

# Cloud Provisioning Service

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**User Guide**

**Version 0.4**



# Thank You for Choosing Ross

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](mailto:solutions@rossvideo.com).



David Ross  
CEO, Ross Video  
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## 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.)*

# Cloud Provisioning Service · User Guide

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## Terms of Service

For information on the terms of use for Cloud Provisioning Service, see your Cloud Managed Services Agreement.

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# Introduction

## A Word of Thanks

Thank you for choosing Cloud Provisioning Service (CPS), Ross Video's cloud solutions control plane.

We are committed to delivering a reliable, secure, and high-quality experience while supporting your team every step of the way. If you have any questions or require assistance, Ross Video Technical Support is available at +1-613-652-4886 or [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com).

We also encourage you to visit [www.rossvideo.com](http://www.rossvideo.com) to stay informed about new features, service updates, and the latest innovations across the Ross ecosystem.

As a fully managed cloud service, CPS is continuously maintained and enhanced by Ross Video to ensure optimal performance, security, and access to the latest capabilities - allowing your team to focus on productions, not infrastructure.

To learn more about additional services, onboarding support, or expanding your deployment, please contact our team at [solutions@rossvideo.com](mailto:solutions@rossvideo.com).

Thank you for choosing Ross Cloud Solutions. We look forward to supporting your continued success.



Gabriel Duschinsky  
Director, Product Management - Cloud & Enterprise Management

## About This Guide

This guide contains the following chapters that cover the use of Cloud Provisioning Service (CPS):

1. “**Introduction**” summarizes the guide and provides important terms, conventions, and features.
2. “**Getting Started**” provides instructions on accessing CPS, as well as an overview of the user interface.
3. “**Managing a Production**” provides instructions on how to manage a production using CPS, including how to start a production and how to access a production’s user interface.
4. “**Scheduling a Production**” provides instructions on how to use the CPS Production Scheduler to view and keep track of events for a production.

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

This guide uses special text formats to identify parts of the user interface, text that a user must enter, or a sequence of menus and submenus that a user must follow to reach a particular command.

### Interface Elements

Bold text identifies a user interface element such as a dialog box, a menu item, or a button. For example:

In the **Production Scheduler**, click **Create New Event**.

### User Entered Text

Courier text identifies text that a user must enter. For example:

In the **File Name** box, enter **Channel101.property**.

### Referenced Guides

Italic text identifies the titles of referenced guides, manuals, or documents. For example:

For more information, refer to the section “**Setting Preferences**” on page 9 in the *XPression User Guide*.

### Menu Sequences

Menu arrows identify a sequence of menu items that a user must follow to reach a particular command. For example: if a procedure step contains “**Server > Save As**,” a user should click the **Server** menu and then click **Save As**.

### Important Instructions

Star icons identify important instructions or features. For example:

- ★ You must be logged in as an CPS administrator to follow this procedure. If you do not see the Production Manager in the side navigation, you do not have the necessary permissions. Contact your CPS administrator to create a new production.

## 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: +1-613-652-4886

Toll free within North America: +1 844-652-0645

### 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.

Our telephone number is: +44 (0)1189502446

International toll free: +800 1005 0100

### Emergency After-hours Support

Our telephone number is: +1-613-349-0006

Toll free within North America: +1 844-652-0645

International toll free: +800 1005 0100

### Online

E-mail: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: use the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.



# Getting Started

Cloud Provisioning Service (CPS) enables users to access and manage Ross Video products in cloud environments that were previously deployed only on local systems. Using CPS, you can manage productions, configure schedules, and access the interfaces associated with active productions, all from within your web browser.

This chapter discusses the following topics:

- Opening Cloud Provisioning Service
- Learning the Cloud Provisioning Service User Interface
- Customizing Your Layout

## Currently Supported Products

The following Ross Video products are currently supported within CPS:

- XPression.cloud
  - › For specific information regarding XPression, please consult the XPression documentation.

Support for additional products will be added in future releases.

## Opening Cloud Provisioning Service

CPS is a cloud based application that you access through a web browser.

