

# ***streamline***

---

## **Installation Guide**

**Version 1.0**

# 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-003-1.0**
- Release Date: November 20, 2014.
- Software Issue: **1.0**

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

## Copyright

©2014 Ross Video Limited, Ross®, and any related marks are trademarks or registered trademarks of Ross Video Limited. All other trademarks are the property of their respective companies. PATENTS ISSUED and PENDING. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording or otherwise, without the prior written permission of Ross Video. While every precaution has been taken in the preparation of this document, Ross Video assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

## Patents

Patent numbers US 7,034,886; US 7,508,455; US 7,602,446; US 7,802,802 B2; US 7,834,886; US 7,914,332; US 8,307,284; US 8,407,374 B2; US 8,499,019 B2; US 8,519,949 B2; US 8,743,292 B2; GB 2,419,119 B; GB 2,447,380 B; and other patents pending.

## Notice

The material in this manual is furnished for informational use only. It is subject to change without notice and should not be construed as commitment by Ross Video Limited. Ross Video Limited assumes no responsibility or liability for errors or inaccuracies that may appear in this manual.

## Trademarks

- Google® is a registered trademark of Google Inc.
- Microsoft® Excel® and Internet Explorer® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- Mozilla® and Firefox® are registered trademarks of the Mozilla Foundation.
- Oracle® and Java® are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.
- Safari® is a trademark of Apple Inc., registered in the U.S. and other countries.

## Important Regulatory and Safety Notices to Service Personnel

Before using this product and any associated equipment, read all the Important Safety Instructions listed below so as to avoid personal injury and to prevent product damage.

The Streamline system makes use of a number of individual component products to make up a complete turnkey system. The Important Safety Instructions section of this manual is intended to compliment individual OEM product manuals and the User must refer to, and heed, any safety instruction outline in these supplementary product manuals. Separate manuals are included for the following component products:

- Server PC(s)

- LCD Flat Screen Display(s) & Power Supply

This system may also require specific equipment, and /or installation procedures be carried out to satisfy certain other regulatory compliance requirements. Notices have been included in this publication to call attention to these specific requirements.

## Symbol Meanings



**Protective Earth** — This symbol identifies a Protective Earth (PE) terminal, which is provided for connection of the supply system's protective earth (green or green/yellow) conductor.



This symbol on the equipment refers you to important operating and maintenance (servicing) instructions within the Product Manual Documentation. Failure to heed this information may present a major risk of damage or injury to persons or equipment.



**Warning** — The symbol with the word “**Warning**” within the equipment manual indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



**Caution** — The symbol with the word “**Caution**” within the equipment manual indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.



**Warning Hazardous Voltages** — This symbol is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product enclosure that may be of sufficient magnitude to constitute a risk of shock to persons.



**ESD Susceptibility** — This symbol is used to alert the user that an electrical or electronic device or assembly is susceptible to damage from an ESD event.

## Important Safety Instructions

- Read these instructions.
- Keep these instructions.
- Heed all warning.
- Follow all instructions.



**Warning** The safe operation of this product requires that a protective earth connection be provided. A grounding conductor in the equipment's supply cord provides this protective earth. To reduce the risk of electrical shock to the operator and service personnel, this ground conductor must be connected to an earthed ground.

Use only power cords specified for this product and certified for the country of use. Refer to the Product Power Cord Requirement Section that follows.

Do not defeat safety purpose of the grounding-type plug. A grounding type plug has two blades and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit in to your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinching particularly at plugs, convenience receptacles, and point where they exit from the apparatus.

**Warning**

Indoor Use: “WARNING – TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPERATUS TO RAIN OR MOISTURE”

Do not use this apparatus near water.

Do not block any ventilation openings. Install in accordance with manufacturer’s instructions.

Do not install near heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Clean only with a dry cloth.

**Warning**

Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug damage, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

**Caution**

To reduce the risk of fire, replacement fuses must be the same type and rating.

**Warning**

This product contains safety critical parts, which if incorrectly replaced may present a risk of fire or electrical shock. Components contained within the product’s power supplies and power supply area, are not intended to be customer serviced and should be returned to the factory for repair

## Product Power Cord Requirements



### **Warning North American Line Voltages 100 - 120 Volt**

This product is supplied with certified 10A/125V SVT type supply cords.

Conductors are color coded white (neutral), black (line) and green or green/yellow (ground).

Operation of this equipment at line voltages exceeding 130V requires that alternative supply cords with appropriate voltage and current ratings be used.



### **Warning International Line Voltages 200 - 240 Volt**

This product has been designed for use with certified IEC 320- C13 10A/250V - H03 VV-F3G 1.00mm<sup>2</sup> type line cord.

International product orders are supplied with a certified 10A/250V line cords, utilizing a molded 3-pin IEC 320-C13 type connector at one end and stripped conductors on the other. One line cord is provided. Conductors are CEE color coded; blue (neutral), brown (line), and green/yellow (ground).

Installation by a qualified Electrician, of an appropriately approved A/C wall plug certified for the country of use, is required.

Alternatively, other IEC 320 C-13 type power cords may be used, provided that they meet the necessary safety certification requirements for the country in which they are to be used. Refer to the correctly specified line cord above.

## EMC Notices

### **US FCC Part 15**

This equipment has been tested and found to comply with the limits for a class A Digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a Commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



**Notice** Changes or modifications to this equipment not expressly approved by Ross Video Ltd. could void the user's authority to operate this equipment.

### **CANADA**

This Class "A" digital apparatus complies with Canadian **ICES-003**.

Cet appareil numérique de la classe "A" est conforme a la norme **NMB-003** du Canada.

### **EUROPE**

This equipment is in compliance with the essential requirements and other relevant provisions of **CE Directive 93/68/EEC**.

### **INTERNATIONAL**

This equipment has been tested to **CISPR 22:1997** along with amendments **A1:2000** and **A2:2002** and found to comply with the limits for a Class A Digital device.



**Notice** This is a Class A product. In domestic environments, this product may cause radio interference, in which case the user may have to take adequate measures.

## Warranty and Repair Policy

Ross Video Limited (Ross) warrants its Streamline system 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

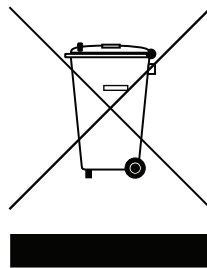
For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your Streamline system, contact your regional sales manager.

