



Installation Guide

VERSION 12.5

ROSS

THANK YOU FOR CHOOSING ROSS VIDEO

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.



David Ross
CEO, Ross Video
david.ross@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.)*

About this Guide

- Ross Part Number: **7800DR-003-12.5**
- Release Date: July 10, 2025. Printed in Canada.
- Software Issue: **12.5**

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

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Patents

Patent numbers 4,205,346; 5,115,314; 5,280,346; 5,561,404; 7,034,886; 7,508,455; 7,602,446; 7,834,886; 7,914,332; 8307284, 2039277; 1237518; 1127289 and other patents pending.

Warranty and Repair Policy

Ross Video Limited (Ross) warrants its Streamline Pro Server systems 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

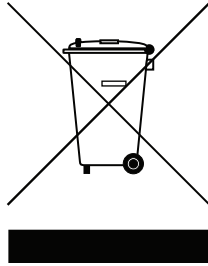
For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your Streamline Pro Server system, contact your regional sales manager.

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.

Use of Hazardous Substances in Electrical and Electronic Products (China RoHS)

Ross Video Limited has reviewed all components and processes for compliance to:

“Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products” also known as China RoHS.

The “Environmentally Friendly Use Period” (EFUP) and Hazardous Substance Tables have been established for all products. We are currently updating all of our Product Manuals.

The Hazardous substances tables are available on our website at:

<http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html>

电器电子产品中有害物质的使用

Ross Video Limited 按照以下的标准对所有组件和流程进行了审查：

“电器电子产品有害物质限制使用管理办法” 也被称为中国RoHS。

所有产品都具有“环保使用期限”（EFUP）和有害物质表。目前，我们正在更新我们所有的产品手册。

有害物质表在我们的网站：

<http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html>

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Email (General Information): solutions@rossvideo.com

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Introduction

A Word of Thanks

Thank you for choosing Streamline Pro as your Ross Video media asset management solution.

We are committed to providing you with the highest level of customer satisfaction possible. If, for any reason, you have questions or comments, please call Ross Video at +1-613-652-4886 or send us an e-mail at techsupport@rossvideo.com.

We hope that you visit our website www.rossvideo.com to stay up to date with ongoing software releases, join our customer forum and learn more about the complete range of Ross Video products.

Note that software maintenance and extended warranties are available for your system to protect and extend the life of your investment. Our sales team is more than happy to provide further information on the plans available. Members of our sales team will promptly response to e-mails sent to: solutions@rossvideo.com.

Again, thank you for your purchase of a Streamline Pro media asset management solution from Ross Video. We are confident of your future pleasure with your choice.

Yours Sincerely,



Peter Abecassis
Director of Product Management - Production Workflow
peter.abecassis@rossvideo.com

About This Guide

This guide contains the following chapters that cover the installation and configuration of Streamline Pro 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 Pro software functions correctly.
- Chapter 3, “**Software Upgrades**” provides instructions on how to upgrade the Streamline Pro software.
- Chapter 4, “**Software Installation**” provides instructions on how to install the Streamline Pro software on a computer after a system re-image.
- Chapter 5, “**Software Licensing**” provides instructions for licensing Streamline Pro software.
- Chapter 6, “**System Configuration**” provides instructions on how to configure Streamline Pro 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 Pro 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 Pro 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

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.

System Requirements

Ross Video based Streamline Pro products on mainstream PC hardware that use the Microsoft® Windows® operating system. To ensure that the Streamline Pro functions correctly, verify that the computer selected to run Streamline Pro software meets the recommended requirements described in the following sections:

- Hardware
- Software

Hardware

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

- **CPU** — quad-core Intel® Xeon® E3 with Hyper-Threading
- **RAM** — 32GB
- **Hard Drive** — Minimum 100 GB free
- **LAN** — 100 MB/s

Software

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

- Microsoft® Windows® Server 2019 64-bit English only with latest patches, or
Microsoft® Windows® Server 2016 64-bit English only with latest patches, or
Microsoft® Windows® Server 2012 R2 64-bit English only with latest patches

Streamline Pro can be accessed using one of the following web browsers:

- Microsoft Internet Explorer® version 11 or greater
- Google Chrome™ version 51 or greater
- Mozilla Firefox® version 52 or greater
- Apple Safari® version 10.2 or greater

Software Upgrades

This chapter provides instructions for upgrading the Streamline Pro software on your computer to the latest version of the Streamline Pro software.

The following topics are discussed in this chapter:

- Before a Software Upgrade
- Upgrade to the Latest Streamline Pro Software
- Setting a Custom Password for the Database Superuser

Before a Software Upgrade

Before you start an upgrade of the Streamline Pro software on your Streamline Pro Server, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Streamline Pro Server.
- Use **Add/Remove Programs** control panel to remove any existing version of Streamline Pro software.
- Exit all other Windows® programs currently running on the Streamline Pro Server.
- Temporarily disable anti-virus software running on the Streamline Pro computer. Some heuristic-based intrusion detection systems prevent the upgrade of Streamline Pro software. Re-enable anti-virus software after upgrading the Streamline Pro software.

Contact a Ross Video sales representative about Streamline Pro commissioning, training, and update services.

- ★ After upgrading Streamline Pro software, you must obtain feature licenses from Ross Video Technical Support before users can access Streamline Pro 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 Pro Software

This section provides instructions for upgrading Streamline Pro software versions

- ★ When upgrading Streamline Pro software, do not uninstall the Streamline Pro Database. Streamline Pro software upgrade procedures only require the uninstall of the previous version of Streamline Pro software.
- ★ Performance tuned Streamline Pro settings must be re-tuned after a Streamline Pro software upgrade.

