



Media I/O v15.0.1 Upgrade Instructions

This application note provides instructions for upgrading a Media I/O v14 system to Media I/O v15.0.1 or later using the provided **Upgrade Tool**. If you are upgrading from a version prior to Media I/O v14, please refer to the upgrade instructions in the Media I/O Guides for that software version.

★IMPORTANT:

The procedures in this document must be completed after following the Installation instructions in the *Media I/O Installation Guide*. After completing the procedures in this guide, you can return to the *Media I/O Configuration Guide*.

The following topics are discussed in this Application Note:

- Before a Software Upgrade
- Preparing Media I/O Software to use the Upgrade Tool
- Using the Media I/O Upgrade Tool
- Installing Media I/O v15.0.1
- Configuring Storage Containers
- Configuring Transcode Engines
- Creating an Administrator User and Enabling the API
- Importing Data into Media I/O v15.0.1
- Verification
- Completing the Upgrade



Before a Software Upgrade

Before starting the upgrade of Media I/O software, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs.
- Exit all running Media I/O applications.
- Back up the Media I/O database.
- Back up the Media I/O configuration files.
- Verify that all shared storage volumes are accessible.
- Temporarily disable antivirus software. Some heuristic-based intrusion detection systems may prevent execution of the Media I/O v15 Upgrade Tool. Re-enable antivirus software after completing the upgrade.

To stop Media I/O services before upgrade

1. To open the Windows Services, go to Windows search and enter 'services'.
2. Stop the following services on the server:
 - › **Media I/O Workflow Server**
 - › **Media I/O Dispatch**
 - › **Media I/O Engines**
 - › **Media I/O Transcode Agents**
 - › **Media I/O Watch Agent**
3. Confirm that no Media I/O processes are running in Task Manager before proceeding.

To backup the MariaDB Database

★ IMPORTANT:

You must perform a full MariaDB database backup using `mariadb-dump` or a Ross Video approved backup procedure before beginning the following procedure. The database must be backed up while Media I/O services are stopped to ensure data consistency.

For More Information on...

- Performing MariaDB database backups, see: <https://mariadb.com/docs/server/clients-and-utilities/backup-restore-and-import-clients/mariadb-dump>



Preparing Media I/O Software to use the Upgrade Tool

After backing up your current database, you must make the following changes to Workflow Server before running the provided Upgrade Tool.

To prepare the Media I/O Workflow Server

You must add a temporary user in Workflow Server.

★ IMPORTANT:

Make sure to remove this temporary user after completing the upgrade.

1. Log in to the Media I/O Workflow Server.
2. Navigate to the Workflow Server settings directory.
3. Open the `ApplicationService.json` file with your preferred text editor.
4. Modify the "users" field to add a temporary user entry:
 - > Username: **migrate**
 - > Password: **pass**

```
"users":  
  [  
    {"user": "migrate",  
     "realm": "config",  
     "pass": "pass"  
    }  
  ]
```

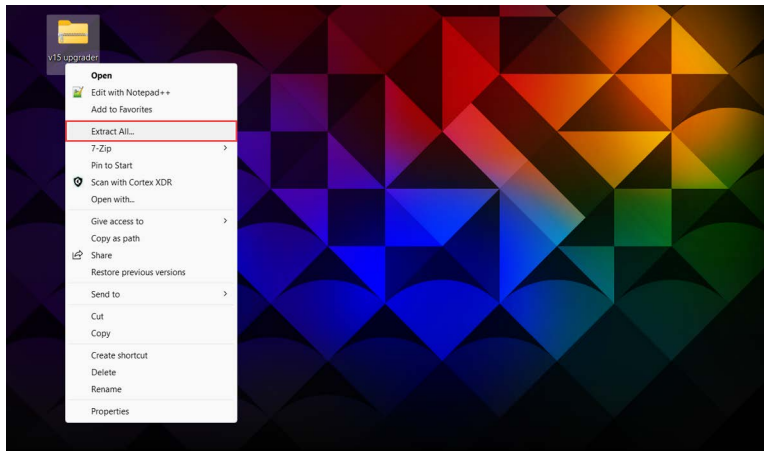
5. Save and then close the `ApplicationService.json` file.
6. Restart the following applications:
 - > **Media I/O Workflow Server**
 - > **Media I/O Dispatch**