## 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.

## Company Address

**Ross Video Limited**

8 John Street  
Iroquois, Ontario  
Canada, K0E 1K0

**Ross Video Incorporated**

P.O. Box 880  
Ogdensburg, New York  
USA 13669-0880

---

General Business Office: (+1) 613 • 652 • 4886

Fax: (+1) 613 • 652 • 4425

Technical Support: (+1) 613 • 652 • 4886

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

E-mail (Technical Support): [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

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

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

# Contents

<b>Introduction</b>	<b>1</b>
About This Guide .....	1-1
Documentation Conventions .....	1-2
Interface Elements .....	1-2
User Entered Text .....	1-2
Referenced Guides .....	1-2
Menu Sequences .....	1-2
Important Instructions .....	1-2
Getting Help .....	1-3
Contacting Technical Support .....	1-3
<b>System Requirements</b>	<b>2</b>
Hardware .....	2-1
Software .....	2-1
<b>Software Upgrades</b>	<b>3</b>
Before a Software Upgrade .....	3-1
Upgrade to the Latest Streamline Software .....	3-2
Setting a Custom Password for the Database Superuser .....	3-3
<b>Software Installation</b>	<b>4</b>
Before a Software Install .....	4-1
Installing Streamline Database Software .....	4-2
Installing Streamline Software .....	4-10
Configuring Streamline to use a Custom Database Superuser Password .....	4-11
Tuning the Streamline and Database for Performance .....	4-13
Streamline Settings .....	4-13
Database Settings .....	4-14
<b>Software Licensing</b>	<b>5</b>
Activating a Product Key for Streamline Software .....	5-2
Manually Activating a Product Key .....	5-4
Reactivating a Product Key .....	5-5
Deactivating a Product Key .....	5-6
<b>System Configuration</b>	<b>6</b>
Changing the Root User Password .....	6-2
Accessing the Configuration Interface .....	6-2
Changing the Streamline Wallpaper .....	6-2



# Introduction

## 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

At Ross Video, we take pride in the quality of our products, but if problems occur, help is as close as the nearest telephone.

Our 24-hour Hot Line service ensures you have access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel. During business hours (Eastern Time), technical support personnel are available by telephone. After hours and on weekends, a direct emergency technical support phone line is available. If the technical support person who is on call does not answer this line immediately, a voice message can be left and the call will be returned shortly. This team of highly trained staff is available to react to any problem and to do whatever is necessary to ensure customer satisfaction.

- **Technical Support:** (+1) 613-652-4886
- **After Hours Emergency:** (+1) 613-349-0006
- **E-mail:** [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)
- **Website:** <http://www.rossvideo.com>



# 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® Core™ i7
- **RAM** — 8 to 12GB
- **Hard Drive** — Minimum 2GB free
- **LAN** — 100MB/s

## Software

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

- Microsoft® Windows® 2008 R2 64bit with latest patches, or
- Microsoft® Windows® 2012 R2 64bit 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

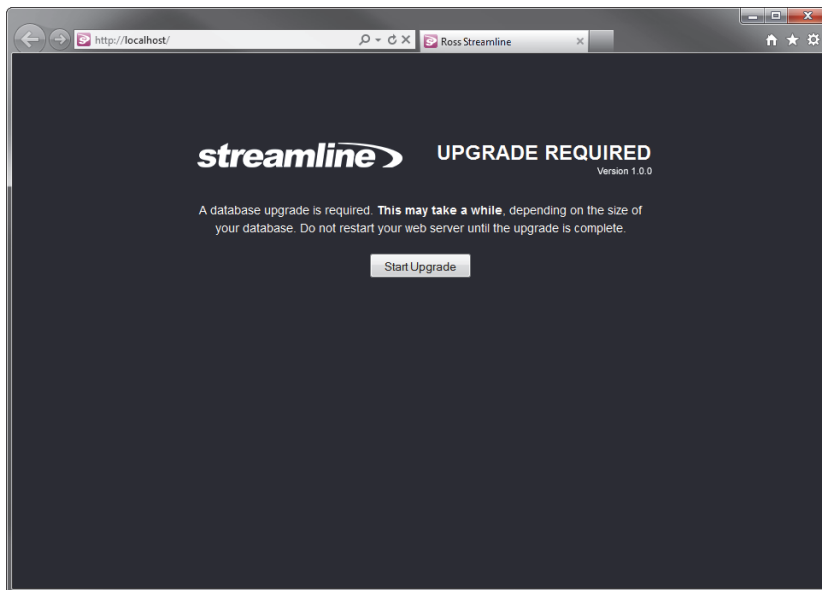
This section provides instructions for upgrading Streamline software versions

- ★ 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

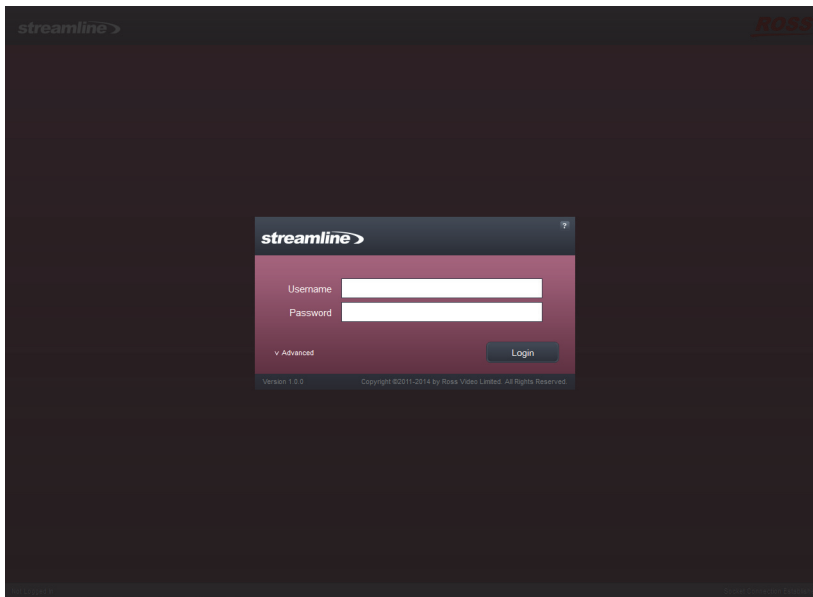
1. Use **Add/Remove Programs** on the **Control Panel** of your computer to remove the Streamline software installed on the Streamline computer.
2. Restart the Streamline computer.
3. After the Streamline computer restart, log into the Streamline computer and run the **Ross Streamline Setup** wizard (**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 into 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.
5. 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.



6. 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.



7. Retune the Streamline settings by completing the procedure “**To tune Streamline settings in the jvm.conf file**” on page 4–13.

## 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, contact Ross Video Technical Support.
2. At the **Streamline Login** screen, enter the following user name and password in the provided boxes:

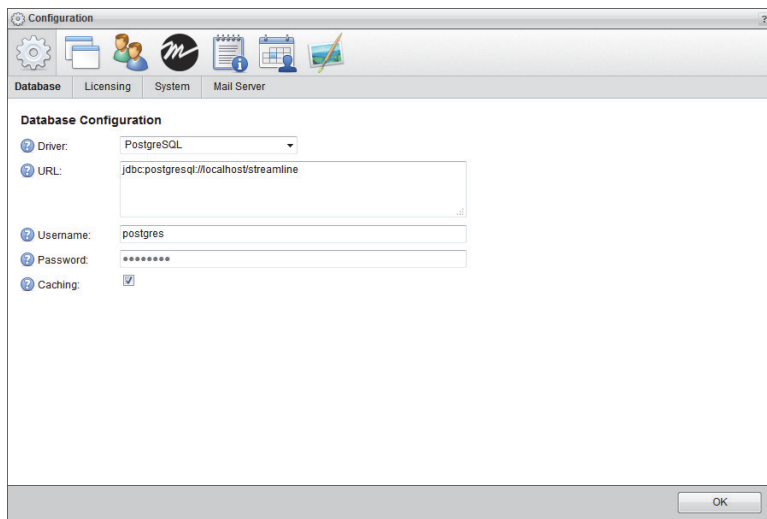
- **Username** — **maintenance**
- **Password** — **maintenance**

3. Click **Login**.

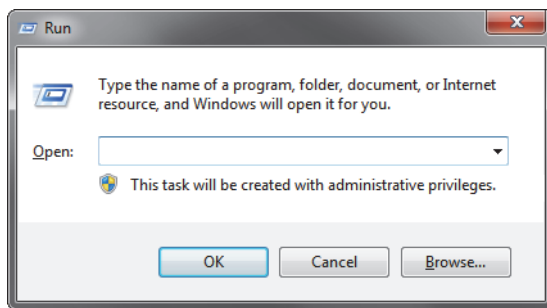
You are logged into the Streamline.

