Software

This section provides instructions for upgrading Streamline software versions

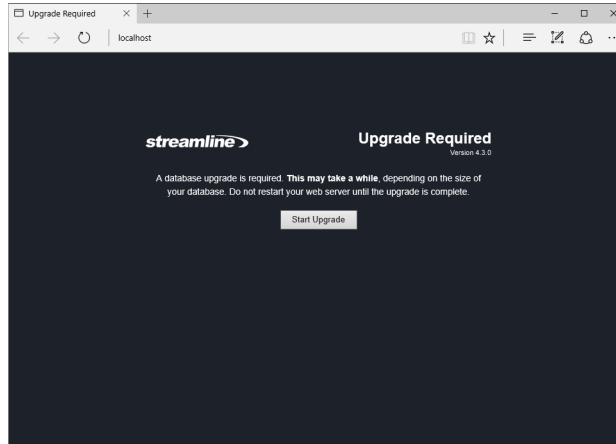
- ★ When upgrading Streamline software, do not uninstall the Streamline Database. Streamline software upgrade procedures only require the uninstall of the previous version of Streamline software.
- ★ Performance tuned Streamline settings must be re-tuned after a Streamline software upgrade.

### To upgrade Streamline software

1. Use **Add/Remove Programs** on the **Control Panel** of your computer to remove the Streamline software installed on the Streamline computer.
2. Restart the Streamline computer.
3. After the Streamline computer restart, log in to the Streamline computer and run the **Ross Streamline Setup** wizard (**Streamline-x.x.x-xxx-xxx.msi**) on the **Streamline Software DVD**. For the complete installation procedure, refer to the chapter “**Software Installation**” on page 4–1.
4. After the Streamline computer restart, log in to the Streamline computer and continue with one of the following:
  - If your Streamline Database uses the standard password of **postgres** for the database superuser **postgres**, continue with step 5 in this procedure.
  - If your Streamline 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 3–3.

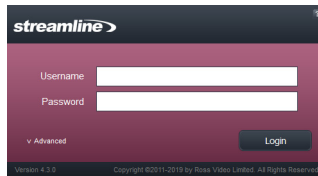
- Use one of the following methods to open the Streamline web page:
  - On the Desktop, double-click the **Ross Streamline** icon.
  - Use the Start menu to select **All Programs > Ross Streamline > Ross Streamline**.

The **Upgrade Required** web page opens in a web browser window. If the **Upgrade Required** web page does not open, contact Ross Video Technical Support.



- Click **Start Upgrade**.

After the upgrade completes, the Streamline Login screen opens. If the Streamline Login screen does not display, contact Ross Video Technical Support.



- Retune the Streamline settings by completing the procedure “**To tune Streamline settings in the jvm.conf file**” 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**, the installer must configure the Streamline software to use the custom postgres password.

### To set a custom postgres password


- Use one of the following methods to open the **Streamline** web page:
  - On the Desktop, double-click the **Ross Streamline** icon.
  - Use the **Start** menu to select **All Programs > Ross Streamline > Ross Streamline**.

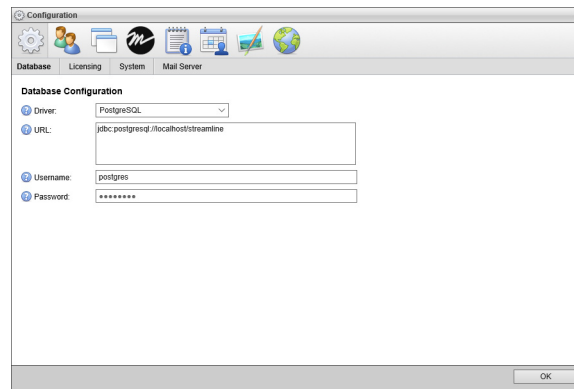
The **Streamline Login** screen opens. If the **Streamline Login** screen does not open, contact Ross Video Technical Support.

- At the **Streamline Login** screen, enter the following user name and password in the provided boxes:
  - Username** — **maintenance**
  - Password** — **maintenance**

- Click **Login**.

You are logged into the Streamline.

- In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.  
The **Database** tab of the **Configuration** panel opens.



- In the **Password** box, enter the custom password set for the database superuser named **postgres**.
- Click **OK**.

An **Alert** dialog box opens.

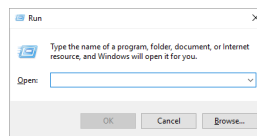
- In the **Alert** dialog box, click **OK**.  
The **Alert** and **Configuration** dialog boxes close.

- On the Streamline toolbar, click the **Logout** icon.