### To open CPS

1. Use one of the following supported web browsers to open the CPS web page provided by your CPS administrator. Note that the latest three major versions of these browsers are supported:
  - Google Chrome™
  - Mozilla Firefox®
  - Microsoft Edge®
  - Apple Safari®

The **Sign in to your account** panel opens.

2. In the **Sign in to your account** panel, enter your CPS login credentials in the **Username** and **Password** boxes.
3. Click **Sign In**.

CPS opens and you are signed in. When logging in for the first time, you will be prompted to change your password. Note that after 30 minutes of inactivity in the browser, your session will timeout and you will be logged out.

### To log out of CPS

- In the top right on the main toolbar, click the name indicating the signed in user, and click **Log Out**.

## Learning the Cloud Provisioning Service User Interface

The CPS user interface (**Figure 2.1**) consists of a main toolbar, a side navigation, and various types of panels that users can open as required.



Figure 2.1 CPS User Interface

## Main Toolbar

The main toolbar allows users to log out of CPS, and to access the System Configuration settings. Depending on the permissions set for a user, these settings may be read-only.


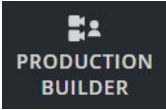
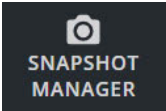
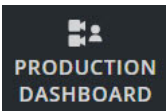
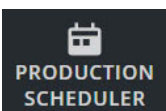


For more details on logging out of CPS, refer to the section “**To log out of CPS**” on page 2-2.

## Side Navigation

The icons in the side navigation open panels that provide access to CPS features. The icons available in the side navigation depend on the features and permissions assigned to each user by their CPS administrator.

The side navigation may contain the following icons:

**Table 2.1 Side Navigation Icons**

Icon	Name	Description
	About	Opens the About window, displaying info about CPS and applicable license agreements.
	Production Builder	Opens the Production Builder interface. Note that this is only displayed when logged in as an administrator.
	Snapshot Manager	Opens the Snapshot Manager interface. Note that this is only displayed when logged in as an administrator.
	Production Dashboard	Opens the Production Dashboard interface. For more information, refer to the chapter “ <b>Managing a Production</b> ” on page 3–1.
	Production Scheduler	Opens the Production Scheduler interface. For more information, refer to the section “ <b>Scheduling a Production</b> ” on page 4–1.
	Theme	Displays the options for the UI theme. You can select Follow System Theme to match the theme of your device, Dark, or Light.
	Collapse/Expand	Collapses/expands the side navigation. Note that when the side navigation is collapsed, the labels will not display and only icons will be shown.

## Customizing Your Layout

Each of the panels that are accessible from the side navigation open as a tab in the main workspace by default. Opening more than one panel at a time will switch the user to viewing the most recently opened tab, but users can drag and drop the tabs to display multiple panels at once. This allows users to customize their layout to best meet the needs of their workflow.

### Open a Panel

The CPS panels can be opened from the side navigation.

#### To open a panel

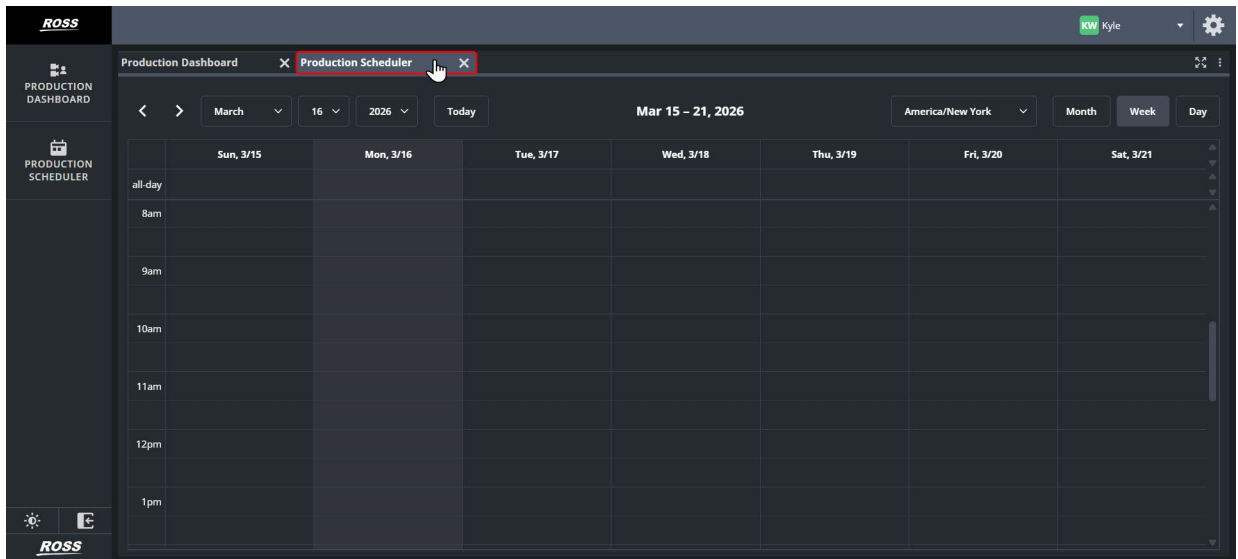
- Click the panel that you want to open in the **side navigation**.  
The selected panel opens.