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

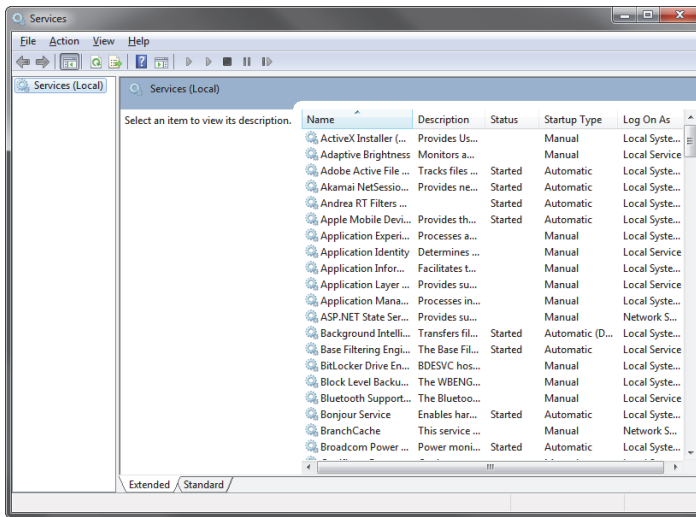
The **Database** tab of the **Configuration** panel opens.



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.

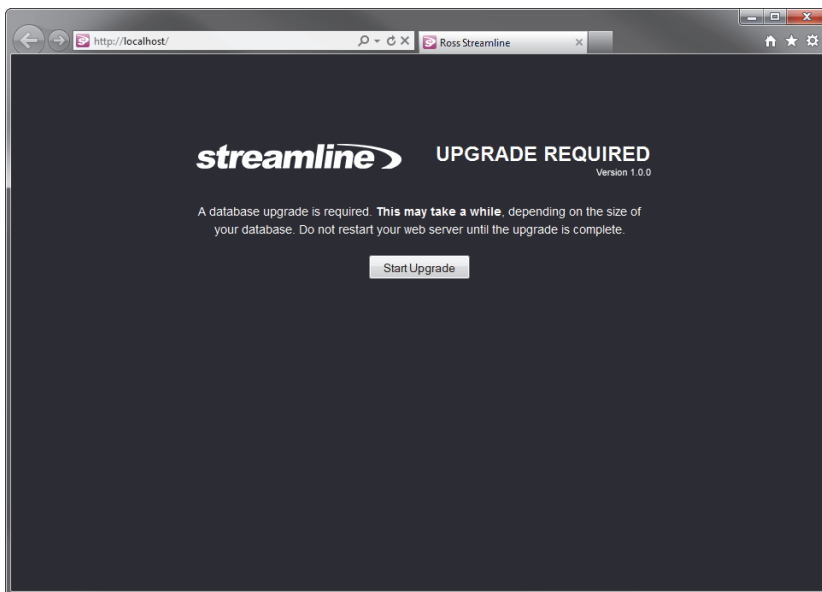
16. Use the **File** menu to select **Exit**.

The **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**.

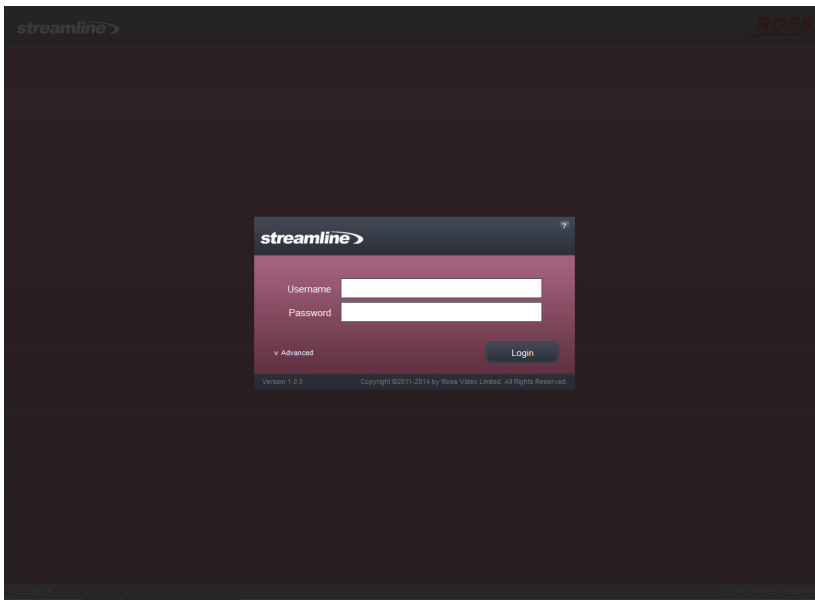
The **Upgrade Required** web page opens in a web browser window.



★ 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 4–13.

# 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
- Configuring Streamline to use a Custom Database Superuser Password
- 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

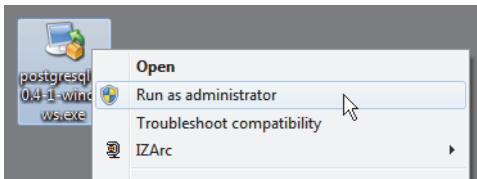
Streamline uses the PostgreSQL database to store and manage application data. Only the initial installation or recover installations of Streamline software on a computer require the installation of the PostgreSQL database software.

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

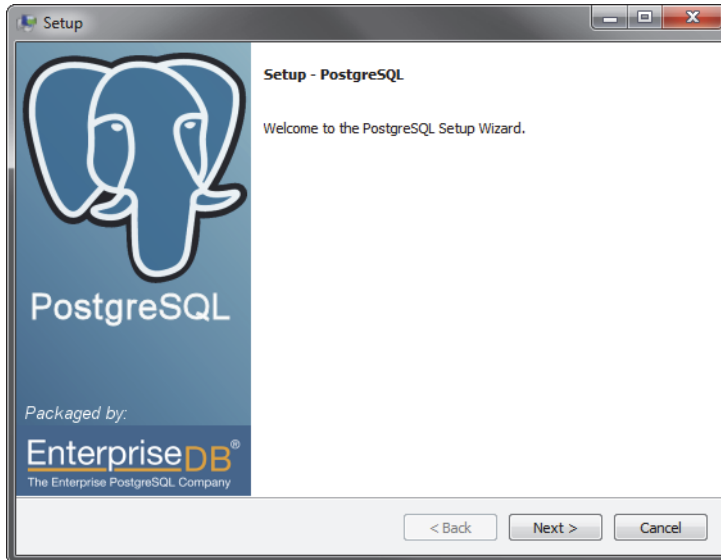
Upgrading Streamline software to a new version does not require a re-installation of the PostgreSQL database software. For the complete upgrade procedure, refer to the chapter “**Software Upgrades**” on page 3–1.