A **Message** dialog box opens.

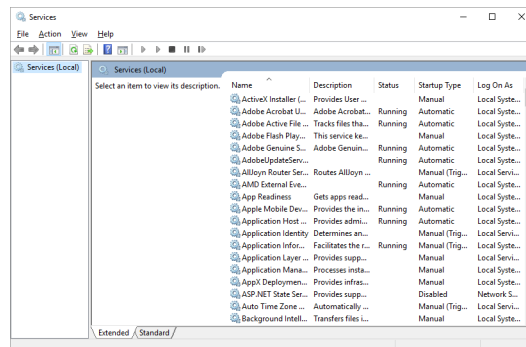
- In the **Message** dialog box, click **OK** to log out of Streamline.
- Close the web browser.
- From the Windows® Desktop, press **Windows Key+R**.

The **Run** dialog box opens.



- In the **Open** box, type the following application name: **services.msc**
- Click **OK**.

The **Services** window opens.



- In the **Services** list, locate and select the **Ross Streamline** service.
- Click **Restart** for the **Ross Streamline** service.

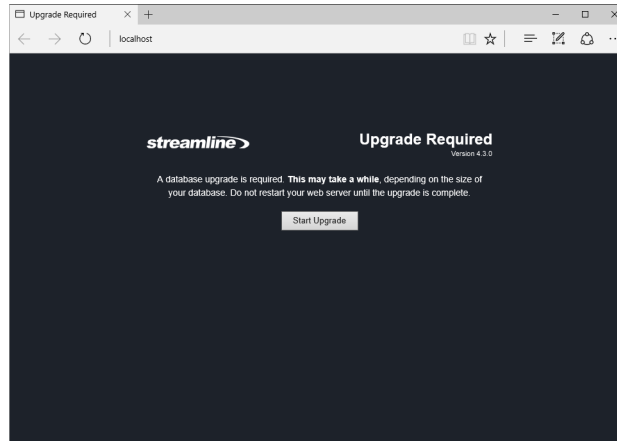
16. Use the **File** menu to select **Exit**.

The **Service** dialog box closes.

17. Use one of the following methods to open the Streamline web page:

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

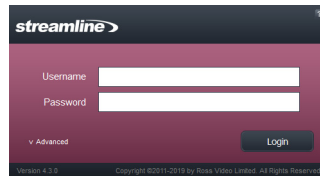
The **Upgrade Required** web page opens in a web browser window.



★ If the **Upgrade Required** web page does not open, contact Ross Video Technical Support.

18. Click **Start Upgrade**.

After the upgrade completes, an **Alert** dialog opens with the **Streamline Login** screen. If the **Streamline Login** screen does not open, contact Ross Video Technical Support.



19. Retune Streamline settings by completing the procedure “**To tune Streamline settings in the jvm.conf file**” on page 4–11.



# Software Installation

This chapter provides instructions for installing Streamline software on a Streamline computer after a system re-image.

The following topics are discussed in this chapter:

- Before a Software Install
- Installing Streamline Database Software
- Installing Streamline Software
- Setting a Custom Password for the Database Superuser
- Tuning the Streamline and Database for Performance

## Before a Software Install

Before you install Streamline software on a Streamline computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Streamline computer.
- Exit all other Windows® programs currently running on the Streamline computer.
- Temporarily disable anti-virus software running on the Streamline computer. Some heuristic-based intrusion detection systems prevent the installation of Streamline software. Re-enable anti-virus software after installing the Streamline software.

Contact a Ross Video sales representative for information about Streamline commissioning, training, and update services.

- ★ After installing Streamline software, you must obtain Streamline feature licenses from Ross Video Technical Support before users can access Streamline features.

### For More Information on...

- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

## Installing Streamline Database Software

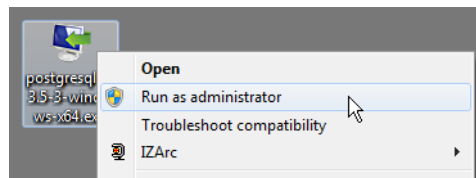
Streamline uses the PostgreSQL database to store and manage application data. Only the initial installation or recover installations of Streamline software on a computer require the installation of the PostgreSQL database software.

- ★ You must install and configure PostgreSQL database software on the Streamline computer before installing Streamline on the computer.

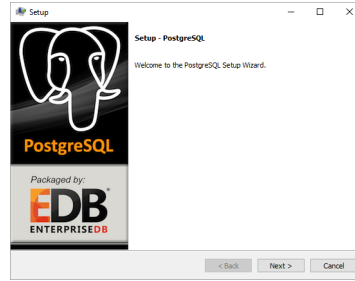
Upgrading Streamline software to a new version does not require a re-installation of the PostgreSQL database software. For the complete upgrade procedure, refer to the chapter “**Software Upgrades**” on page 3–1.