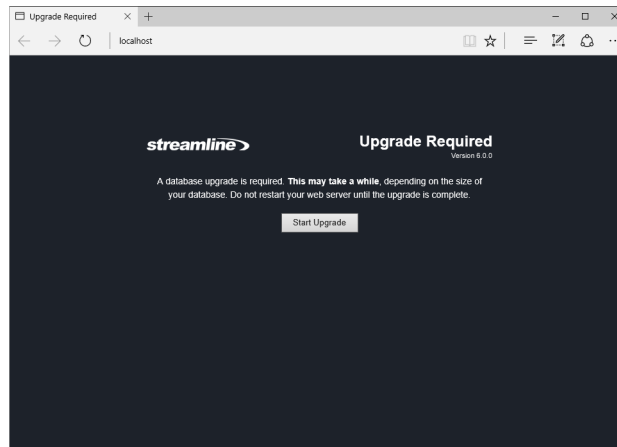
To upgrade Streamline Pro software

1. Use **Add/Remove Programs** on the **Control Panel** of your computer to remove the Streamline Pro software installed on the Streamline Pro computer.
2. Restart the Streamline Pro computer.
3. After the Streamline Pro computer restart, log in to the Streamline Pro computer and run the **Ross Streamline Pro Setup** wizard (**Streamline Pro-12.5.x-xxx-xxx.msi**) on the **Streamline Pro Software DVD**. For the complete installation procedure, refer to the chapter “**Software Installation**” on page 4–1.
4. After the Streamline Pro computer restarts, log in to the Streamline Pro computer and continue with one of the following:
 - If your Streamline Pro Database uses the standard password of **postgres** for the database superuser **postgres**, continue with step 5 in this procedure.
 - If your Streamline Pro 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 Pro web page:

- On the Desktop, double-click the **Ross Streamline Pro** icon.
- Use the Start menu to select **All Programs > Ross Streamline Pro > Ross Streamline Pro**.

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 Pro Login screen opens. If the Streamline Pro Login screen does not display, contact Ross Video Technical Support.



7. Retune the Streamline Pro settings by completing the procedure “**To tune Streamline Pro settings in the jvm.conf file**” on page 4–11.

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 Pro software to use the custom postgres password.

To set a custom postgres password

1. Use one of the following methods to open the **Streamline Pro** web page:

- On the Desktop, double-click the **Ross Streamline Pro** icon.
- Use the **Start** menu to select **All Programs > Ross Streamline Pro > Ross Streamline Pro**.


The **Streamline Pro Login** screen opens. If the **Streamline Pro Login** screen does not open, contact Ross Video Technical Support.

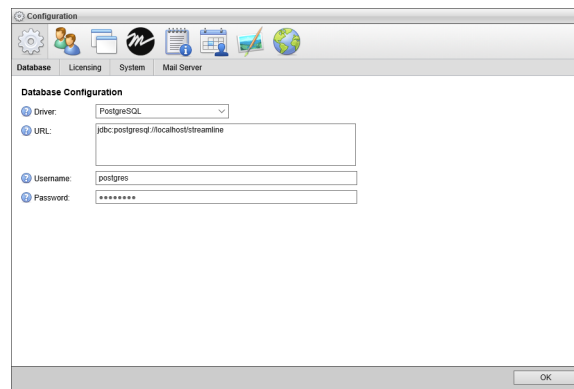
2. At the **Streamline Pro Login** screen, enter the following user name and password in the provided boxes:

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

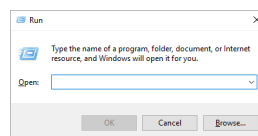
3. Click **Login**.

You are logged into the Streamline Pro.

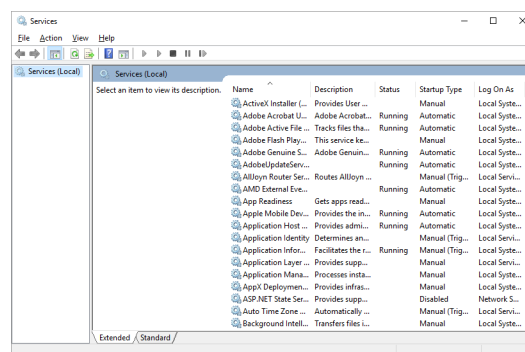
4. In the **Tools** section of the Streamline Pro toolbar, click the  **Configuration** icon.
The **Database** tab of the **Configuration** panel opens.



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 Pro toolbar, click the **Logout** icon.
A **Message** dialog box opens.
9. In the **Message** dialog box, click **OK** to log out of Streamline Pro.
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 Pro** service.
15. Click **Restart** for the **Ross Streamline Pro** service.

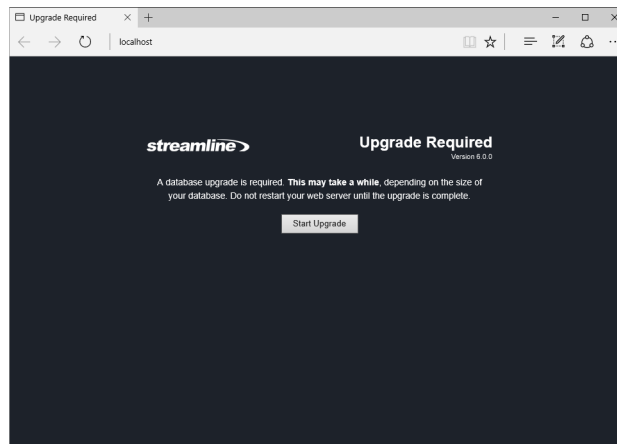
16. Use the **File** menu to select **Exit**.

The **Service** dialog box closes.

17. Use one of the following methods to open the Streamline Pro web page:

- On the Desktop, double-click the **Ross Streamline Pro** icon.
- Use the **Start** menu to select **All Programs > Ross Streamline Pro > Ross Streamline Pro**.