### Move a Panel

With multiple panels open at once, users can rearrange the way they are displayed in CPS. This allows users to customize their layout to best meet the needs of their workflow.

### To move a panel


- On the tab of the panel you want to move (in the following image, the Production Scheduler tab), click and drag it to the desired position. As you drag it around, the CPS interface will light up in blue to show you the area of the UI that the panel will take up if dropped in that area.



### Close a Panel

If a panel is no longer in use, you can close it to maintain an organized configuration.

#### To close a panel

- Click the  Close icon on the right of tab of the panel.  
The panel closes. Note that the size/layout of any other tabs that are open may be adjusted to fill the screen.



# Managing a Production

Key tasks when managing productions (like starting/stopping a production) can be done within the Production Dashboard. Cloud Provisioning Service (CPS) users can also see helpful information from the Production Dashboard such as the total time a production has been deployed and how many productions there are in total.

This chapter discusses the following topics:

- Starting a Production
- Restarting a Production
- Stopping a Production
- Viewing a Production's UI
- Searching for a Production

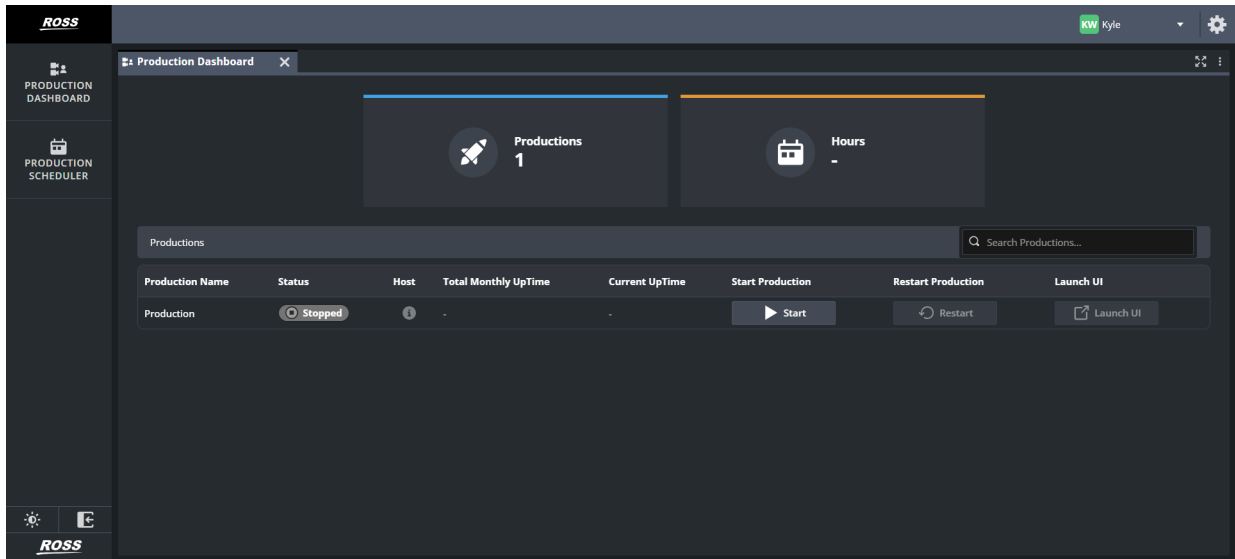
## Starting a Production

Deployed productions are ready to be started in CPS.