### To install PostgreSQL database software for an initial install of Streamline software

1. On the Streamline computer, exit all currently running Windows® applications.
2. Insert the Streamline software DVD into the DVD-ROM drive.
3. On the Desktop, open **My Computer**.
4. In the **My Computer** explorer window, open the **DVD-ROM Drive**.
5. Right-click the **postgresql-9.3.5-3-windows-x64.exe** icon and select **Run as administrator** from the **Shortcut** menu.

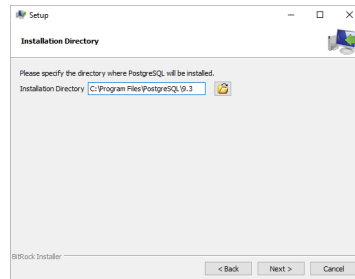


The **Setup** wizard opens.



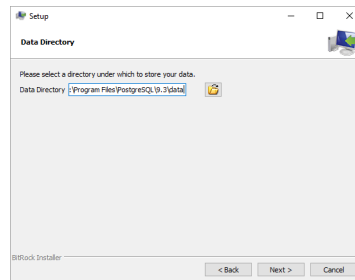
6. Click **Next**.

The **Installation Directory** dialog opens.



7. Click **Next**.

The **Data Directory** dialog box opens.

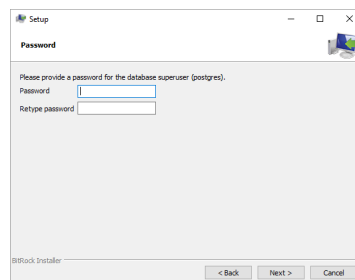


8. Replace the folder name in the **Data Directory** box with the following folder name:

**C:\ProgramData\PostgreSQL\9.3\data**

9. Click **Next**.

The **Password** dialog box opens.



10. In the **Password** box, type the following password for the data base super user named **postgres**:

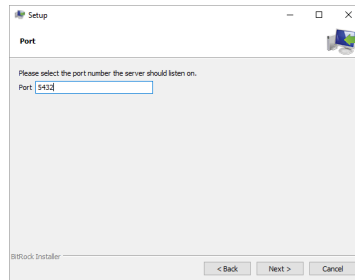
**postgres**

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, re-installing, or upgrading the Streamline software.

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

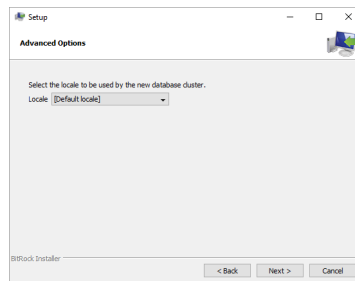
12. Click **Next**.

The **Port** dialog box opens.



13. Click **Next**.

The **Advanced Options** dialog box opens.

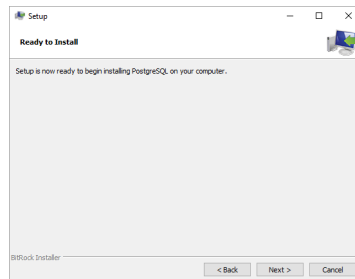


14. Use the **Locale** list to select **[Default locale]**.

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

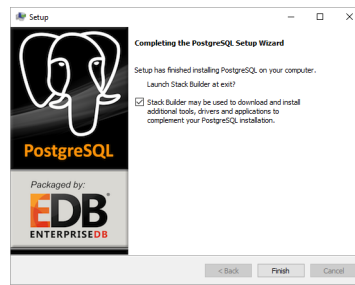
15. Click **Next**.

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.

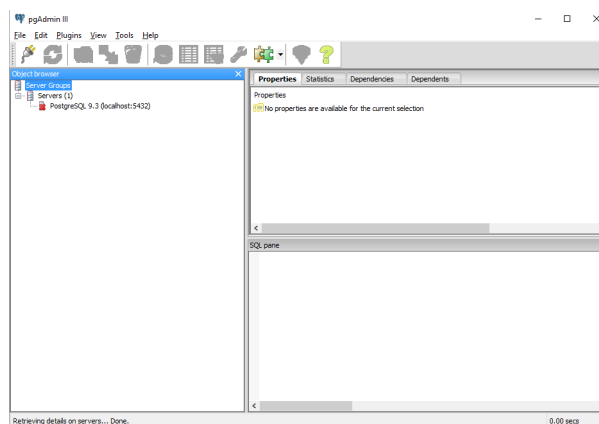
Click **Finish**.