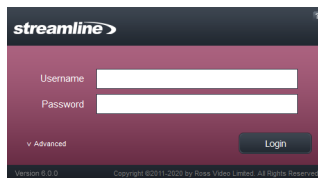
The **Upgrade Required** web page opens in a web browser window.



★ 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 Pro Login** screen. If the **Streamline Pro Login** screen does not open, contact Ross Video Technical Support.



19. Retune Streamline Pro settings by completing the procedure “**To tune Streamline Pro settings in the `jvm.conf` file**” on page 4–11.

Software Installation

This chapter provides instructions for installing Streamline Pro software on a Streamline Pro computer after a system re-image.

The following topics are discussed in this chapter:

- Before a Software Install
- Installing Streamline Pro Database Software
- Installing Streamline Pro Software
- Setting a Custom Password for the Database Superuser
- Tuning the Streamline Pro and Database for Performance

Before a Software Install

Before you install Streamline Pro software on a Streamline Pro computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Streamline Pro computer.
- Exit all other Windows® programs currently running on the Streamline Pro computer.
- Temporarily disable anti-virus software running on the Streamline Pro computer. Some heuristic-based intrusion detection systems prevent the installation of Streamline Pro software. Re-enable anti-virus software after installing the Streamline Pro software.

Contact a Ross Video sales representative for information about Streamline Pro commissioning, training, and update services.

- ★ After installing Streamline Pro software, you must obtain Streamline Pro feature licenses from Ross Video Technical Support before users can access Streamline Pro features.
- ★ Order of Operations for the Streamline ecosystem of products: Streamline Xchange must be installed before opening the Streamline Pro web client.

For More Information on...

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

Installing Streamline Pro Database Software

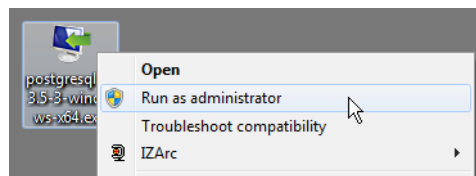
Streamline Pro uses the PostgreSQL database to store and manage application data. Only the initial installation or recover installations of Streamline Pro software on a computer require the installation of the PostgreSQL database software.

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

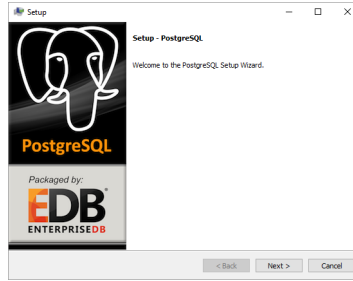
Upgrading Streamline Pro software to a new version does not require a re-installation of the PostgreSQL database software. For the complete upgrade procedure, refer to the chapter “**Software Upgrades**” on page 3–1.

To install PostgreSQL database software for an initial install of Streamline Pro software

1. On the Streamline Pro computer, exit all currently running Windows® applications.
2. Insert the Streamline Pro 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-9.3.5-3-windows-x64.exe** icon and select **Run as administrator** from the **Shortcut** menu.

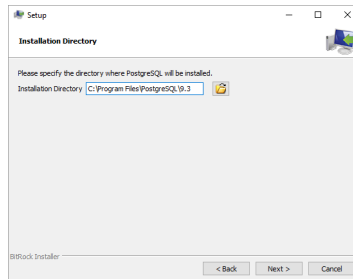


The **Setup** wizard opens.



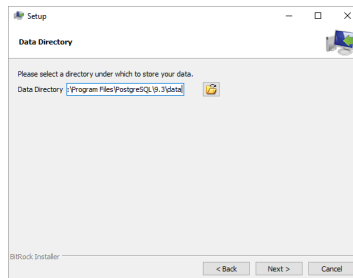
6. Click **Next**.

The **Installation Directory** dialog opens.



7. Click **Next**.

The **Data Directory** dialog box opens.

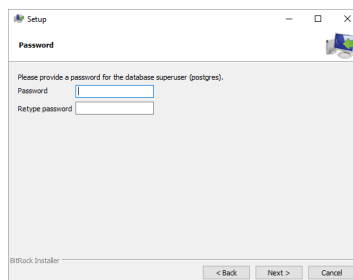


8. Replace the folder name in the **Data Directory** box with the following folder name:

C:\ProgramData\PostgreSQL\9.3\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**:

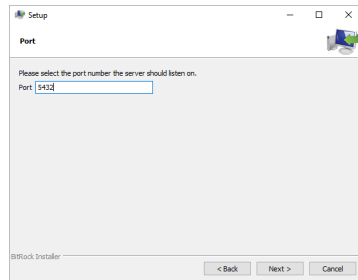
postgres

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 Pro software.

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

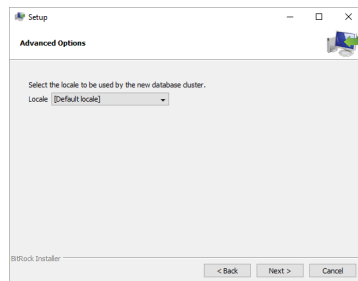
12. Click **Next**.

The **Port** dialog box opens.



13. Click **Next**.

The **Advanced Options** dialog box opens.

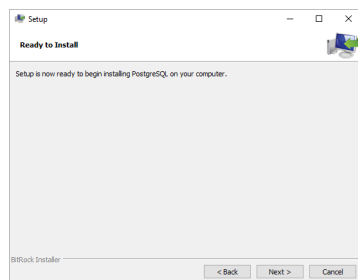


14. Use the **Locale** list to select **[Default locale]**.

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

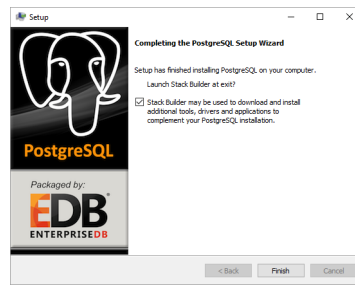
15. Click **Next**.