### 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-9.0.7-1-windows-x64.exe** icon and select **Run as administrator** from the **Shortcut** menu.

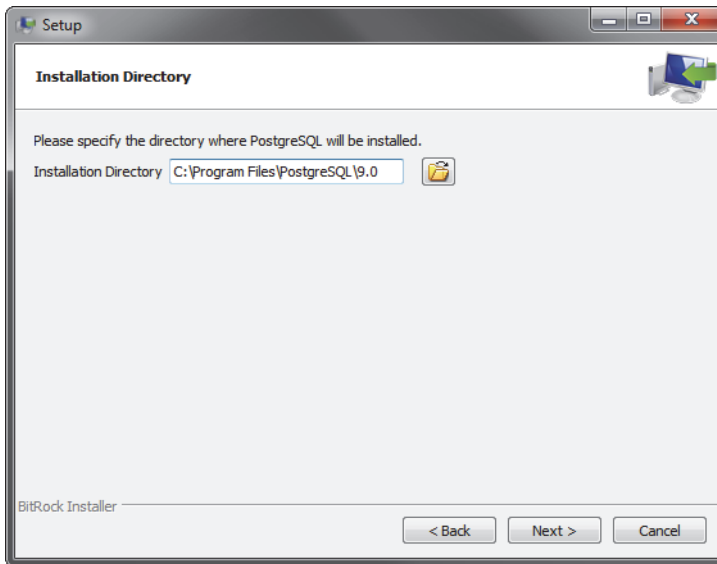


The **Setup** wizard opens.



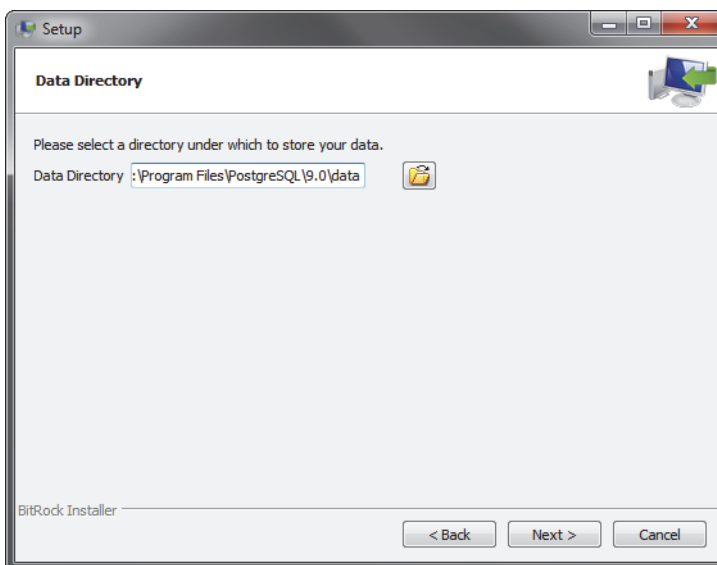
6. Click **Next**.

The **Installation Directory** dialog opens.



7. Click **Next**.

The **Data Directory** dialog box opens.

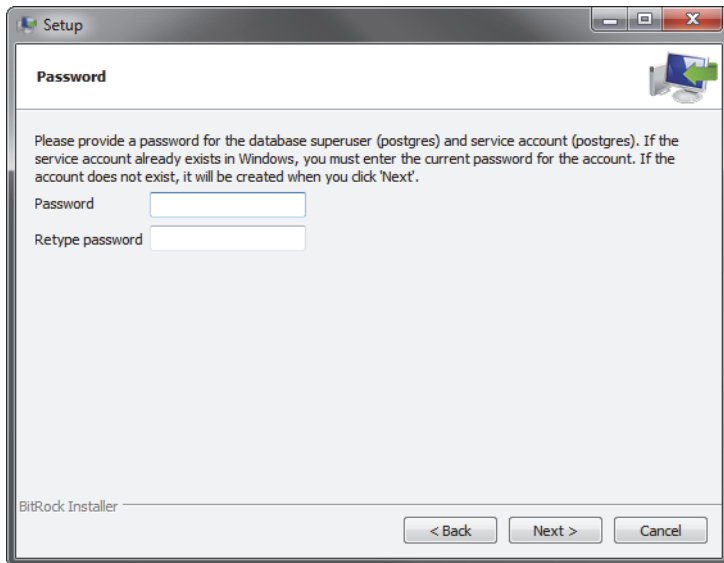


8. Replace the folder name in the **Data Directory** box with the following folder name:

**C:\ProgramData\PostgreSQL\9.0\data**

9. Click **Next**.

The **Password** dialog box opens.



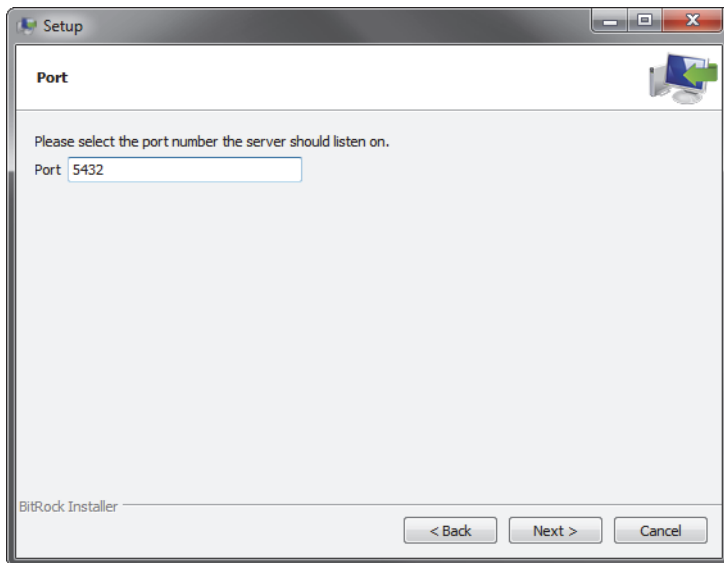
10. In the **Password** box, type the following password for the data base super user named **postgres**:

**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.

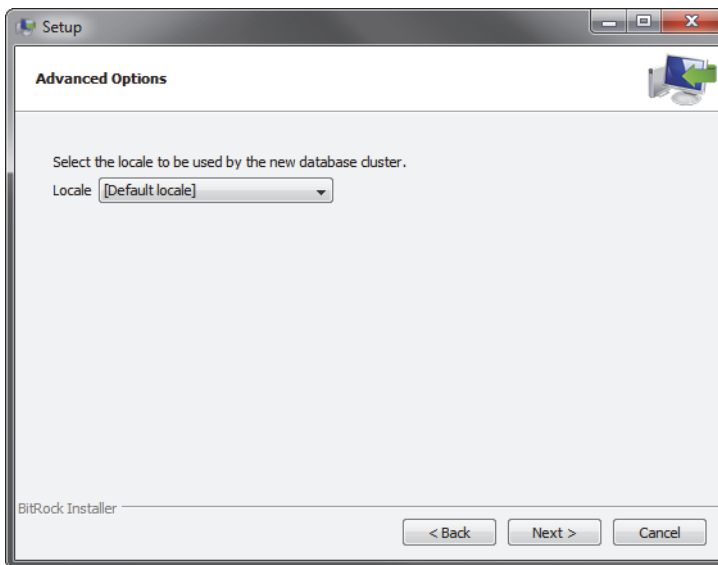
11. In the **Retype Password** box, type the password you set in step 10.
12. Click **Next**.

The **Port** dialog box opens.



13. Click **Next**.

The **Advanced Options** dialog box opens.

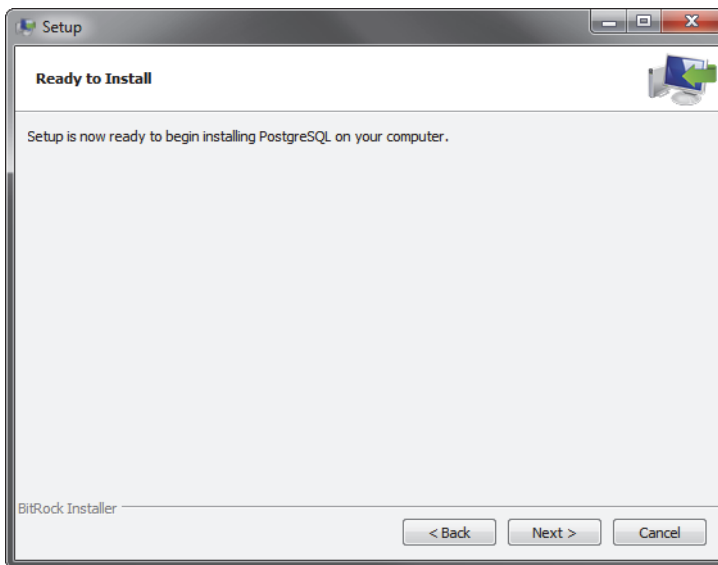


14. Use the **Locale** list to select **[Default locale]**.

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

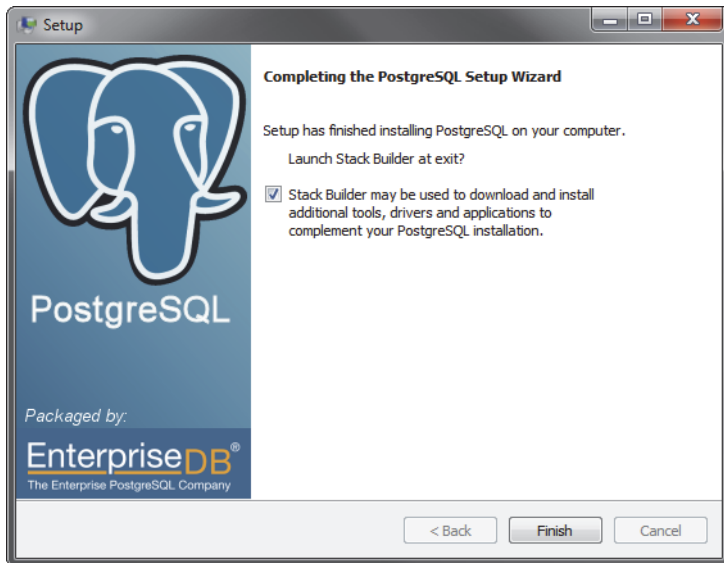
15. Click **Next**.

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.

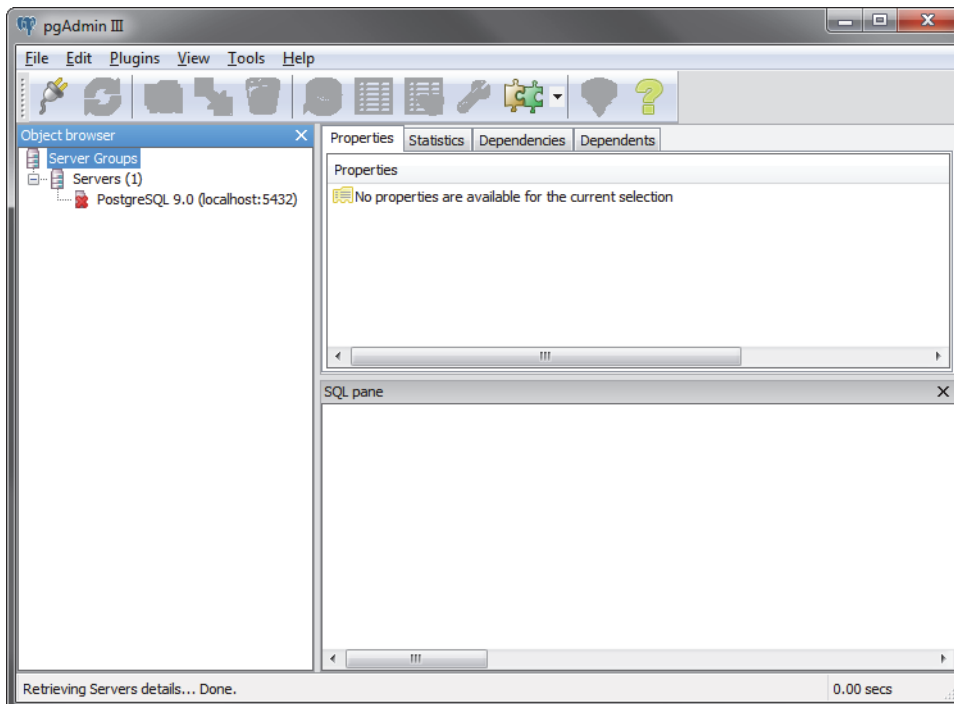
Click **Finish**.

18. The **Setup** wizard closes.

#### To configure the data base for Streamline

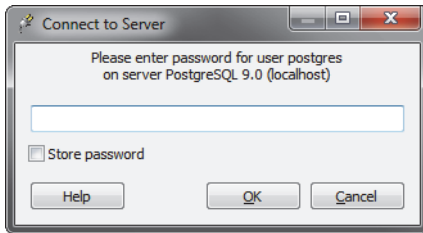
1. From the Windows Desktop, use the **Start** menu to select **All Programs > PostgreSQL 9.0 > pgAdminIII**.

The **pgAdminIII** window opens.



2. In the **Object Browser** tree view, right-click the **PostgreSQL 9.0 (localhost:5432)** database and select **Connect** from the shortcut menu.