18. The **Setup** wizard closes.

### To configure the data base for Streamline

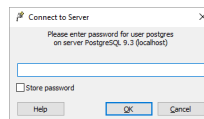
1. From the Windows Desktop, use the **Start** menu to select **All Programs > PostgreSQL 9.0 > pgAdminIII**.

The **pgAdminIII** window opens.



2. In the **Object Browser** tree view, right-click the **PostgreSQL 9.3 (localhost:5432)** database and select **Connect** from the shortcut menu.

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



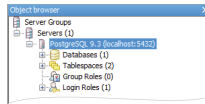
3. In the **Password** box, type the following password:

**postgres**

If the password of **postgres** does not meet the password security requirements set by your organization, enter the custom password set during installation of the Streamline software on the Streamline computer.

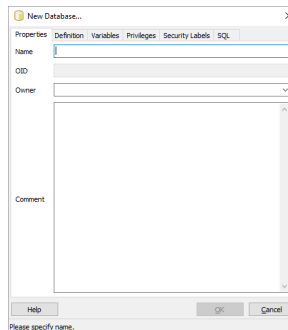
- Click **OK**.

The **PostgreSQL 9.0** node expands in the **Object Browser** tree view.



- In the expanded **PostgreSQL 9.0** node, right-click the **Databases** node and select **New Database** from the shortcut menu.

The **New Database** dialog box opens.



- In the **Name** box, type the following name:

**streamline**

- Click **OK**.

PostgreSQL adds the Streamline database to the **Properties** tab of the **pgAdmin III** window.

- In the **pgAdmin III** window, use the **File** menu to select **Exit**.

The **pgAdmin III** window closes.

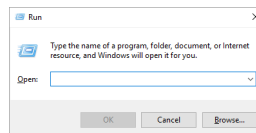
## Streamline Service User

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

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

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

The **Run** dialog box opens.

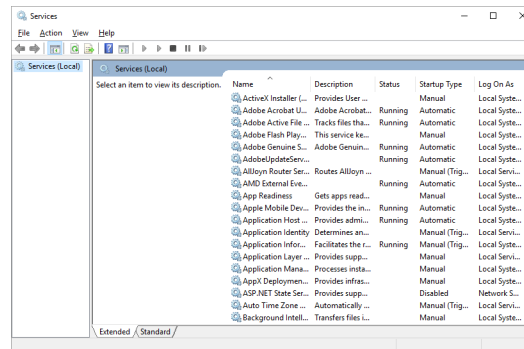


- In the **Open** box, type the following application name:

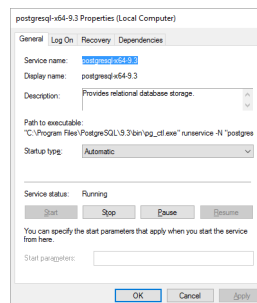
**services.msc**

3. Click **OK**.

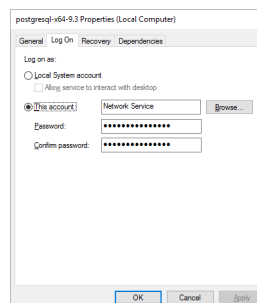
The **Services** window opens.



4. In the **Services** list, locate the **postgresql-x64-9.3** service.
  5. Right-click the **postgresql-x64-9.3** service and select **Properties** from the shortcut menu.
- The **postgresql-x64-9.3 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-x64-9.3 Properties** dialog box close.
10. In the **Services** window, click **Restart** for the **postgresql-x64-9.3** service.
  11. Use the **File** menu to select **Exit**.
- The **Services** window closes.

## Installing Streamline Software

After installing and configuring the PostgreSQL database software on the Streamline computer, you can install the Streamline software.

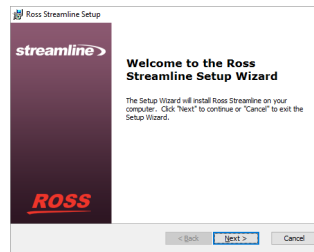
- ★ After installing Streamline software, you must obtain Streamline feature licenses from Ross Video Technical Support before users can access Streamline features.

### To install Streamline software

1. On the Streamline computer, exit all currently running applications.
2. Temporarily disable anti-virus software running on the Streamline computer.  
Some heuristic-based intrusion detection systems prevent the installation of Streamline software.
3. Insert the Streamline software DVD into the DVD-ROM drive.
4. On the Desktop, open **My Computer**.
5. In the **My Computer** explorer window, open the **DVD-ROM Drive**.
6. Double-click **Streamline-4.x.x-xxxx-xxxx.msi**.