Using the Media I/O Upgrade Tool

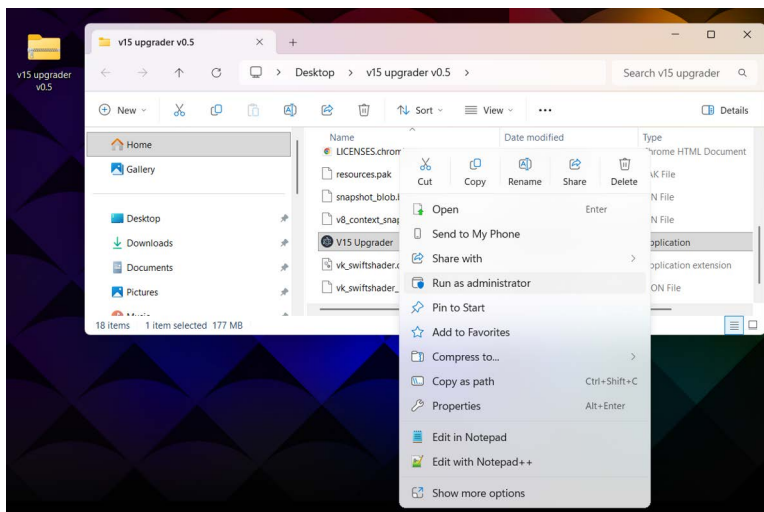
To Export Data from Media I/O v14

★ **TIP:** The Upgrade Tool generates export files. Make sure to record the file locations for use during the import phase.

1. Extract the Media I/O Upgrade Tool package.



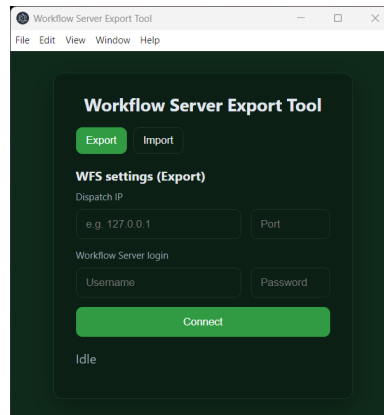
2. Right-click 'V15 Upgrader.exe' and select **Run as Administrator**.



A Windows prompt may open with an unrecognized publisher warning.

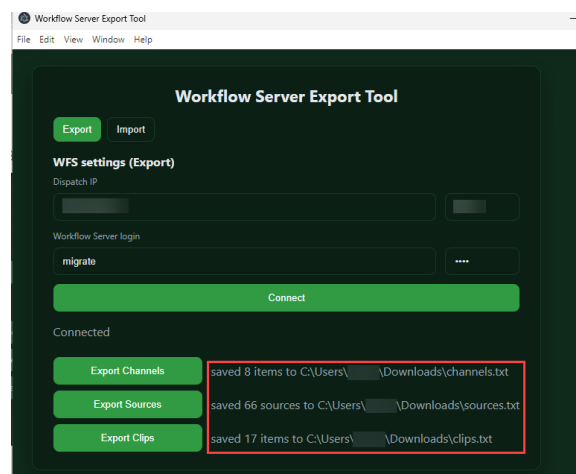
Click the **Run Anyways** button.

The Workflow Server Export Tool will open, as shown below.



3. From the Workflow Export Tool, under WFS Settings (Export), enter the following:
 - › **Dispatch IP** — Enter the Media I/O Dispatch IP address and Dispatch Web Server Port. These details can be found in the Media I/O Dispatch Server, under **Application Properties** > **Web Server** tab.
 - › **Workflow Server Login** — Enter the temporary username and password you created earlier.
 - › **Username:** `migrate`
 - › **Password:** `pass`
4. Click **Connect**.

Once connected, three buttons will appear (Export Channels, Export Sources, and Export Clips).
5. In the same order listed, click the button to export each of the following:
 - a. **Export Channels**
 - b. **Export Sources**
 - c. **Export Clips**



Each will generate exported files with the path it is associated with.

