

Upgrade Procedure for Caprica OS 2.0 and Ahead

The Caprica OS 1.0 upgrade procedure used custom upgrade files that could only upgrade the Caprica OS from one specific version to another specific version. Users had to search through many upgrade files to find the one specific to their needs or follow a laborious process of upgrading through each dot version until they arrived at the required Caprica OS version.

Patch files are available for Ross Video Tech Support Specialists to upgrade older Caprica OS versions directly to Caprica OS 2.0.

After Caprica OS 2.0 is installed on a Caprica Server the Caprica OS no longer requires sequential upgrades. Caprica OS upgrades can go directly from version 2.0 to any 2.X version.

Caprica OS Update

After choosing an appropriate upgrade procedure, you are ready to use Caprica Cockpit to update your Caprica Server operating system.

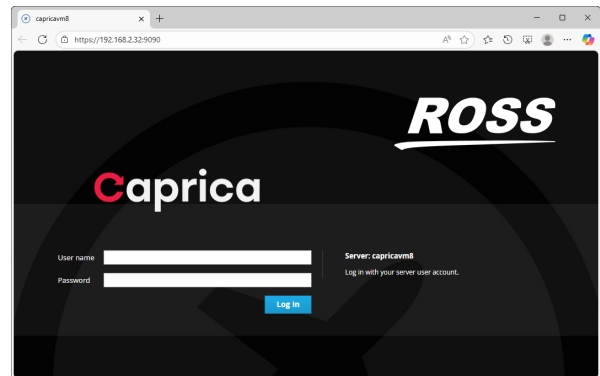
★ The Caprica Server operating system updates procedure presented in this section is only valid for updating Caprica Servers running the Amazon Linux 2 operating system and Caprica Cockpit v2.0.1 software.

To update your Caprica Server operating system

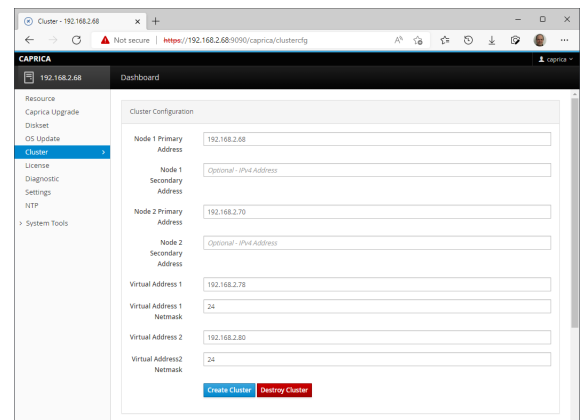
1. Log in to a computer connected to the same network as the Caprica Server computer.
2. Use a web browser to open the following URL to log in to the Ross Video Transfer site:
`https://transfer.rossvideo.com/`
3. On the Ross Video Transfer site, open the following folder:
Ross Video/Tech Support/Software Releases/Caprica/CapricaV08 OS/HyperV
4. Download the Caprica OS version to install on your Caprica Server.
5. Use a web browser to open Caprica Cockpit. The format of the URL is as follows, where `<Caprica Server>` is the hostname or IP address of your Caprica Server computer:
`https://<Caprica Server>:9090`
If the web browser identifies your connection with Caprica Cockpit as not secure, add an exception for Caprica Cockpit.

★ If Caprica Cockpit does not open, your Caprica Server computer is not running the Amazon Linux 2 operating system. Contact Ross Video Technical Support to upgrade the operating system of your Caprica Server computer.

The Caprica Login web page opens.

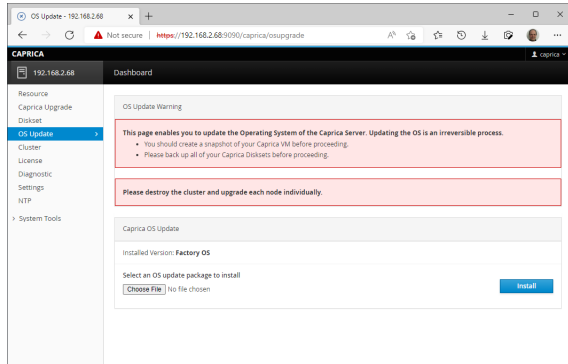


6. Use the following credentials to log in to Caprica Cockpit:
 - User: `caprica`
 - Password: `<your_password>`
7. Click Log In.
Caprica Cockpit opens.
8. If your Caprica Server is set up as a cluster, complete the following steps to destroy the cluster before you update the Caprica Server Operating system:
 - a. In the tree view, click Cluster.
 - b. The **Cluster Configuration** web page opens.