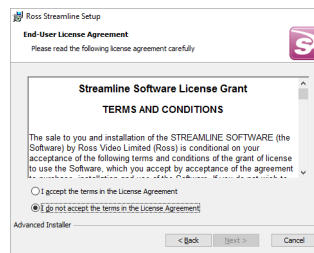
If a **Security Warning** displays, click **Run**.

The **Ross Streamline Setup** wizard opens.



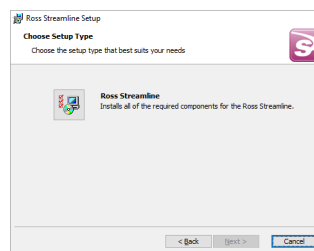
7. Click **Next**.

The **End-User License Agreement** screen opens.



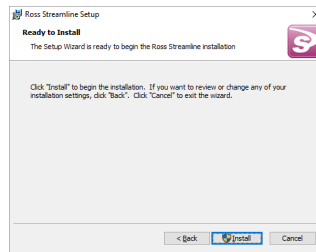
8. Read the Streamline Software License Grant.
9. Select the **I accept the terms of the license agreement** option.
10. Click **Next**.

The **Choose Setup Type** screen opens.



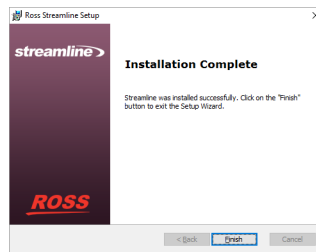
11. Click the **Ross Streamline** icon.

The **Ready to Install** screen opens.



12. Click **Install**.

After installation of the Streamline is complete, the **Installation Complete** screen opens.



13. Click **Finish**.

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

- **Streamline Readme**
- **Streamline Release Notes**
- **Ross Streamline**

The Streamline starts automatically after the installation of the Streamline software.

14. Re-enable anti-virus software.

15. Continue with one of the following:

- If your Streamline database uses the standard password of **postgres** for the database superuser **postgres**, do the following:
  - › Performance tune the Streamline and database by completing the procedure in the section “**Tuning the Streamline and Database for Performance**” on page 4–11.
  - › License the Streamline software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.
- If your Streamline 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 4–9.

## 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**, the installer must configure the Streamline software to use the custom **postgres** password.

## To set a custom postgres password

1. Use one of the following methods to open the Streamline web page:

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


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

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

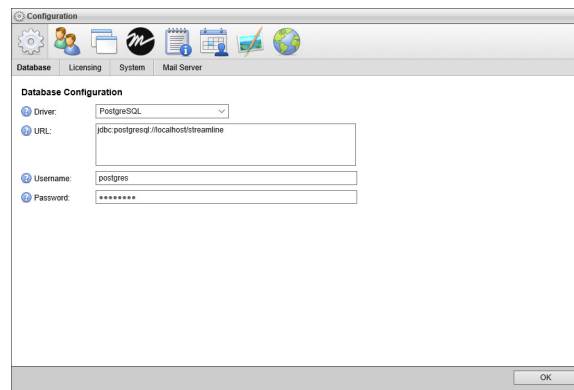
- **Username** — **maintenance**
- **Password** — **maintenance**

3. Click **Login**.

You are logged into the Streamline.

4. In the Streamline toolbar, click the  **Configuration** icon.

The **Database** tab of the **Configuration** panel opens.



5. In the **Password** box, enter the custom password set for the database superuser named **postgres**.

6. Click **OK**.

An **Alert** dialog box opens.

7. In the **Alert** dialog box, click **OK**.

The **Alert** and **Configuration** dialog boxes close.

8. On the Streamline toolbar, click the **Logout** icon.

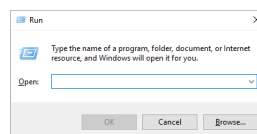
A **Message** dialog box opens.

9. In the **Message** dialog box, click **OK** to log out of Streamline.

10. Close the web browser.

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

The **Run** dialog box opens.

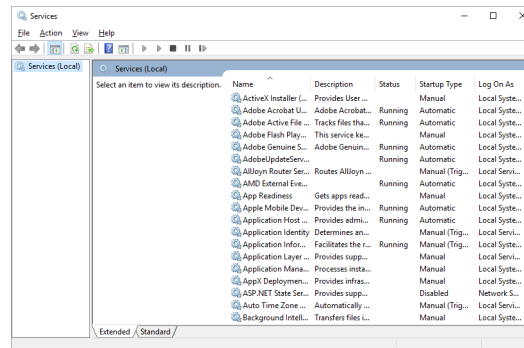


12. In the **Open** box, type the following application name:

**services.msc**

13. Click **OK**.

The **Services** window opens.