★ **NOTE:**

Once the clip export has been completed, please confirm that the number of exported clips matches the number of clips that you have available in the **Media Library Bin**.



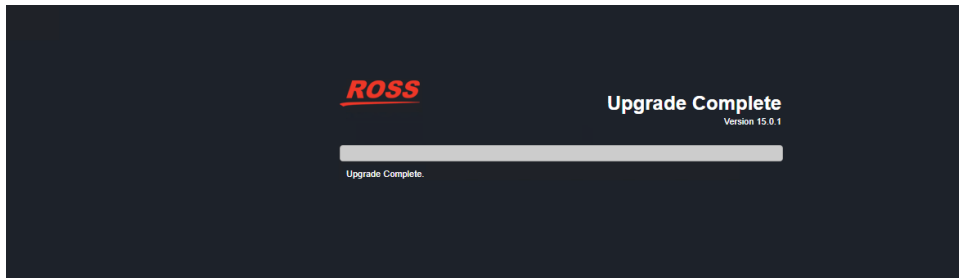
Installing Media I/O v15.0.1

★ IMPORTANT:

You must ensure that you have performed a full backup of the MariaDB database for Media I/O v14 before performing the steps below.

To Install Media I/O v15.0.1

1. Install Media I/O Server version 15.0.1 (or the latest supported version).
2. Install the Media I/O Web-based User Interface version 15.0.1(or the latest supported version).



To Update the Timezone to the GMT Timezone

By default the timezone is set to **UTC**. You must modify the **service.conf** file to change UTC time to GMT time.

1. Navigate to the **service.conf** file in your Media I/O directory.
2. Right-click on **service.conf** and open it in your preferred text editor.
3. Under the list of **Service Configuration** types, under **System** update the "**Duser.timezone=UTC**" to "**Duser.timezone=America/New York**":

```
#####  
# Service Configuration #  
#####  
...  
# System  
#wrapper.java.additional.10=-Duser.timezone=America/New York  
...
```



4. Under the list of **Service Configuration** types, under **Logging Properties** update the "wrapper.timezone=UTC" to "wrapper.timezone=America/New York":

```
#####  
# Service Configuration #  
#####  
...  
#####  
# Logging Properties #  
#####  
wrapper.console.format=M  
wrapper.console.loglevel=INFO  
wrapper.logfile.rollmode=DATE  
wrapper.timezone=America/New York  
...
```

5. Go to **File > Save**.

To open Media I/O v15.0.1

6. Restart the Media I/O Web-based User Interface.
7. Restart the Media I/O Server if required.
8. Start the following:
 - › **Media I/O Engines**
 - › **Media I/O Transcode Engines**

★ **NOTE:**

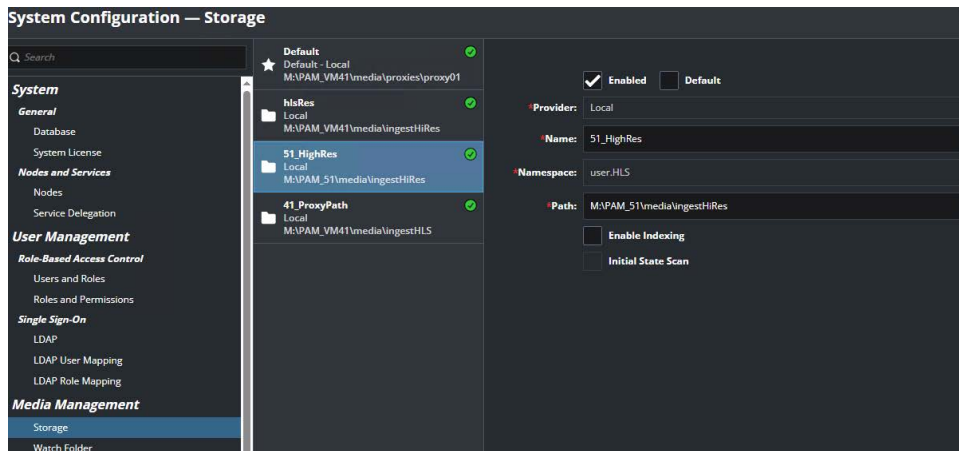
The imported system settings for **System License**, **Metadata Configuration**, and **Export Configuration** were successfully updated. You can access the system settings from the Media I/O v15.0.1 **System Configuration** Dialog.