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.

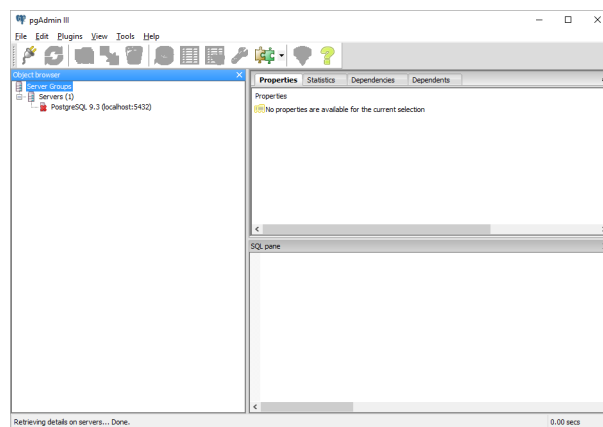
Click **Finish**.

18. The **Setup** wizard closes.

To configure the data base for Streamline Pro

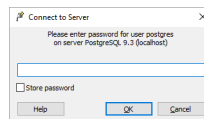
1. From the Windows Desktop, use the **Start** menu to select **All Programs > PostgreSQL 9.0 > pgAdminIII**.

The **pgAdminIII** window opens.



2. In the **Object Browser** tree view, right-click the **PostgreSQL 9.3 (localhost:5432)** database and select **Connect** from the shortcut menu.

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



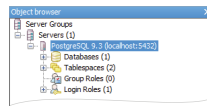
3. In the **Password** box, type the following password:

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 Pro software on the Streamline Pro computer.

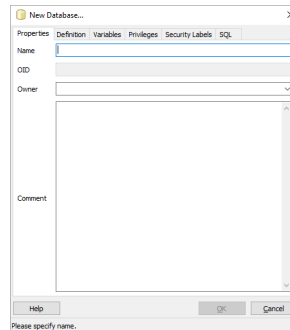
- Click **OK**.

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



- 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.



- In the **Name** box, type the following name:

streamline

- Click **OK**.

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

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

The **pgAdmin III** window closes.

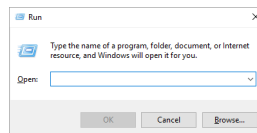
Streamline Pro Service User

You must also set the user that runs the PostgreSQL database service before you install Streamline Pro software.

To set the user that runs the PostgreSQL database service

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

The **Run** dialog box opens.

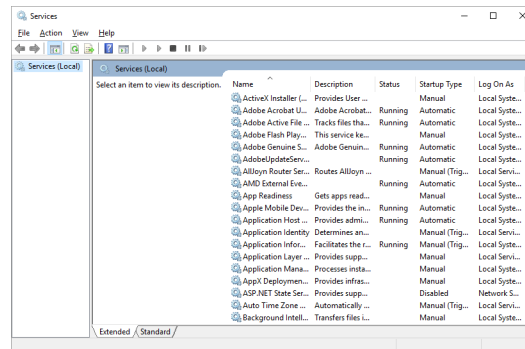


- In the **Open** box, type the following application name:

services.msc

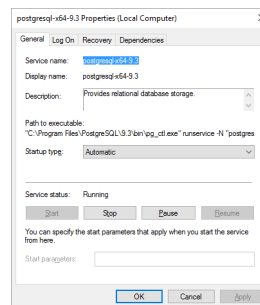
3. Click **OK**.

The **Services** window opens.



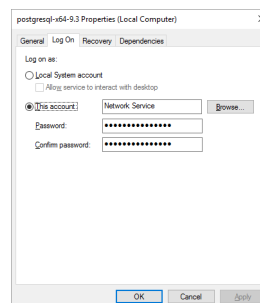
4. In the **Services** list, locate the **postgresql-x64-9.3** service.
5. Right-click the **postgresql-x64-9.3** service and select **Properties** from the shortcut menu.

The **postgresql-x64-9.3 Properties** dialog box opens.



6. Click the **Log On** tab.

The **Log On** tab opens.



7. Select the **Local System Account** option.
8. Click **OK**.

The **Services** alert dialog box opens.

9. In the **Services** alert, click **OK**.

The **Services** alert and the **postgresql-x64-9.3 Properties** dialog box close.

10. In the **Services** window, click **Restart** for the **postgresql-x64-9.3** service.
11. Use the **File** menu to select **Exit**.

The **Services** window closes.

Installing Streamline Pro Software

After installing and configuring the PostgreSQL database software on the Streamline Pro computer, you can install the Streamline Pro software.

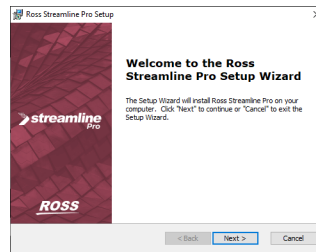
- ★ After installing Streamline Pro software, you must obtain Streamline Pro feature licenses from Ross Video Technical Support before users can access Streamline Pro features.

To install Streamline Pro software

1. On the Streamline Pro computer, exit all currently running applications.
2. Temporarily disable anti-virus software running on the Streamline Pro computer.
Some heuristic-based intrusion detection systems prevent the installation of Streamline Pro software.
3. Insert the Streamline Pro 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 Pro-12.5.x-xxxx-xxxx.msi**.

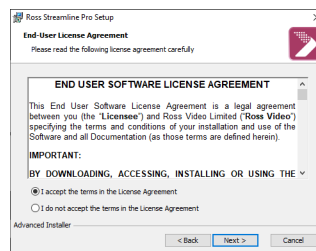
If a **Security Warning** displays, click **Run**.

The **Ross Streamline Pro Setup** wizard opens.



