

Caprica Server Operating System Upgrade - Customer Supplied Virtual Machine

Upgrading the operating system of your Caprica Server to run Caprica version 8.x involves the following procedures:

- Backup Your Current Caprica Server
 - Stop the Current Caprica VM
 - Create the New Caprica VM
 - Set the Caprica Account Password
 - Set Caprica Server Network Settings
 - Restore Caprica Server Configuration
- ★ Caprica Users should only upgrade the operating system of a Caprica Server under the supervision of Ross Video personnel.

Backup Your Current Caprica Server

Backing the configuration of your current Caprica Server compresses the Installation, Custom Control, Shotbox, and Memory configuration components into a single diskset file.

To backup your current Caprica Server configuration

1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the Caprica web page URL. The Caprica Login web page opens.
3. Log in to the Caprica web page as the caprica user. The Caprica web page opens.
4. In the tree view, click Diskset. The Diskset web page opens.
5. In the title bar of the Current Configuration section, click Save All As. The Save All As dialog box opens.
6. In the Name box, enter `OS8upgrade` as the name for your new diskset.
7. Click Save. Caprica creates a new diskset file named `OS8upgrade.tzg` in the `/caprica/archive` directory on the Caprica Server computer.
8. Copy the `/caprica/archive/OS8upgrade.tzg` file to a network location or a USB flash drive.
9. Record the IP address of your Caprica Server and cluster information.
10. Record your Caprica Server License.

Stop the Current Caprica VM

Since your new Caprica virtual machine will use the same IP address as your current Caprica virtual machine you must stop the current Caprica virtual machine and configure it to not start automatically.

Create the New Caprica VM

A new Caprica8VM virtual machine in your virtualization software will run the Amazon Linux 2 operating system for Caprica Server version 8.x or greater.

To create a new Caprica8VM virtual machine

1. Download the Caprica8VM file from Ross Video Technical Support.
2. Follow the directions for your virtualization software to import the Caprica8VM file and create a Caprica8VM virtual machine. With your Capric8VM virtual machine up and running you can configure your Caprica Server.

Set the Caprica Account Password

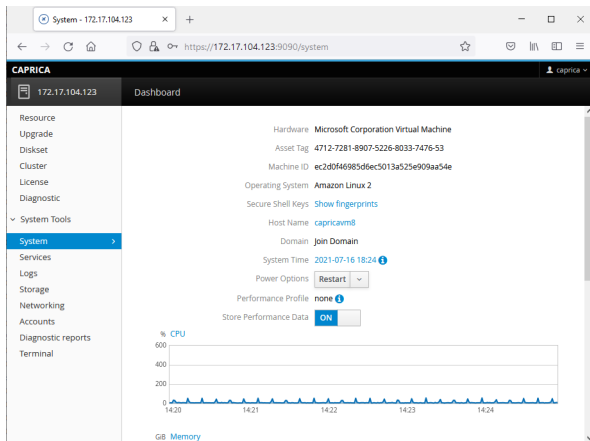
The first time you log in to your new Caprica Server you must set the password for the default caprica account. The caprica account is a super user that can edit all settings and control all processes on a Caprica Server.

- ★ DHCP and DNS must be available on you corporate network to set caprica user password on the first log in.

To set the caprica user password on the first log in:

1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the Caprica web page URL:
`http://capricavm8`
If the web browser identifies your connection as not secure, add an exception for the Caprica web page.

The System web page opens.



- In the Host Name field, click the current host name. The Change Host Name dialog box opens.



- In the Real Host Name box, enter the hostname of your previous Caprica Server.
- Click Change.

The Change Host Name dialog box closes and the System web page Host Name field displays the updated hostname for your Caprica Server.

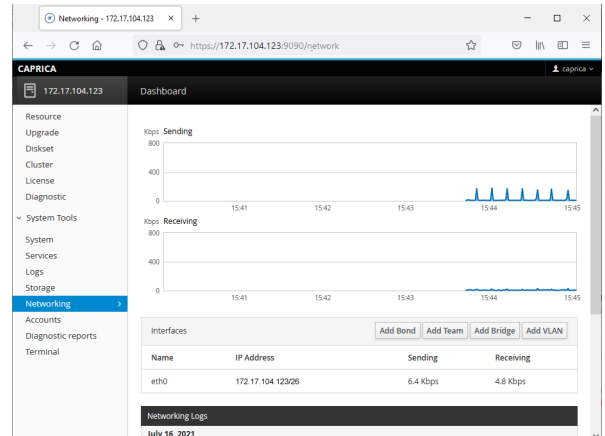
IP Address

Change the IP address of your new Caprica8VM virtual machine to that of the old CapricaVM virtual machine.

To set the IP address for your Caprica8VM

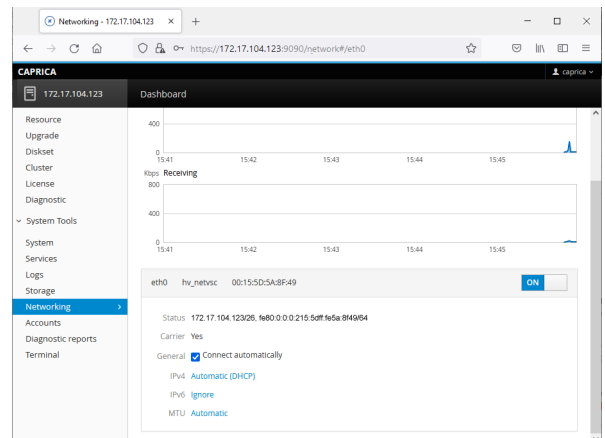
- In the tree view of the Caprica web page, click Networking.

The Networking web page opens.

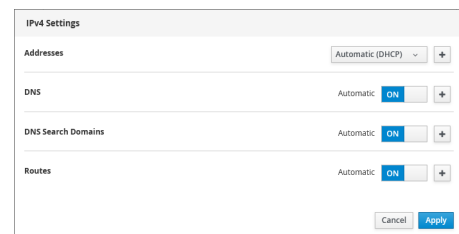


- In the Interfaces section, click eth0 in the list of available network interfaces.

A panel opens for the eth0 network interface.



- In the IPv4 field, click the current setting. The IPv4 Settings dialog box opens.



4. Use the Addresses list to select Manual.
5. In the Address box, enter a static IP address for the eth0 network interface.
6. In the Prefix length or Netmask box, enter the eth0 network interface.
7. In the Gateway box, enter the gateway for the eth0 network interface.
8. Click Apply.
The IPv4 field displays the set IP address for the eth0 network interface.

Restore Caprica Server Configuration

After creating and configuring a new Caprica8VM virtual machine for your Caprica Server to run Caprica version 8.x, refer to the following sections in the *Caprica User Guide* to restore the configuration of your Caprica Server:

- Setting the Caprica Virtual Machine Automatic Start and Stop Options — configure your Caprica8VM virtual machine to automatically start and stop with the OverDrive Server computer.
- Software Installation — install the latest version of the Caprica Server software.
- Recalling Configurations from a Diskset — restore to the configuration from the OS8upgrade diskset you created from your previous Caprica Server.
- Caprica Server Software License — activate your Caprica Server with your product key.
- Redundant Caprica System — configure your Caprica Redundant system cluster settings.

Compatibility

Automation	Version
Caprica Server	8.0

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

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

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

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

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