Configuring Storage Containers

Before importing clips, configure all storage containers referenced in the Media I/O v14 system.

1. In the Media I/O Web User Interface, navigate to: **System Configuration > Expanded Configuration**.
2. Select **Open Expanded Configuration**.
3. Configure Storage Containers for:
 - › High-resolution media



- › Proxy media

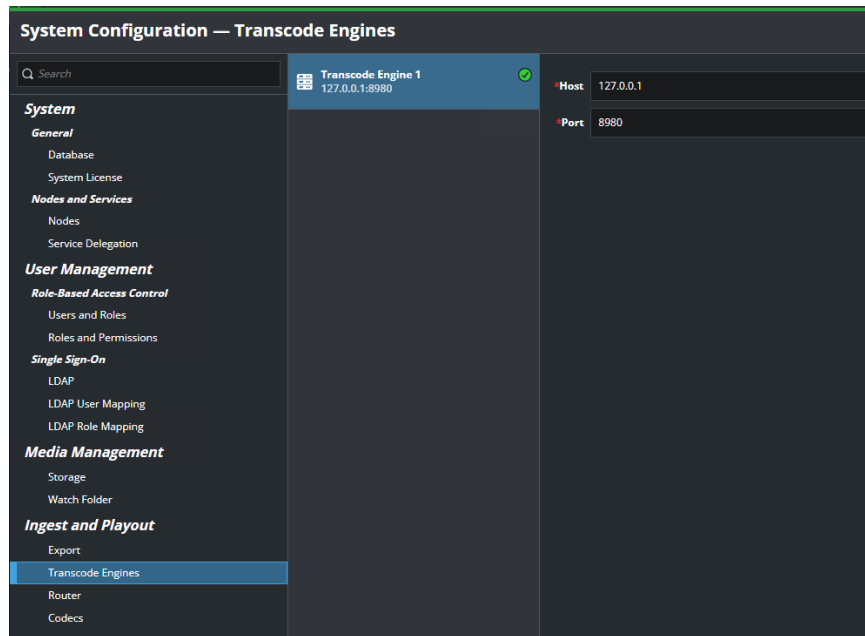
★ IMPORTANT:

All required Storage Containers must be configured before you import the clips in “Importing Data into Media I/O v15.0.1” on page 4–11. Clips referencing undefined containers will fail to import.



Configuring Transcode Engines

1. In the Media I/O Web User Interface, navigate to: **System Configuration > Transcode Engines**.
2. Select **Add Transcode Engine**.
3. Enter:
 - › **Host** —Enter the Transcode Engine IP address.
 - › **Port** —Enter the Web Server port.

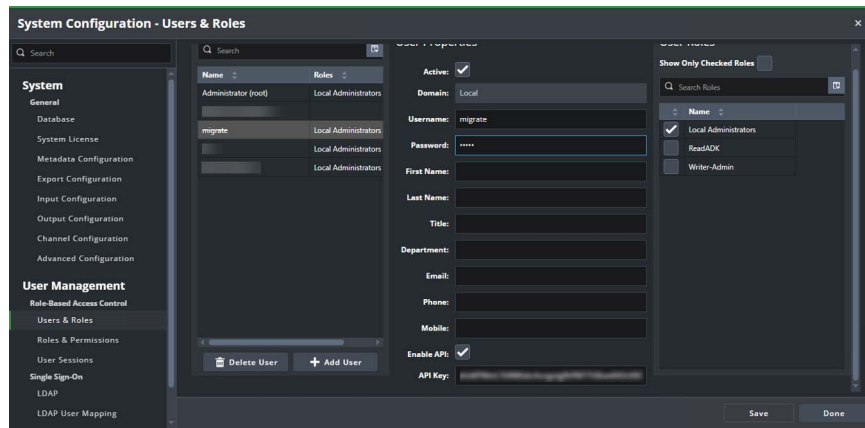


4. Save the configuration.



Creating an Administrator User and Enabling the API

1. In the Media I/O Web User Interface, navigate to: **System Configuration > Users & Roles**.
2. Create a new user.
3. Assign the **Local Administrators** role.