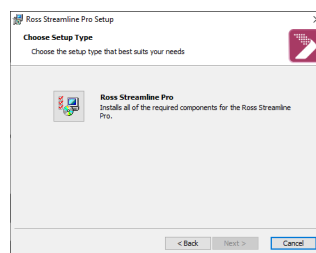
7. Click **Next**.

The **End-User License Agreement** screen opens.



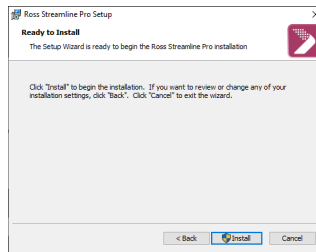
8. Read the Streamline Pro Software License Grant.
9. Select the **I accept the terms of the license agreement** option.
10. Click **Next**.

The **Choose Setup Type** screen opens.



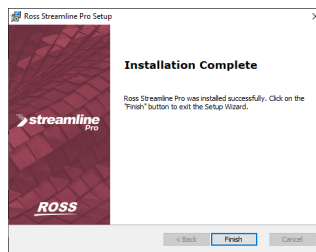
11. Click the **Ross Streamline Pro** icon.

The **Ready to Install** screen opens.



12. Click **Install**.

After installation of the Streamline Pro is complete, the **Installation Complete** screen opens.



13. Click **Finish**.

The **Ross Streamline Pro Setup** wizard closes and adds the following icons to the Desktop:

- **Streamline Pro Readme**
- **Streamline Pro Release Notes**
- **Ross Streamline Pro**

The Streamline Pro starts automatically after the installation of the Streamline Pro software.

14. Re-enable anti-virus software.

15. Continue with one of the following:

- If your Streamline Pro database uses the standard password of **postgres** for the database superuser **postgres**, do the following:
 - › Performance tune the Streamline Pro and database by completing the procedure in the section “**Tuning the Streamline Pro and Database for Performance**” on page 4–11.
 - › License the Streamline Pro software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.
- If your Streamline Pro 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 4–9.

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 Pro software to use the custom **postgres** password.

To set a custom postgres password

1. Use one of the following methods to open the Streamline Pro web page:

- On the Desktop, double-click the **Ross Streamline Pro** icon.
- Use the **Start** menu to select **All Programs > Ross Streamline Pro > Ross Streamline Pro**.


The **Streamline Pro Login** screen opens. If the **Streamline Pro Login** screen does not open, please contact Ross Video Technical Support.

2. At the **Streamline Pro Login** screen, enter the following user name and password in the provided boxes:

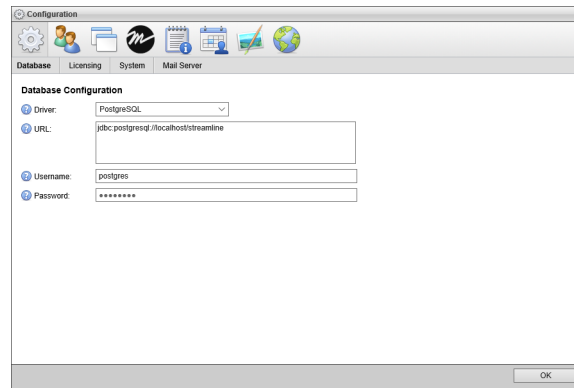
- **Username** — **maintenance**
- **Password** — **maintenance**

3. Click **Login**.

You are logged into the Streamline Pro.

4. In the Streamline Pro 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 Pro toolbar, click the **Logout** icon.

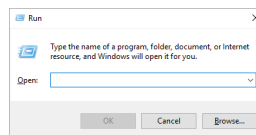
A **Message** dialog box opens.

9. In the **Message** dialog box, click **OK** to log out of Streamline Pro.

10. Close the web browser.

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

The **Run** dialog box opens.

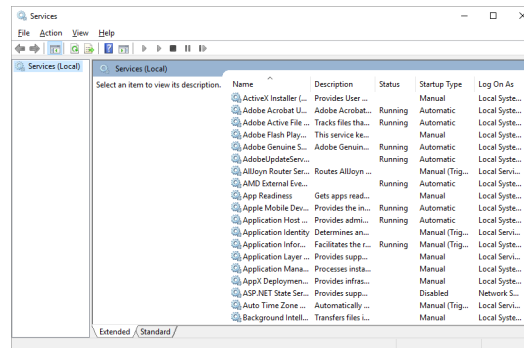


12. In the **Open** box, type the following application name:

services.msc

13. Click **OK**.

The **Services** window opens.



14. In the **Services** list, locate and select the **Ross Streamline Pro** service.

15. Click **Restart** for the **Ross Streamline Pro** service.

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

The **Services** dialog box opens.

17. Performance tune the Streamline Pro and database by completing the procedure in the section “**Tuning the Streamline Pro and Database for Performance**” on page 4–11.

18. License the Streamline Pro software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.

Tuning the Streamline Pro and Database for Performance

The goal of the Streamline Pro 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 Pro software configures the Streamline Pro and the Streamline Pro database to manage work effectively, but it is possible to greatly improve performance by tuning the values of a few key Streamline Pro and database settings.

Streamline Pro Settings

The Streamline Pro 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 Pro.
- **wrapper.java.maxmemory** — sets the maximum Java heap size for the Streamline Pro.

★ You must retune Streamline Pro settings after each install or upgrade of Streamline Pro software.

