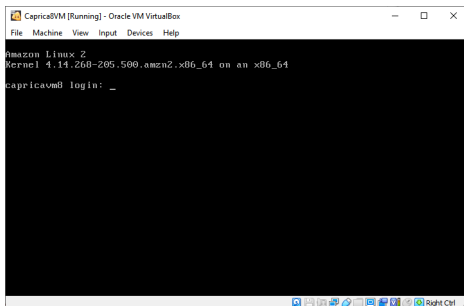


Caprica Server Static IP Address - Customer Supplied Virtual Machine

Ross Video makes Open Virtualization Appliance (.ova) files available to their customers so they can run Caprica Servers using their own virtualization software. After you start your Caprica virtual machine, you must configure a static IP address for the virtual machine.

To configure a static IP address for your Caprica virtual machine

1. Download the Caprica8VM.ova file from Ross Video Technical Support.
2. Follow the directions for your virtualization software to import the Caprica8VM.ova file and create a Caprica8VM virtual machine.
3. Start your Caprica8VM virtual machine. The login prompt displays:



4. Use the following credentials to log in to your Caprica Server as the caprica user:
 - login: caprica
 - Password: <your_password>
 The first time you log in to your Caprica Server you must change the caprica user password.
5. At the following prompt, enter password:


```
(current) UNIX password: <your_password>
```
6. At the following prompt, enter a new password for the caprica user that satisfies the password policy of your organization:


```
New password: <your_new_password>
```
7. At the following prompt, enter the same password as you entered at the New password prompt:


```
Retype new password: <your_new_password>
```

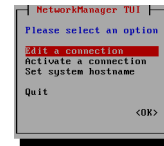
 The command prompt displays.
8. Record the new password you set for the caprica user.
9. At the command prompt, enter the following command:


```
sudo nmtui
```

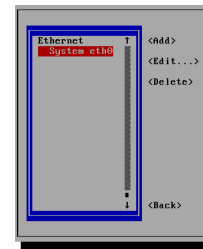
10. At the following prompt, enter the caprica user password:


```
[sudo] password for caprica:
```

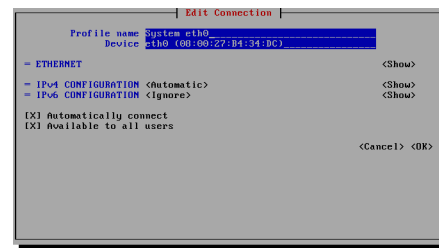
 The NetworkManager TUI dialog box opens with the Edit a Connection option selected.



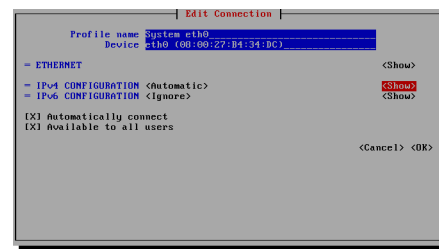
11. Press Enter. The Connection dialog box opens with only available Ethernet connection selected.



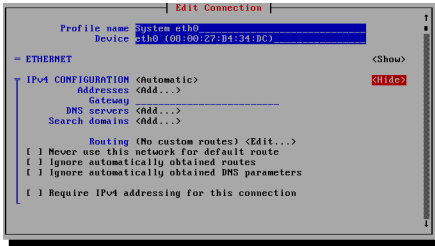
12. Use the Right arrow key to select <Edit...>.
13. Press Enter. The Edit Connection dialog box opens.



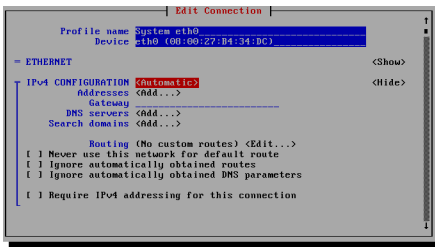
14. Use the Down arrow key to select <Show> to the right of the IPv4 CONFIGURATION section.



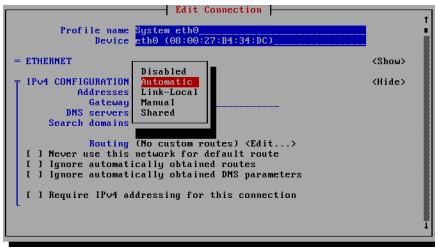
- Press Enter.
The IPv4 CONFIGURATION section opens.



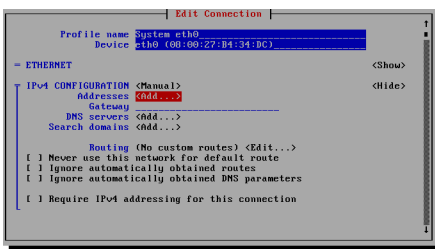
- Use the Left arrow key to select <Automatic> to the right of the IPv4 CONFIGURATION option.



- Press Enter.
The IPv4 CONFIGURATION option list opens.



- Use the Down arrow key to select Manual.
- Press Enter.
The IPv4 CONFIGURATION option changes to Manual and the list closes.
- Use the Down arrow key to select <Add...> to the right of the Addresses option.



- Press Enter.
The Addresses box opens.

- In the Addresses box, enter the IP address and CIDR Netmask to set for your Caprica Server. For example:
192.0.2.0/24
- Use the Down arrow key to select the Gateway box.
- In the Gateway box, enter the IP address of the default gateway used by your Caprica Server.
- Use the Down arrow key to select <OK> at the bottom of the Edit Connection dialog box.
- Press Enter.
The Edit Connection dialog box closes and the Connection dialog box opens.
- Use the Right arrow key to select <Back> at the bottom of the Connection dialog box.
- Press Enter.
The Connection dialog box closes and the NetworkManager TUI dialog box opens.
- Use the Down arrow key to select Quit at the bottom of the NetworkManager TUI dialog box.
- Press Enter.
The NetworkManager TUI dialog box closes and the UNIX command prompt displays.
- Reboot your Caprica Server by entering the following command at the command prompt:
reboot
- To verify that the correct IP address was set for your Caprica Server, complete the following steps:
 - Use the following credentials to log in to your Caprica Server as the caprica user:
 - login: caprica
 - Password: <your_password>
 - At the command prompt, enter the following command:
 - ip addr
 - Verify that the output displayed by the ip addr command contains the IP address you set for your Caprica Server.

Compatibility

Automation	Version
Caprica Server	8.2

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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