- c. Click Destroy Cluster.

9. In the tree view, click OS Update.
The OS Update web page opens.



10. In the Select an OS update package to install section, click Choose File.
The Open dialog box opens.

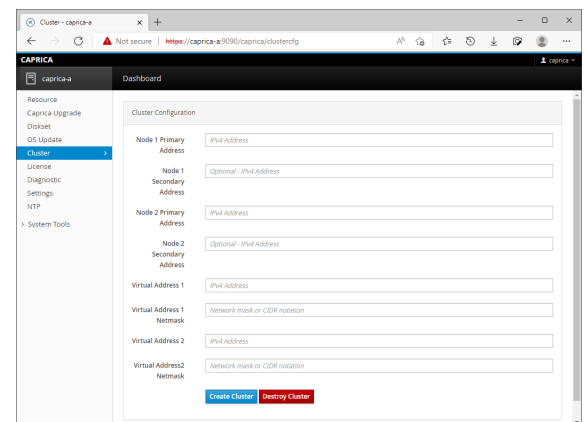
11. Use the Open dialog box to locate and select the Caprica-OS.X.X.to.Y.Y.pkg Caprica Server operating system upgrade package file you obtained from Ross Video Technical Support.

Where X.X is current operating system version installed on your Caprica Server and Y.Y is the new operating system version to install on your Caprica Server.

12. Click Open.
The Open dialog box closes and the Select an OS update package to install section displays the name of the selected PKG file.
13. Click Install.
The Caprica OS Update Confirmation alert opens.
14. Click Yes. Click No to cancel the operating system update for your Caprica Server.
The Caprica OS Upgrade web page installs new operating system on the Caprica Server. After the operating system install completes, Caprica Cockpit disconnects while the Caprica Server reboots using the newly installed operating system.
15. In Caprica Cockpit, click Reconnect.
The Caprica Login web page opens.
16. Use your Caprica credentials to log in to Caprica Cockpit.
17. In the tree view, click OS Update.
The OS Update web page opens. The Installed Version field displays the version of the current operating system installed on the Caprica Server.

18. If your Caprica Server was set up as a cluster, complete the following steps to update the Caprica OS on the other Caprica Server and rebuild the cluster:

- a. Use a web browser to open Caprica Cockpit on the other Caprica Server in the cluster. The format of the URL is as follows, where <Caprica Server> is the hostname or IP address of your Caprica Server computer:
`https://<Caprica Server>:9090`
If the web browser identifies your connection with Caprica Cockpit as not secure, add an exception for Caprica Cockpit.
- b. Repeat steps 9 to 17 to update the current Caprica Server to the same Caprica OS version as the Caprica Server you just updated.
- c. In the Caprica Cockpit tree view, click Cluster.
The Cluster web page opens.



- d. In the Node 1 Primary Address box, enter the IP address of NIC 1 on Caprica Server A.
- e. In the Node 1 Secondary Address box, enter the IP address of NIC 2 on Caprica Server A. The secondary address for Caprica Server A is an optional setting.
- f. In the Node 2 Primary Address box, enter the IP address of NIC 1 on Caprica Server B.
- g. In the Node 2 Secondary Address box, enter the IP address of NIC 2 on Caprica Server B. The secondary address for Caprica Server B is an optional setting.
- h. In the Virtual Address 1 box, enter the IP address of the cluster.
- i. In the Virtual Address Netmask 1, enter the Network mask or Classless Inter-Domain Routing (CIDR) notation for your network.

- j. In the Virtual Address 2 box, enter the secondary IP address of the cluster.
- k. In the Virtual Address Netmask 2, enter the Network mask or Classless Inter-Domain Routing (CIDR) notation for your network.
- l. Click Create Cluster.
The defined cluster of the Caprica Server A and Caprica Server B computers initializes and starts running. The OverDrive Server can communicate with Caprica through the IP address set in the Virtual Address box.

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.

Copyright

© 2014 - 2025 Ross Video Limited. Ross®, MLE®, OverDrive®, GlobalView®, RundownControl™, DirectControl™, DirectAudio™, DirectAUXaudio™, DirectCamera™, DirectServer™, QuickTurn™, RapidRestore™, SideShot™, SideSlide™, SideStick™, OverDrive Gateway™, LiveLink™, 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.