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



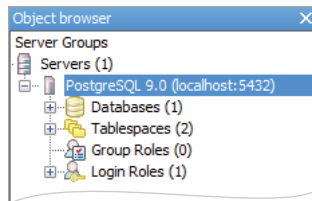
3. In the **Password** box, type the following password:

**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.

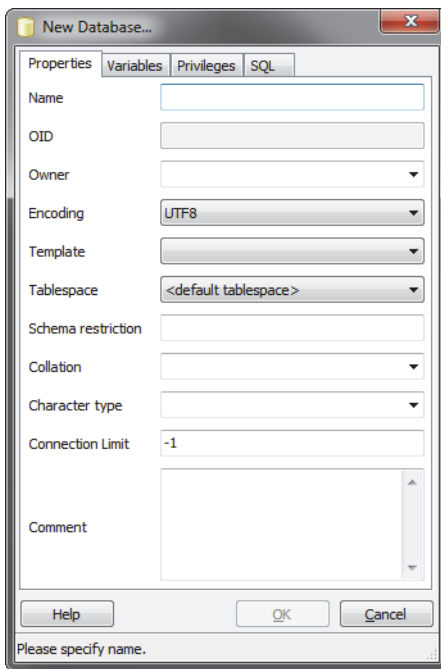
4. Click **OK**.

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



5. 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.



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

**streamline**

7. Use the **Encoding** list to select **UTF8**.

8. Click **OK**.

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

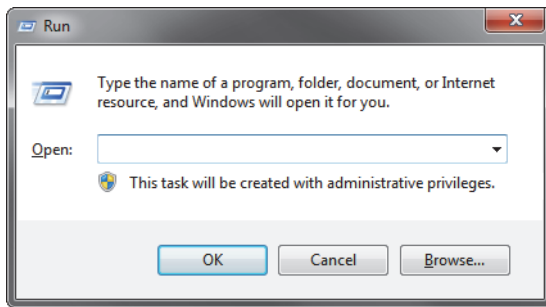
9. In the **pgAdmin III** window, use the **File** menu to select **Exit**.

The **pgAdmin III** window closes.

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

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

The **Run** dialog box opens.

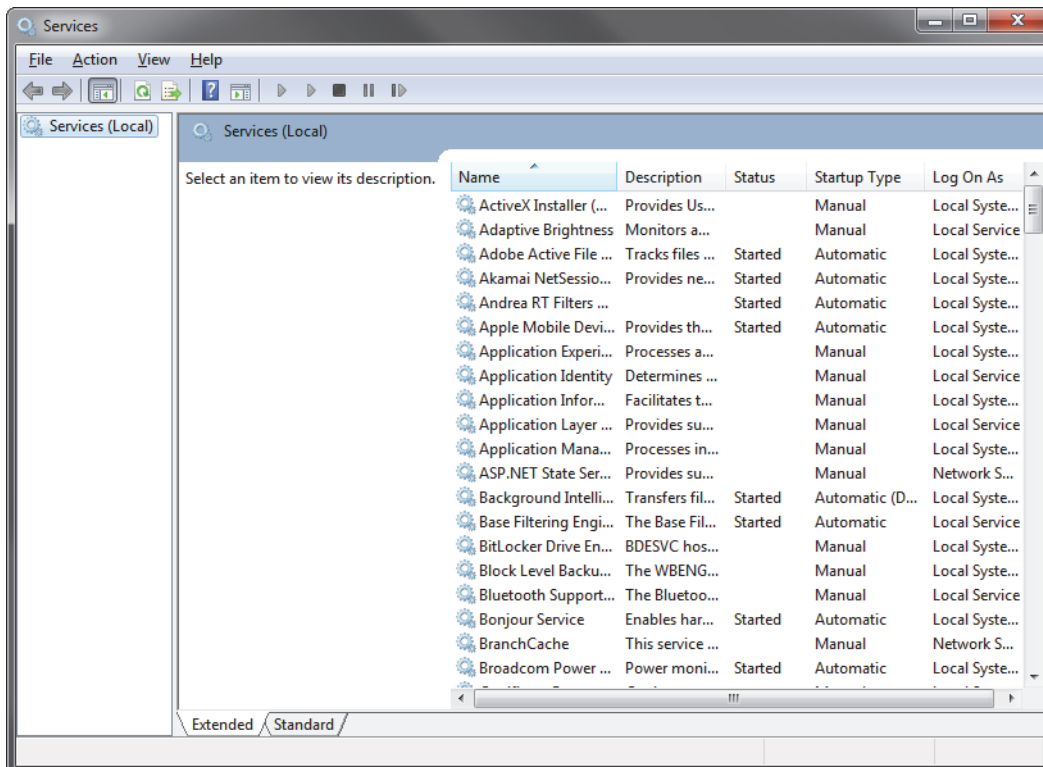


2. In the **Open** box, type the following application name:

**services.msc**

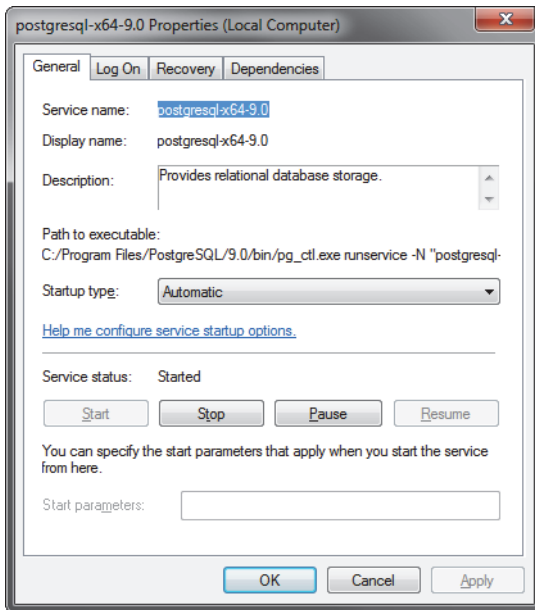
3. Click **OK**.

The **Services** dialog box opens.



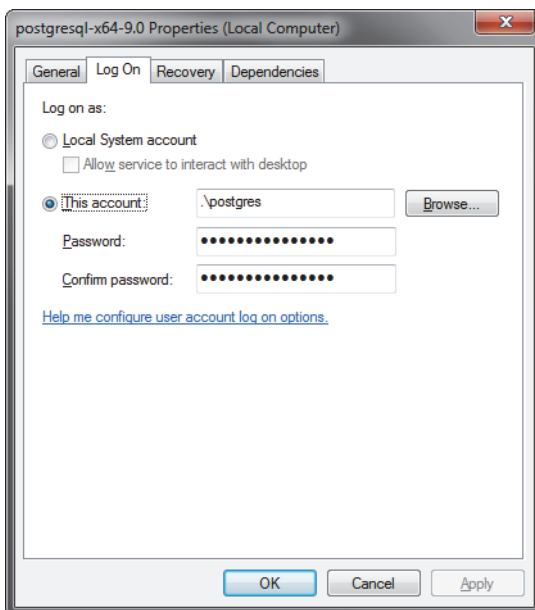
- In the **Services** list, locate the **postgresql-x-64-9.0** service.
- Right-click the **postgresql-x-64-9.0** service and select **Properties** from the shortcut menu.

