

## RtrTester

### Requirements

- Caprica router test device, no external hardware required.

### Remote Device Port Configuration Settings

Use the following procedure to configure a remote device for your RtrTester router on the Caprica Server:

1. Use the current version of **DashBoard** software to connect to your **Caprica Server**.
2. In the **DashBoard Tree View**, double-click the **Port Configuration** node of your Caprica Server.
3. In the **Port Configuration Summary** table, double-click a **REMOTE#** port in the **Port** column.
4. In the **Configure REMOTE#** panel, click **QuickTurn**.
5. Click **QtTester**.
6. Click **Network Settings**.
7. Use the following settings to configure the network settings for your RtrTester router:
  - **Ethernet Role** — Client
  - **Remote IP Address** — IP address of your RtrTester as set in DashBoard.
  - **Remote Port** — Port number that your RtrTester uses to communicate with other devices as set in DashBoard.
  - **Local IP Address** — 0.0.0.0
  - **Local Port** — 0
  - **Protocol** — TCP
8. Click **Apply Changes** to save the network settings.

### Device Settings

Use the following procedure to configure the device settings for your RtrTester router on the Caprica Server:

1. Click **Device Settings**.
2. Use the following settings to configure the device settings for your RtrTester router:
  - **Num dests** — 1024 (default)
  - **Num sources** — 1024 (default)
  - **Num Levels** — 1 (default)
3. Click **Apply Changes** to save the device settings.
4. Click **Done** to close the Configure REMOTE# Panel.

### Compatibility

QtTester Card	Version
QtTester	-

Automation	Version
OverDrive	20.1 or higher
Caprica Server	7.1a or higher

### 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: +1 833-859-0499

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

Website: open a support request using the link <https://support.rossvideo.com/> to open a support request.

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