

Inception System Requirements

Ross video base Inception Server products on mainstream PC hardware that use the Windows® operating system. To ensure that Inception Server software functions correctly, verify that the computer selected to run Inception Server software meets the recommended minimum requirements described in the following sections:

Hardware

Ross Video recommends the following minimum computer hardware configuration to run Inception Server software:

- **CPU** — quad-core Intel® Xeon® E3 with Hyper-Threading
- **RAM** — 32GB
- **Hard Drive** — Minimum 2 GB free
- **LAN** — 1000 MB/s

Software

Ross Video recommends the following minimum computer software configuration to run Inception Server software:

- Microsoft® Windows® 2016 64-bit English only with latest patches
- Microsoft® Windows® 2012 R2 64-bit English only with latest patches

Ports

As part of the Inception Server software installation process, the installer automatically creates the required firewall exceptions locally for the ports that Inception uses the to communicate with Inception clients and MOS devices.

If an external firewall separates your Inception Server from your Inception clients and MOS devices, you may need to update the port exceptions on your external firewall to enable communication with the Inception Server.

The following table lists the ports that Inception uses to communicate with Inception clients and MOS devices:

Table 4.1 Inception Server Ports

Port	Type	Description
80 443	HTTP/HTTPS	These ports must be open between Inception Client computers and the Inception Server computer.
10540 10541 10542	MOS	These ports must be open between MOS devices and the Inception Server computer.
10550	XPression plugin	This port must be open between Inception Client computers and the XPression Server computer

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 located in Buckinghamshire, England, United Kingdom and 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

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

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