The **postgresql-x-64-9.0 Properties** dialog box opens.



- Click the **Log On** tab.

The **Log On** tab opens.



- Select the **Local System Account** option.
- Click **OK**.  
The **Services** alert dialog box opens.
- Click **OK**.  
The **postgresql-x-64-9.0 Properties** dialog box opens.
- Use the **File** menu to select **Exit** to close the **Services** dialog box.

## 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 Windows® 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-x.x.x-xxx-xxx.msi**.  
If a **Security Warning** displays, click **Run**.  
The **Ross Streamline Setup** wizard opens.
7. Click **Next** to open the **End-User License Agreement** screen.
8. Read the Streamline Software License Grant.
9. Select the **I accept the terms of the license agreement** option.
10. Click **Next** to open the **Choose Setup Type** screen.
11. Click the **Ross Streamline** icon to open the **Ready to Install** screen.
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 4–13.
    - › 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 “**Configuring Streamline to use a Custom Database Superuser Password**” on page 4–11.

## Configuring Streamline to use a Custom Database Superuser Password

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:

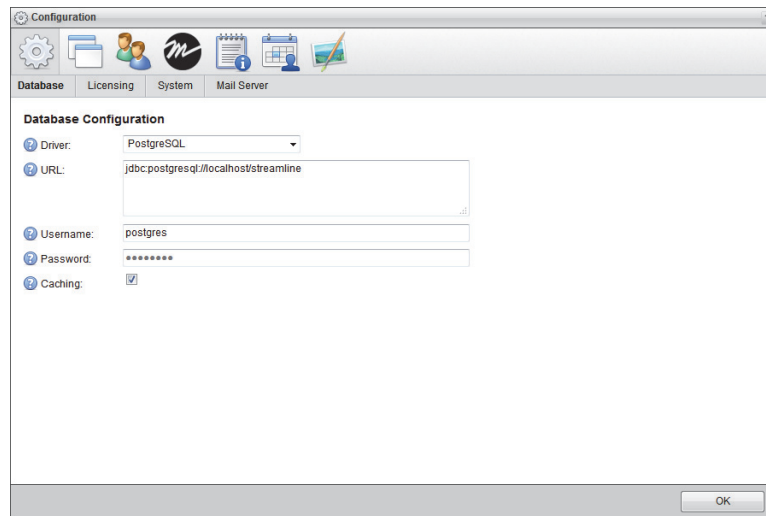
- **Username** — **maintenance**
- **Password** — **maintenance**

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.

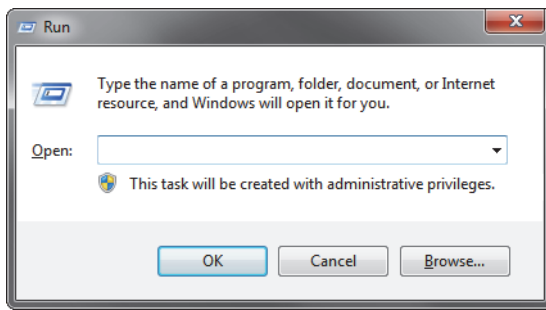
A **Message** dialog box opens.

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.

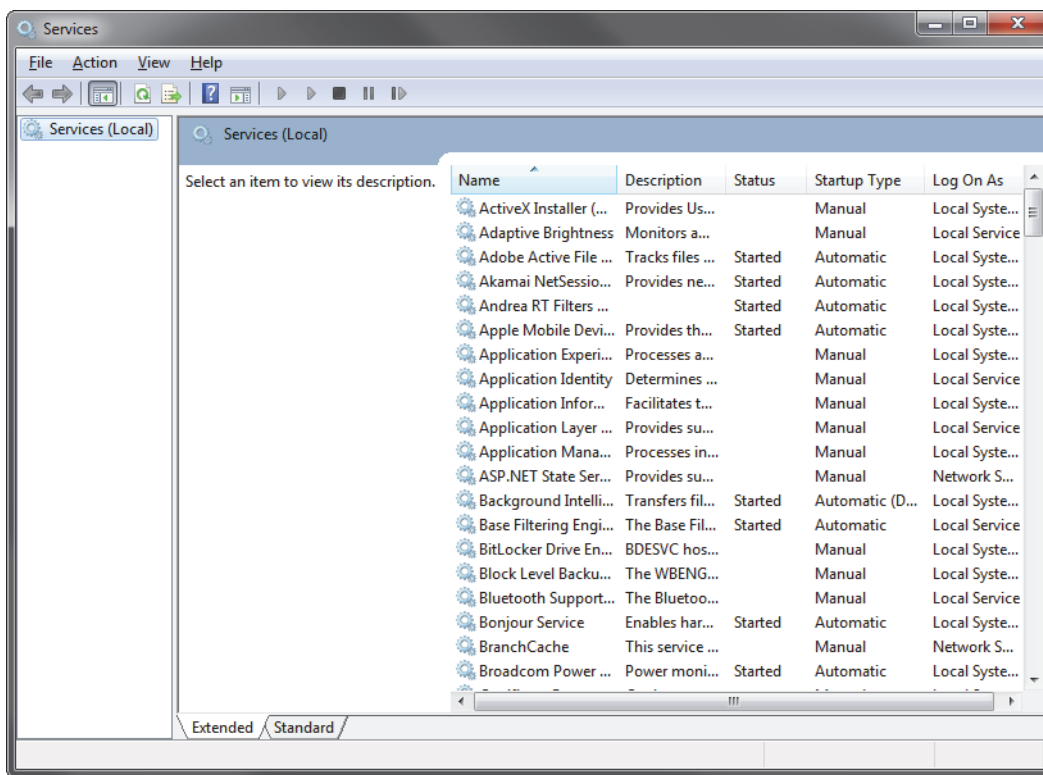


12. In the **Open** box, type the following application name:

**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 4–13.

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
256	512	1024	1536	2048

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
512	1024	2048	3072	4096

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 4–14 to tune the Streamline database.

