

SideShot-NG 2.2.1

- Release Date: September, 2025.



Important: Please review the **End User Software License Agreement** before installing or using this software.



Important: When upgrading from 1.0 to 2.0, or higher, you must use the SideShot-NG Installer to upgrade the OS.

Bugs Addressed

The following bugs were addressed in this version of software:

- CR-6257 — Fixed an issue where long latency network connections to the SideShot-NG would cause it to become unresponsive. Now allowing for longer network delays.
- CR-5822 — Updated some security vulnerabilities.
- CR-4428 — Fixed an issue where a status indicator was erroneously indicating a fault.

Known Issues and Limitations

Keep these notes in mind when upgrading your system to this version of software. Contact Ross Video Technical Support if you have any questions about performing a software upgrade.

Operational Notes

The following issues have been identified when working with the control panel:

- The **Screen Saver** setting must be disabled if the enclosure is operating in Acuity® mode.

Software Upgrade



Important: When upgrading from 1.0 to 2.2, or higher, you must use the SideShot-NG Installer to upgrade the OS. If you are running 2.2.0, or higher, you can upgrade normally.

Before starting the upgrade, ensure that you have the following upgrade files:

- **SideShot-NG Upgrade** — SideShot-NG-####.tgz
- **SideShot-NG Installer** — SideShot-NG-Installer-####.zip

To Upgrade the SideShot-NG

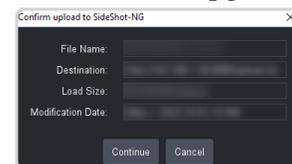
Upgrade the software on the enclosure.

Before starting the upgrade you will need the SideShot-NG-####.tgz upgrade file.

1. From the tree view for the enclosure, double-click **Configuration > Upgrade**.



2. Click **Browse...** and navigate to the SideShot-NG-####.tgz upgrade file.
3. Select the upgrade file and click **Open**.
4. Click **Upgrade SideShot-NG**.
5. Click **Yes**.
6. Click **Continue** to upload the upgrade file to the unit and start the upgrade.



7. Wait for the Dashboard pages to come back up. This may take a few minutes.

SideShot-NG OS Recovery Upgrade

The OS upgrade can be used to upgrade or recover the operating system of your SideShot-NG enclosure.

Note: You will need a blank USB drive of at least 8GB (Less than 32GB is recommended).

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To Create a Bootable USB Drive (Windows® 10)

The bootable USB is required for the enclosure to boot from a temporary OS while the OS on the enclosure is being replaced.

1. Insert the USB into a USB port on your computer.
2. Right-click on the **Start** button and click **Windows PowerShell (Admin)**.

*Tip: If there is a security dialog, click **Yes** to continue.*

3. At the C:\windows\system32\ prompt, type `diskpart` and press **enter** on the keyboard.

Wait for the DISKPART> prompt to appear.

4. Type `list volume` and press **enter**.

This will return a list of all the drives connected to the system. Find the volume number for the USB drive you want to use for the OS. The **Type** will be Removable.

5. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
6. Type `clean` and press **enter**.

Tip: If you receive a system cannot find the file specified message, continue with the next step.

7. Type `list volume` and confirm the volume number of the USB.
8. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
9. Type `convert gpt` and press **enter**.
10. Type `list volume` and confirm the volume number of the USB.
11. Type `select volume #` where # is the volume number of your USB drive and press **enter**.
12. Create the primary partition on the USB Drive using one of the following commands, depending on the size of your USB drive:

- 32GB or smaller — `create partition primary` and press **enter**.
- larger than 32GB — `create partition primary size=32000` and press **enter**.

13. Type `list volume` and confirm the volume number of the USB after creating the primary partition.
14. Type `select volume #`, where # is the volume number of your USB drive and press **enter**.
15. Type `format fs=FAT32 label="SS-Install" quick override` and press **enter**.

Note: If your USB is larger than 32GB, you cannot use the `quick` format or the process will fail. You can drop the `quick` from the command, but the format will take longer.

16. Type `assign` and press **enter**.
17. Type `exit` and press **enter**.

To Copy the Installer to the USB

Once you have created the bootable USB, you can extract the files to the USB.

1. Locate the SideShot-NG-Installer-###.zip OS upgrade file.
2. Extract the archive to the SS-Install USB.

Note: Ensure that you extract the files to the uppermost (root) directory of the USB.

Tip: Depending on the archive tool you are using, it might be easiest to copy the zip file to the USB and right-click on the file and select extract/extract here.

3. Eject and remove the USB drive from your computer.

To Upgrade the OS

Boot the enclosure from the USB to upgrade or recover the OS.



Important: You must have a keyboard connected to your enclosure to be able to enter the boot menu.

1. Insert the SS-Install USB drive into a USB port on your enclosure.
2. Shutdown and power your enclosure back on.
3. Press **F10** to access the boot menu.
4. Select the connected USB drive as the boot device. It will be listed as UEFI : and the vendor description of the USB.
5. Press **enter**.



Important: Do NOT power off the enclosure or remove the USB during the upgrade.

Note: The upgrade will take several minutes to complete.