14. In the **Services** list, locate and select the **Ross Streamline** service.

15. Click **Restart** for the **Ross Streamline** service.

16. Use the **File** menu to select **Exit**.

The **Services** dialog box opens.

17. Performance tune the Streamline and database by completing the procedure in the section “**Tuning the Streamline and Database for Performance**” on page 4–11.

18. License the Streamline software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.

## Tuning the Streamline and Database for Performance

The goal of the Streamline and database performance tuning is to maximize use of system resources to perform work as efficiently and rapidly as possible. The installation or upgrade of Streamline software configures the Streamline and the Streamline database to manage work effectively, but it is possible to greatly improve performance by tuning the values of a few key Streamline and database settings.

### Streamline Settings

The Streamline saves configuration settings in the `jvm.conf` file. The settings to tune are as follows:

- **wrapper.java.initmemory** — sets the initial Java heap size for the Streamline.
  - **wrapper.java.maxmemory** — sets the maximum Java heap size for the Streamline.
- ★ You must retune Streamline settings after each install or upgrade of Streamline software.

#### To tune Streamline settings in the `jvm.conf` file

1. On the Streamline computer, locate the `jvm.conf` file in the following folder:

**C:\Program Files\Ross Video\Streamline\configuration**

2. Use a text editor to open and edit the `jvm.conf` file.

3. In the `jvm.conf` file, locate the following setting:

**wrapper.java.initmemory**

4. Replace the default memory value for the **wrapper.java.initmemory** setting with a tuned value. The tuned value depends on the amount of RAM installed in the Streamline system. Use the following table to set the **wrapper.java.initmemory** value for your Streamline system:

System RAM					
2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
256	512	1024	1536	2048	4096

5. Locate the following setting:

**wrapper.java.maxmemory**

6. Replace the default memory value for the **wrapper.java.maxmemory** setting with a tuned value. The tuned value depends on the amount of RAM installed in the Streamline system. Use the following table to set the **wrapper.java.initmemory** value for your Streamline system:

System RAM					
2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
512	1024	2048	3072	4096	8192

7. Save the updated `jvm.conf` file and exit the text editor.
8. Re-start the Streamline service as follows:
  - a. From the Windows Desktop, press **Windows Key+R**.
  - b. In the **Open** box, type `services.msc`.
  - c. Click **OK**.
  - d. In the **Services** list, locate and select the **Ross Streamline** service.
  - e. Click **Restart** for the **Ross Streamline** service.
  - f. Use the **File** menu to select **Exit**.
9. Follow the procedure in the section “**Database Settings**” on page 4–12 to tune the Streamline database.

## Database Settings

PostgreSQL saves configuration settings in the `postgresql.conf` file. The settings to tune are as follows:

- **max\_connections** — sets the maximum number of concurrent connections to the database server.
- **work\_mem** — sets the amount of memory that the internal sort operations table and hash table use before switching to temporary disk files.
- **shared\_buffers** — sets the amount of memory dedicated to PostgreSQL to use for caching data.
- **effective\_cache\_size** — sets the amount of memory available for disk caching by the operating system and within the database itself.

## To tune database settings in the postgresql.conf file

1. If the Streamline database is not running on the same computer as the Streamline, log in to the Streamline database computer.
2. Stop the Streamline service as follows:
  - a. From the Windows Desktop, press **Windows Key+R**.
  - b. In the **Open** box, type `services.msc`.
  - c. Click **OK**.
  - d. In the **Services** list, locate and select the **Ross Streamline** service.
  - e. Click **Stop** for the **Ross Streamline** service.

3. Locate the **postgresql.conf** file stored in the PostgreSQL data folder.

By default, the following folder contains the postgresql.conf file:

```
D:\Program Files\PostgreSQL\9.0\data
```

If you changed the Data Directory folder during the PostgreSQL database software install, look for the postgresql.conf file in the specified Data Directory folder.