## Database Settings

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

- **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 into 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 line of text:

```
work_mem
```
6. If a # character precedes the `work_mem` setting, delete the # character.
7. 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

8. Locate the following line of text:

```
shared_buffers
```
9. If a # character precedes the `shared_buffers` setting, delete the # character.
10. Replace the default size value for the `shared_buffers` setting with the following tuned value:

```
shared_buffers = 512MB
```
11. In the `postgresql.conf` file, locate the following line of text:

```
effective_cache_size
```

12. If a # character precedes the **effective\_cache\_size** setting, delete the # character.
13. 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

14. Save the updated **postgresql.conf** file and exit the text editor.
15. Restart the PostgreSQL service as follows:
  - a. In the **Services** list of the **Services** dialog box, locate and select the **postgresql-x64-9.0** service.
  - b. Click **Restart** for the **postgresql-x64-9.0** service.
16. Start the Streamline service as follows:
  - a. In the **Services** list of the **Services** dialog box, locate and select the **Ross Streamline** service.
  - b. Click **Start** for the **Ross Streamline** service.
  - c. 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
- Manually Activating a Product Key
- Reactivating a Product Key
- Deactivating a Product Key

## Activating a Product Key for Streamline Software

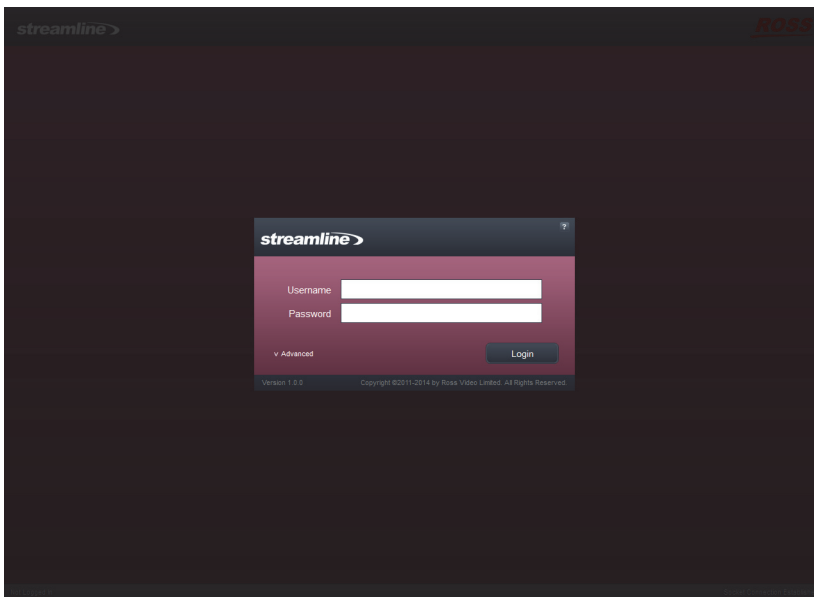
Ross Video uses product keys to manage user licenses for Streamline features. You can obtain a Streamline product key from Ross Video Technical Support.

- ★ When you activate a Streamline software product key, your Streamline computer must contact the Ross Video Activation Server. When your Streamline system cannot contact the Activation Server, use the procedure “**To manually activate a product key**” on page 5–4 to activate a Streamline software product key.

### To activate a Streamline product key


1. Verify that the Streamline computer is able to 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.



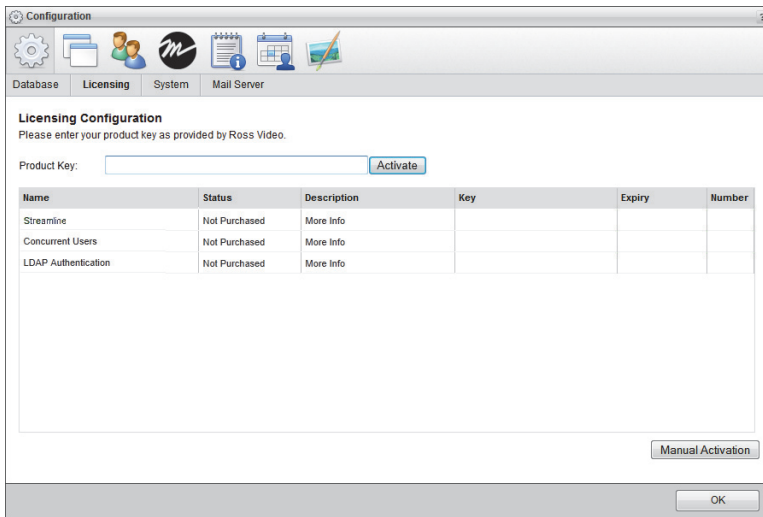
- ★ If the **Ross Streamline** web page does not open, contact Ross Video Technical Support.
3. In the **Alert** dialog box, click **OK**.

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...**

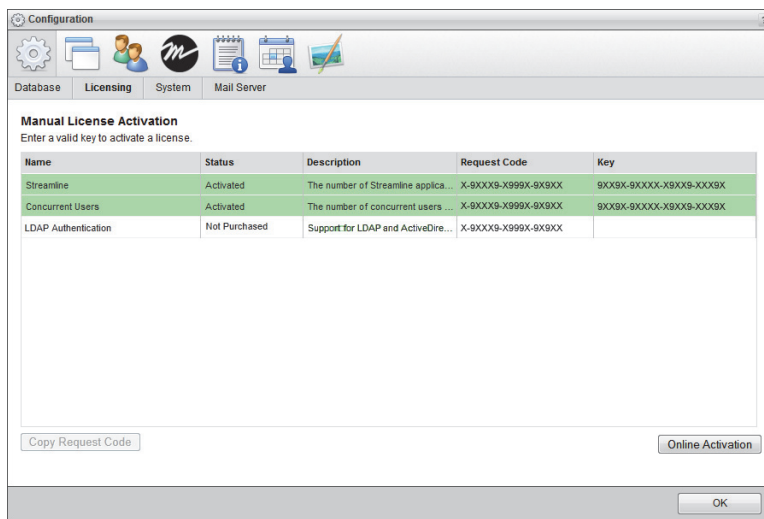
- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

## Manually Activating a Product Key

When the Streamline computer cannot contact the Ross Video Activation Server, you can manually activate product keys by providing Ross Video Technical Support a valid Request Code for the Streamline feature to activate.

### To manually activate a product key

1. Log into the Streamline as an **Administrator**.
2. In the **Tools** section of the Streamline toolbar, click the  **Configuration** icon.  
The **Configuration** panel opens.
3. Click the **Licensing** tab.  
The **Licensing Configuration** tab opens.
4. Click **Manual Activation**.  
The **Manual Licensing Activation** tab opens.



5. To obtain a product key for a Streamline feature, call Ross Video Technical Support and provide the associated request code displayed in the **Request Code** column.
6. Double-click in the **Key** column for the Streamline feature.
7. Enter the product key obtained from Ross Video Technical Support.
8. To activate additional Streamline features, follow steps 5 to 7.
9. Click **OK**.  
The **Configuration** dialog box closes.

## 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 into Streamline as an **Administrator**.
2. On the **Streamline** toolbar, click the **System** icon.  
The **Configuration** panels opens.
3. Click the **Licensing** tab.  
The **Licensing Configuration** tab opens. The **Product Key** field displays the currently activated product key.
4. Click **Reactivate**.  
After reactivating the product key, an **Alert** dialog box opens requesting a refresh of the web browser window.
5. Click **OK**.  
The **Alert** dialog box closes and the **Licensing Configuration** tab updates to display with new feature licenses associated with the reactivated product key.
6. Click **OK**.  
The **Configuration** dialog box closes.
7. 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 into Streamline as an **Administrator**.
2. On the **Streamline** toolbar, click the **System** icon.

The **Configuration** panels opens.

3. Click the **Licensing** tab.

The **Licensing Configuration** tab opens. The **Product Key** field displays the currently activated product key.

4. Click **Deactivate**.

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

5. 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 removes Streamline user access to all of the Streamline features associated with the product key.

6. 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 are able to 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**.