To tune Streamline Pro settings in the `jvm.conf` file

1. On the Streamline Pro computer, locate the `jvm.conf` file in the following folder:

C:\Program Files\Ross Video\Streamline Pro\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 Pro system. Use the following table to set the **wrapper.java.initmemory** value for your Streamline Pro system:

| System RAM | | | | | |
|------------|------|------|-------|-------|-------|
| 2 GB | 4 GB | 8 GB | 12 GB | 16 GB | 32 GB |
| 256 | 512 | 1024 | 1536 | 2048 | 4096 |

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 Pro system. Use the following table to set the **wrapper.java.initmemory** value for your Streamline Pro system:

| System RAM | | | | | |
|------------|------|------|-------|-------|-------|
| 2 GB | 4 GB | 8 GB | 12 GB | 16 GB | 32 GB |
| 512 | 1024 | 2048 | 3072 | 4096 | 8192 |

7. Save the updated `jvm.conf` file and exit the text editor.
8. Re-start the Streamline Pro 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 Pro** service.
 - e. Click **Restart** for the **Ross Streamline Pro** service.
 - f. Use the **File** menu to select **Exit**.
9. Follow the procedure in the section “**Database Settings**” on page 4–12 to tune the Streamline Pro database.

Database Settings

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

- **max_connections** — sets the maximum number of concurrent connections to the database server.
- **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 Pro database is not running on the same computer as the Streamline Pro, log in to the Streamline Pro database computer.
2. Stop the Streamline Pro 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 Pro** service.
 - e. Click **Stop** for the **Ross Streamline Pro** 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 setting:

max_connections

6. Replace the default connections value for the **max_connections** setting with the following tuned value:

max_connections = 200

7. Locate the following line of text:

work_mem

8. If a # character precedes the **work_mem** setting, delete the # character.

9. Replace the default memory value for the **work_mem** setting with a tuned value. The tuned value depends on the type of Streamline Pro system and the amount of RAM installed in the system. Use the following table to set the **work_mem** value for your Streamline Pro system:

| | System RAM | | | | |
|------------------------------------|------------|-------|-------|-------|-------|
| | 2 GB | 4 GB | 8 GB | 16 GB | 32 GB |
| Streamline Pro 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 |

10. Locate the following line of text:

shared_buffers

11. If a # character precedes the **shared_buffers** setting, delete the # character.

12. Replace the default size value for the **shared_buffers** setting with the following tuned value:

shared_buffers = 512MB

13. In the **postgresql.conf** file, locate the following line of text:

effective_cache_size

14. If a # character precedes the **effective_cache_size** setting, delete the # character.

15. Replace the default memory value for the **effective_cache_size** setting with a tuned value. The tuned value depends on the type of Streamline Pro system and the amount of RAM installed in the system. Use the following table to set the **effective_cache_size** value for your Streamline Pro system:

| | System RAM | | | | |
|------------------------------------|------------|---------|---------|---------|---------|
| | 2 GB | 4 GB | 8 GB | 16 GB | 32 GB |
| Streamline Pro 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 |

16. Save the updated **postgresql.conf** file and exit the text editor.
17. Restart the PostgreSQL service as follows:
- In the **Services** list of the **Services** window, locate and select the **postgresql-x64-9.0** service.
 - Click **Restart** for the **postgresql-x64-9.0** service.
18. Restart the Streamline Pro service as follows:
- In the **Services** list of the **Services** window, locate and select the **Ross Streamline Pro** service.
 - Click **Restart** for the **Ross Streamline Pro** service.
19. In the **Services** window, 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 Pro features. You can obtain a Streamline Pro product key from Ross Video Technical Support. This chapter provides instructions for licensing a Streamline Pro.

- ★ When a Streamline Pro computer has multiple active network adapters (wireless, wired, or multiple NIC cards), disabling an adapter after licensing the Streamline Pro may invalidate your Streamline Pro product key. To re-license your Streamline Pro, restart the server and reactivate the product key.

The following topics are discussed in this chapter:

- Activating a Product Key for Streamline Pro Software
- Reactivating a Product Key
- Deactivating a Product Key

Activating a Product Key for Streamline Pro Software

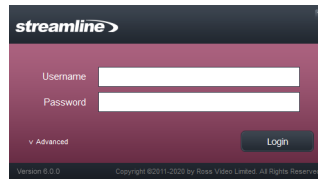
Ross Video uses product keys to manage user licenses for Streamline Pro features. You can obtain a Streamline Pro product key from Ross Video Technical Support.

- ★ When you activate a Streamline Pro software product key, your Streamline Pro computer must contact the Ross Video Activation Server through the internet.

To activate a Streamline Pro product key

1. Verify that the Streamline Pro computer can connect to the Internet.
2. Use one of the following methods to open the Streamline Pro web page:
 - On the Desktop, double-click the **Ross Streamline Pro** icon.
 - Use the **Start** menu to select **All Programs > Ross Streamline Pro > Ross Streamline Pro**.

An **Alert** dialog box opens with the Ross Streamline Pro web page.



- ★ If the **Ross Streamline Pro** 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 Pro 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 Pro as an administrator.

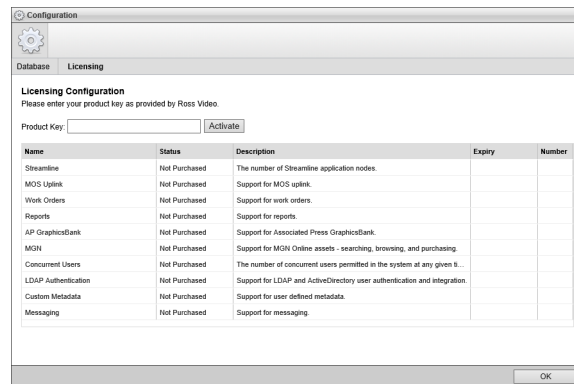
- ★ If a message displays indicating that the system is in maintenance mode, Streamline Pro cannot communicate with the database. Contact Ross Video Technical Support.

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

The **Configuration** panel opens.

7. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.