4. Select the **Enable API** checkbox.
5. Record the generated API Key.

The API Key is required for the next step.



Importing Data into Media I/O v15.0.1

★ REQUIRED:

Before you begin, you must ensure you have completed the following steps:

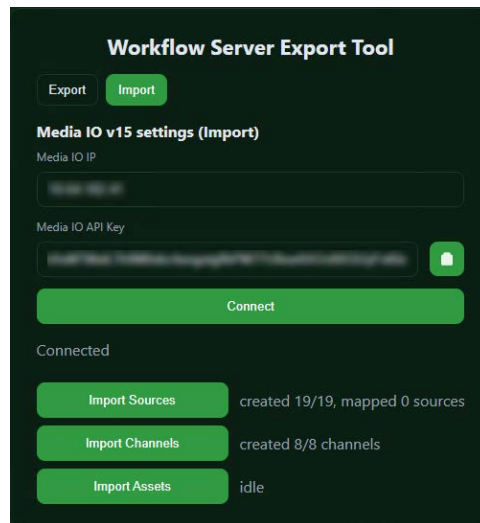
- › “Configuring Storage Containers” on page 4–8
A failure to define the expected Storage Containers will prevent clips from importing successfully.
- › “Configuring Transcode Engines” on page 4–9

1. Launch the Media I/O Upgrade Tool as an Administrator.
2. Select **Import**.

The screenshot shows the 'Workflow Server Export Tool' interface. At the top, there are two buttons: 'Export' and 'Import', with 'Import' being highlighted in green. Below this, the section is titled 'Media IO v15 settings (Import)'. There are two input fields: 'Media IO IP' and 'Media IO API Key'. The 'Media IO API Key' field has a small green icon to its right. Below the input fields is a large green 'Connect' button. At the bottom left of the interface, the status 'Idle' is displayed.

3. Enter the following:
 - › **Media I/O IP** — Enter the Media I/O Web User Interface IP address.
 - › **API Key** — Enter the Media I/O Web User Interface API Key.
4. Click **Connect**.
5. Import the data in the following order:

- a. **Import Sources** — Click **Import Sources** and select the sources file from the appropriate directory in the File Explorer.
- a. **Import Channels** — Click **Import Channels** and select the channels file from the appropriate directory in the File Explorer.
- a. **Import Clips** — Click **Import Clips** and select the clips file from the appropriate directory in the File Explorer.



★ **IMPORTANT:**

SDI configuration and router configuration are not upgraded and must be reconfigured manually in the Media I/O Web Interface under **System Configuration > Input Configuration** page.

Handling Failed Clips

If clips fail to import

1. Open `failed_clips.txt`.
2. Review the reported error.
3. If the error indicates a missing Storage Container:
 - › Configure the required Storage Container.
 - › Re-run the import using `failed_clips.txt` only.
 - › Do not re-import the original exported clips file.



Verification

After completing the upgrade, verify the following:

Clips

- › Clips open and play correctly.
- › Trim Points are correct.
- › Duration matches original values.
- › Codec and resolution match the source.
- › Proxy playback functions correctly.
- › Metadata fields are accurate.

System Settings

- › Users and Roles are present.
- › Input and Export Sources are configured.
- › Channels are available.
- › Playlists are accessible.
- › Metadata Configuration is intact.
- › Export Configuration was correctly imported.
- › Roles and Permissions are correctly imported.

★ **IMPORTANT:**

The Media I/O Scheduler and Markers are not imported.

Completing the Upgrade

★ **IMPORTANT:**

Remove the temporary upgrade credentials immediately after successful verification.

1. Return to the Media I/O Workflow Server.
2. Remove the temporary **migrate** user from ``ApplicationService.json``.
3. Save your changes.



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.

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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