4. Use a text editor to open and edit the **postgresql.conf** file.

5. In the **postgresql.conf** file, locate the following setting:

```
max_connections
```

6. Replace the default connections value for the **max\_connections** setting with the following tuned value:

```
max_connections = 200
```

7. Locate the following line of text:

```
work_mem
```

8. If a # character precedes the **work\_mem** setting, delete the # character.

9. Replace the default memory value for the **work\_mem** setting with a tuned value. The tuned value depends on the type of Streamline system and the amount of RAM installed in the system. Use the following table to set the **work\_mem** value for your Streamline system:

	System RAM				
	2 GB	4 GB	8 GB	16 GB	32 GB
Streamline and Database Server	4 MB	8 MB	16 MB	24 MB	32 MB
Dedicated Database Server	8 MB	16 MB	32 MB	48 MB	64 MB

10. Locate the following line of text:

```
shared_buffers
```

11. If a # character precedes the **shared\_buffers** setting, delete the # character.

12. Replace the default size value for the **shared\_buffers** setting with the following tuned value:

```
shared_buffers = 512MB
```

13. In the **postgresql.conf** file, locate the following line of text:

```
effective_cache_size
```

14. If a # character precedes the **effective\_cache\_size** setting, delete the # character.

15. Replace the default memory value for the **effective\_cache\_size** setting with a tuned value. The tuned value depends on the type of Streamline system and the amount of RAM installed in the system. Use the following table to set the **effective\_cache\_size** value for your Streamline system:

	System RAM				
	2 GB	4 GB	8 GB	16 GB	32 GB
Streamline and Database Server	800 MB	1600 MB	3200 MB	4800 MB	6400 MB
Dedicated Database Server	1200 MB	2400 MB	4800 MB	7200 MB	9600 MB

16. Save the updated **postgresql.conf** file and exit the text editor.
17. Restart the PostgreSQL service as follows:
- In the **Services** list of the **Services** window, locate and select the **postgresql-x64-9.0** service.
  - Click **Restart** for the **postgresql-x64-9.0** service.
18. Restart the Streamline service as follows:
- In the **Services** list of the **Services** window, locate and select the **Ross Streamline** service.
  - Click **Restart** for the **Ross Streamline** service.
19. In the **Services** window, use the **File** menu to select **Exit**.

# Software Licensing

Ross Video uses a product key and feature license keys to control user access to Streamline features. You can obtain a Streamline product key from Ross Video Technical Support. This chapter provides instructions for licensing a Streamline.

- ★ When a Streamline computer has multiple active network adapters (wireless, wired, or multiple NIC cards), disabling an adapter after licensing the Streamline may invalidate your Streamline product key. To re-license your Streamline, restart the server and reactivate the product key.

The following topics are discussed in this chapter:

- Activating a Product Key for Streamline Software
- Reactivating a Product Key
- Deactivating a Product Key

## Activating a Product Key for Streamline Software

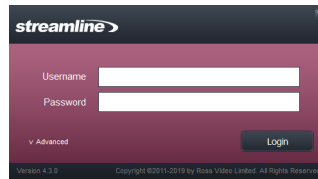
Ross Video uses product keys to manage user licenses for Streamline features. You can obtain a Streamline product key from Ross Video Technical Support.

- ★ When you activate a Streamline software product key, your Streamline computer must contact the Ross Video Activation Server through the internet.

### To activate a Streamline product key

1. Verify that the Streamline computer can connect to the Internet.
2. Use one of the following methods to open the Streamline web page:
  - On the Desktop, double-click the **Ross Streamline** icon.
  - Use the **Start** menu to select **All Programs > Ross Streamline > Ross Streamline**.


An **Alert** dialog box opens with the Ross Streamline web page.



- ★ If the **Ross Streamline** web page does not open, contact Ross Video Technical Support.

3. In the **Alert** dialog box, click **OK**.  
The **Alert** dialog box closes.
4. At the **Streamline Login** screen, enter the following user name and password in the provided boxes:
  - **Username** — `root`
  - **Password** — `password`
5. Click **Login**.  
You are logged into the Streamline as an administrator.

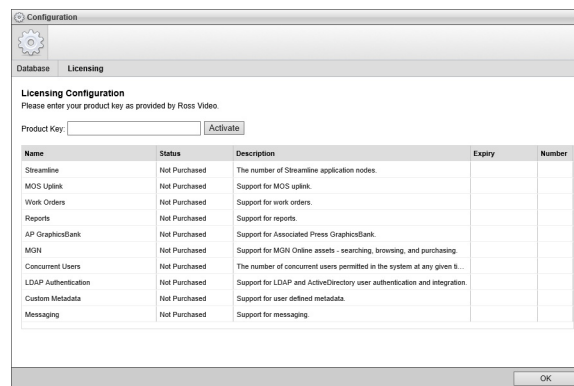
- ★ If a message displays indicating that the system is in maintenance mode, Streamline cannot communicate with the database. Contact Ross Video Technical Support.

6. In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.

The **Configuration** panel opens.

7. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.








8. Obtain a Streamline product key from Ross Video Technical Support.
9. In the **Product Key** box, enter the product key obtained from Ross Video Technical Support.
10. Click **Activate**.