8. Obtain a Streamline Pro 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 | Active | The feature is active and available to Streamline Pro users. |
|  Yellow | Expires in # days | The feature availability for Streamline Pro users expires in the displayed number of days. |
|  Red | Expired | The feature has expired and is no longer available to Streamline Pro users. |
|  Red | Invalid MAC | The feature license key is invalid for the active network interface card of the Streamline Pro computer. |
|  White | Not Purchased | The feature is not accessible to Streamline Pro users, but it is available for purchase. |

12. Click **OK**.

The **Configuration** dialog box closes.

13. Refresh your web browser window.

Streamline Pro add icons to the toolbar for the newly activated features, making the features accessible to Streamline Pro users.



For More Information on...

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

Reactivating a Product Key

After purchasing new features for a Streamline Pro system, the Streamline Pro product key requires a reactivation to make the purchased features available to Streamline Pro users.

To reactivate a Streamline Pro product key

1. Log in to Streamline as an **administrator**.
2. In the **Tools** section of the Streamline Pro toolbar, click the  **Configuration** icon.
The **Configuration** window opens.
3. On the **Configuration** window toolbar, click the  **System** icon.
The **System** panel opens.
4. Click the **Licensing** tab.
The **Licensing Configuration** tab opens.
5. Click the **License Options** link.
The **Product Key** field displays the currently activate product key.

6. Click **Reactivate**.

After reactivating the product key, an **Alert** dialog box opens requesting a refresh of the web browser window.

7. Click **OK**.

The **Alert** dialog box closes, and the **Licensing Configuration** tab is updated to display with new feature licenses associated with the reactivated product key.

8. Click **OK**.

The **Configuration** dialog box closes.

9. 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 Pro software on another computer, you must first deactivate the Streamline Pro software on the current Streamline Pro computer.

To deactivate a Streamline Pro product key

1. Log in to Streamline as an **administrator**.

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

The **Configuration** window opens.

3. On the **Configuration** window toolbar, click the  **System** icon.

The **System** panel opens.

4. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.

5. Click the **License Options** link.

The **Product Key** field displays the currently active product key.

6. Click **Deactivate**.

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

7. 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 unlicenses and removes Streamline user access to all the Streamline features associated with the product key.

8. 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 Pro 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 Pro.
2. In the **Tools** section of the Streamline Pro 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 can 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 Pro Configuration Guide* for more details.

To access the Configuration interface

1. Log in to Streamline Pro.
2. In the **Tools** section of the Streamline Pro toolbar, click the  **Configuration** icon.
The **Configuration** panel opens.

Changing the Streamline Pro Wallpaper

You can set up the Streamline Pro wallpaper graphic to appear as your Streamline Pro desktop background image. The Streamline Pro wallpaper features the Streamline Pro logo, and clearly identifies the computer as a Streamline Pro.

To install Streamline Pro wallpaper

1. On the Streamline Pro computer, open either Microsoft® Internet Explorer® or Google® Chrome®, and then navigate to:
http://localhost/resources/Streamline Pro/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 Pro 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**.

Configuring Streamline Pro for Third-Party NRCS or NLE Systems

Streamline Pro enables you to use our plugin with supported third party software applications. Currently these include supported newsroom control systems (NRCS) and Non-Linear Editors (NLE). This chapter includes basic setup information for administrators and client side configuration.

★ **NOTE:** Streamline Pro (NLE) Plugin features may vary from the Streamline Pro (NRCS) Plugin features.

This chapter discusses the following topics:

- “**Third Party Newsroom Control Systems (NRCS)**”
- “**Third Party Non-Linear Editors (NLE)**”

Third Party Newsroom Control Systems (NRCS)

Streamline Pro allows you to access multiple assets from within a single Inception News platform, or via a supported NRCS newsroom interface — such as AP ENPS. The supported NRCS systems are listed below.

★ **PREREQUISITES:** The procedures below assume that the required software for Streamline Pro is already installed and only details how to add the Streamline Pro Plugin to the third-party system. Please refer to the Streamline Pro Release Notes for supported versions, upgrade path information, and special notices not included in the manuals.

- “AP ENPS NRCS Setup”

AP ENPS NRCS Setup

AP ENPS newsroom supports the Streamline Pro MOS Plugin. An AP ENPS administrator must run through the steps below to add a new MOS device to the AP ENPS newsroom on the primary server, and then configure the Client workspace. This will allow users to access the Streamline Pro MOS plugin.

You must complete the steps below to access the Streamline Pro Plugin in the AP ENPS interface:

- “Configure the AP ENPS Primary Server”
- “Configure the AP ENPS Client”

★ **IMPORTANT:**


Before you begin, ensure that Streamline Xchange and Media I/O Workflow Server are both running.

★ **VERSION COMPATIBILITY:**


AP ENPS v7.1 + earlier are not supported, see the Release Notes for Streamline Pro compatibility and special upgrade path notices.

Configure the AP ENPS Primary Server

To Create a User with Administrator Credentials

1. Login to the ENPS Primary Server with your credentials:
 - **Username:** <Administrator or Root username>
 - **Password:** *****
2. From your Windows Desktop, go to the  **ENPS System Maintenance** shortcut and open it.
3. In the AP System Maintenance dialog, from the left menu go to **Settings > Staff**.
4. Select **Click here to add new row** and fill in the required details for a new user with administrative permissions, as shown in the example below:
 - **ID** — (AKENNEDY)
 - **Program** — SYSTEM
 - **Active** — Enable
 - **Supervisor** — Enable
 - **Surname** — <last name of user>
 - **Given name** — <first name of user>
 - **ServerManager** — Enable
 - **Snapfeed** — no
 - **Maintain Tags** — no
5. Select ‘Save’

To Add a New MOS Device

1. Log in to ENPS Primary Server with your admin credentials:
 - **Username:** <Administrator or Root username>
 - **Password:** *****
2. From your Windows Desktop, go to  **ENPS System Maintenance** and open it.
The AP System Maintenance dialog opens.
3. From the **Settings** menu on the left, select **MOS Configuration**.
4. Select **Click here to add new row**, and add the following details:
 - **Address** — Enter MOS ID here.
 - **Description** — Enter MOS ID here.
 - **IP/Endpoint** — Enter the **IP address** or **hostname**. If the system is using SSL you must use **hostname**.
 - **ActiveX** — ENPSHTMLHost
 - **Program** — System
 - **Default settings** — URL=**http://xx.xx.xx.xxx:xxxx/pro/plugin** (Enter the URL provided for your Streamline Pro Plugin.)
 - **MOS Version** — Enter the MOS version. In this example, version **2.8.4**.
 - **Local DragDrop** — On
 - **Auto-Create:** Enable
 - **Story Send:** Enable
 - **RO Limit:** 0
 - **Object Type:** VIDEO
 - **Detached ActiveX:** ENPSHTMLHost
 - **Detached Default settings:** URL=**http://xx.xx.xx.xxx:xxxx/pro/plugin** (Enter the pro plugin URL)
 - **Color:** Automatically selected (No need to change anything here)
 - **Browser type:** Chromium
5. Select 'Save'.

★ IMPORTANT:

When you add a new MOS device, there may be a delay before it appears in the **AP ENPS Client - MOS devices** list. It is always recommended that you close the AP Client and then re-open it to apply the changes.

★ TIP:


If the MOS device does not show up after a suitable waiting period, you can do the following to trigger a reset:

- a. On the ENPS primary server in the Windows search field, type **CMD** to open the **Command Prompt** application, and select **Run as an administrator**.
- b. Run **"iisreset.exe"**.
- c. Close and re-open the **AP ENPS Client** on your computer system, and verify that the Streamline Pro MOS Plugin now appears under the **MOS Device List**.

Configure the AP ENPS Client

To Verify that the MOS Device is Accessible

After creating the user account on the AP ENPS Primary server, you can download and install the AP ENPS Client.

1. To download and install the AP ENPS Client:
 - a. Open a browser, and go to the client URL, where the **x** is the port number, and the **#** is the ENPS version:
\\xx.xx.xx.xx\enps\v#
 - b. Download and install **Setup.exe**.
2. After installing, double-click on the **AP ENPS Client** to open it.
The user will be logged in automatically
3. Double-click to launch the **AP ENPS** client.
The AP ENPS dialog opens.
4. Close the blue **Alerts** notification bar at the top.
5. From the bottom menu, right-click the  **Devices** button and select the MOS device from the drop-down menu.
The Streamline Pro plugin window opens in its' own tab.

Third Party Non-Linear Editors (NLE)

You can view the list of Non-Linear Editors (NLE) that the Streamline Pro Plugin supports below.

- “EDIUS X Workgroup Setup”

The EDIUS X Workgroup video editor supports the Streamline Pro NLE Plugin. An administrator must run through the steps below to add a new NLE device to the EDIUS X Pro video editor, and then configure the client workspace. This will allow users to access the Streamline Pro NLE plugin from within the EDIUS X Pro user interface.

★ IMPORTANT:

Before you begin, ensure that Streamline Xchange and Workflow Server are both running.

★ PREREQUISITES:

You must install a compatible version of EDIUS WORKGROUP before configuring the Streamline Pro Plugin. Please refer to the resource below for more information on installation.

- **Grass Valley Documentation Library** — It is recommended that you refer to the Grass Valley product documentation provided for EDIUS Workgroup v10.34. See the Installation Guide, “Chapter 5”: https://wwwapps.grassvalley.com/manuals/edius_workgroup_10_manual_en/chapter5/chapter_5_11_5.html#gsc.tab=0

EDIUS X Workgroup Setup

This procedure was written for EDIUS WORKGROUP v10.34. Please refer to Release Notes for the latest version compatibility.

To Configure the EDIUS X Workgroup Application

1. Unzip the provided build file, and confirm that you have the following three files:
 - **StreamlineProPlugin.exe**
 - **StreamlineProConfig.txt**
 - **StreamlineProMenuItem.tpi**
 - **StreamlineProExporter.tpi**
2. Move each of the files to the directory location listed below:
 - **StreamlineProPlugin.exe** — C:\Program Files\Streamline Pro\Edius\
 - **StreamlineProConfig.txt** — C:\Program Files\Streamline Pro\Edius\
 - **StreamlineProMenuItem.tpi** — C:\Program Files\Grass Valley\EDIUS X\Plugin\
 - **StreamlineProExporter.tpi** — C:\Program Files\Grass Valley\EDIUS X\Plugin\
3. To configure your Streamline Pro Plugin settings, open the **streamlineProConfig.txt** file, and locate the line that says `\[StreamlineProURL]`. Create a new line immediately under it with the desired Streamline Pro host. For example, `https://srvottawa01:8443`, where the suffix is the Local Area Network port number.
4. Add or update a new line for `\[ExportPresets]` and add a line underneath for the default presets you wish to use. The presets should follow the syntax below:

```
\[ExportPresets]
{ "<Preset 1 Name>":{"preset":"<preset information>",
"extension":"<expected_extension>"} }
```

See the following example:

```
[StreamlineProUrl]
```

```
https://srvottawa01:8443
```

```
[ExportPresets]
```

```
{"H.264":{"preset":"H.264/AVC MP4 1920x1080 29.97p  
8bit","extension":"mp4"},"XDCAM":{"preset":"MPEG2 1920x1080 50Mbps  
CBR","extension":"mxf"}}
```

5. To save the file, go to **File** and select **Save**.

To Verify that the Streamline Pro Plugin is Accessible

6. Launch the EDIUS application, and go to **Tools > Streamline Pro plugin** to verify that the plugin appears successfully.