After activating the entered product key, an **Alert** dialog box opens requesting a web browser window refresh.

11. Click **OK**

The **Alert** dialog box closes and the **Licensing Configuration** tab updates to display the new feature licenses associated with the activated product key. The **Status** column displays one of the following states:

Background	Status	Description
 Green	<b>Active</b>	The feature is active and available to Streamline users.
 Yellow	<b>Expires in # days</b>	The feature availability for Streamline users expires in the displayed number of days.
 Red	<b>Expired</b>	The feature has expired and is no longer available to Streamline users.
 Red	<b>Invalid MAC</b>	The feature license key is invalid for the active network interface card of the Streamline computer.
 White	<b>Not Purchased</b>	The feature is not accessible to Streamline users, but it is available for purchase.

12. Click **OK**.

The **Configuration** dialog box closes.

13. Refresh your web browser window.

Streamline add icons to the toolbar for the newly activated features, making the features accessible to Streamline users.



#### For More Information on...

- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

## Reactivating a Product Key

After purchasing new features for a Streamline system, the Streamline product key requires a reactivation to make the purchased features available to Streamline users.

#### To reactivate a Streamline product key

1. Log in to Streamline as an **administrator**.
2. In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.  
The **Configuration** window opens.
3. On the **Configuration** window toolbar, click the  **System** icon.  
The **System** panel opens.
4. Click the **Licensing** tab.  
The **Licensing Configuration** tab opens.
5. Click the **License Options** link.  
The **Product Key** field displays the currently activate product key.

6. Click **Reactivate**.

After reactivating the product key, an **Alert** dialog box opens requesting a refresh of the web browser window.

7. Click **OK**.

The **Alert** dialog box closes, and the **Licensing Configuration** tab is updated to display with new feature licenses associated with the reactivated product key.

8. Click **OK**.

The **Configuration** dialog box closes.

9. Refresh your web browser window.


Streamline adds icons to the toolbar for the newly activated features, making the features accessible to Streamline users.

## Deactivating a Product Key


When you want to move Streamline software on another computer, you must first deactivate the Streamline software on the current Streamline computer.

### To deactivate a Streamline product key

1. Log in to Streamline as an **administrator**.

2. In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.

The **Configuration** window opens.

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

The **System** panel opens.

4. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.

5. Click the **License Options** link.

The **Product Key** field displays the currently active product key.

6. Click **Deactivate**.

After deactivating the product key, an **Alert** dialog box opens.

7. Click **OK**.

The **Alert** dialog box closes, and the product key shown in the **Product Key** box deactivates. You can use the deactivated product key to activate Streamline software on another computer.

Deactivating a product key unlicenses and removes Streamline user access to all the Streamline features associated with the product key.

8. Click **OK**.

The **Configuration** dialog box closes.

# System Configuration


The following topics are discussed in this chapter:

- Changing the Root User Password
- Accessing the Configuration Interface
- Changing the Streamline Wallpaper

## Changing the Root User Password

For security reasons, we recommend you change the default root user password.


### To change the root user password

1. Log in to Streamline.
2. In the **Tools** section of the Streamline toolbar, click the  **Change Password** icon.  
The **Change Password** panel opens.
3. In the **Old Password** box, type the root user password:  
`password`
4. In the **New Password** box, type a new password that you can remember.
5. In the **Verify Password** box, type the new password again.
6. Click **Change Password**.  
The login password for the root user changes to the newly set password.

## Accessing the Configuration Interface

Use the Configuration interface to set up user accounts, user roles, and system properties. Refer to the *Streamline Configuration Guide* for more details.

### To access the Configuration interface

1. Log in to Streamline.
2. In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.  
The **Configuration** panel opens.

## Changing the Streamline Wallpaper

You can set up the Streamline wallpaper graphic to appear as your Streamline desktop background image. The Streamline wallpaper features the Streamline logo, and clearly identifies the computer as a Streamline.

### To install Streamline wallpaper

1. On the Streamline computer, open either Microsoft® Internet Explorer® or Google® Chrome®, and then navigate to:

```
http://localhost/resources/Streamline/images/wallpaper/1920x1080.jpg
```

The wallpaper image opens in the web browser.

2. If you want to replace your current Desktop background image with the Streamline wallpaper, do one of the following:
  - **In Internet Explorer** — right-click the wallpaper graphic file and then click **Set as background**.
  - **In Chrome** — right-click the wallpaper graphic and then click **Save image as....** Save the image to your Desktop. Navigate to the image, right-click it, and then click **Set as Desktop background**.