### To start a production

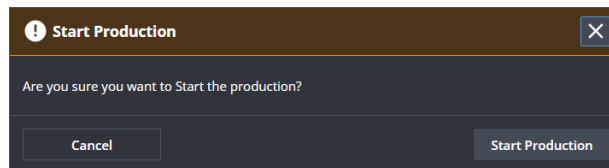
1. In the side navigation, click the **Production Dashboard**.

The **Production Dashboard** panel opens.



2. In the **Productions** table, locate the production that you want to start and click **Start** in the **Start Production** column. Note that if the Start button is greyed out, the production is not deployed and you will need to contact your CPS administrator.

The **Start Production** confirmation message displays.



3. Click **Start Production**.

The production starts.

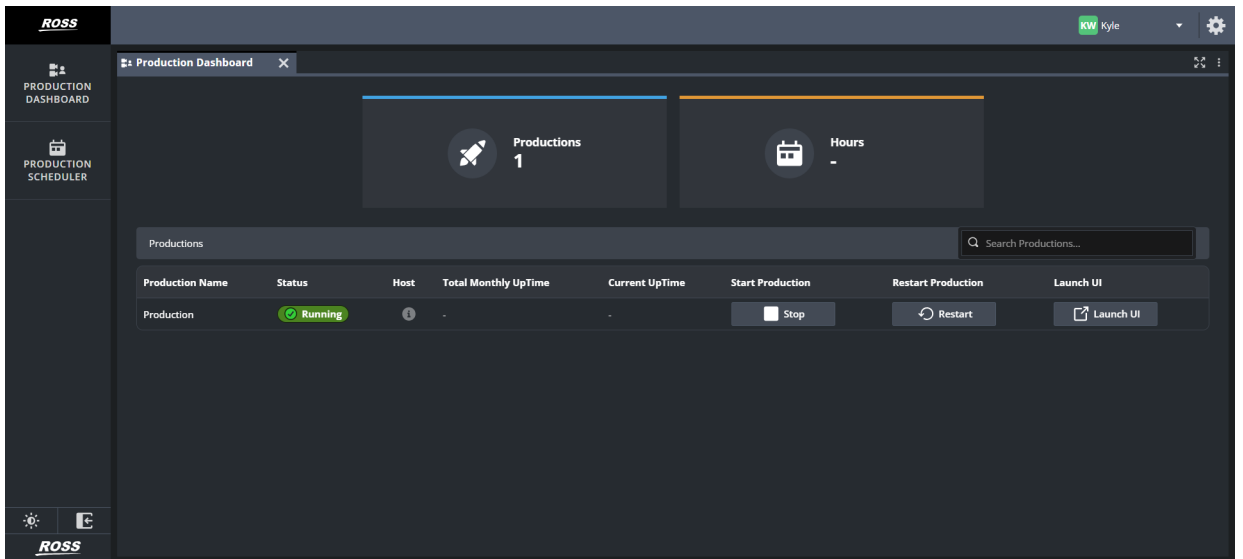
## Restarting a Production

If for any reason you need to restart a production that is running, you can do so from the Production Dashboard.

### To restart a production

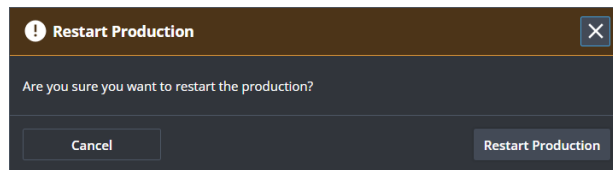
1. In the side navigation, click the **Production Dashboard**.

The **Production Dashboard** panel opens.



- In the **Productions** table, locate the production that you want to restart and click **Restart** in the **Restart Production** column. Note that if the Restart button is greyed out, the production is not deployed and you will need to contact your CPS administrator.

The **Restart Production** confirmation message displays.



- Click **Restart Production**.

The production restarts.

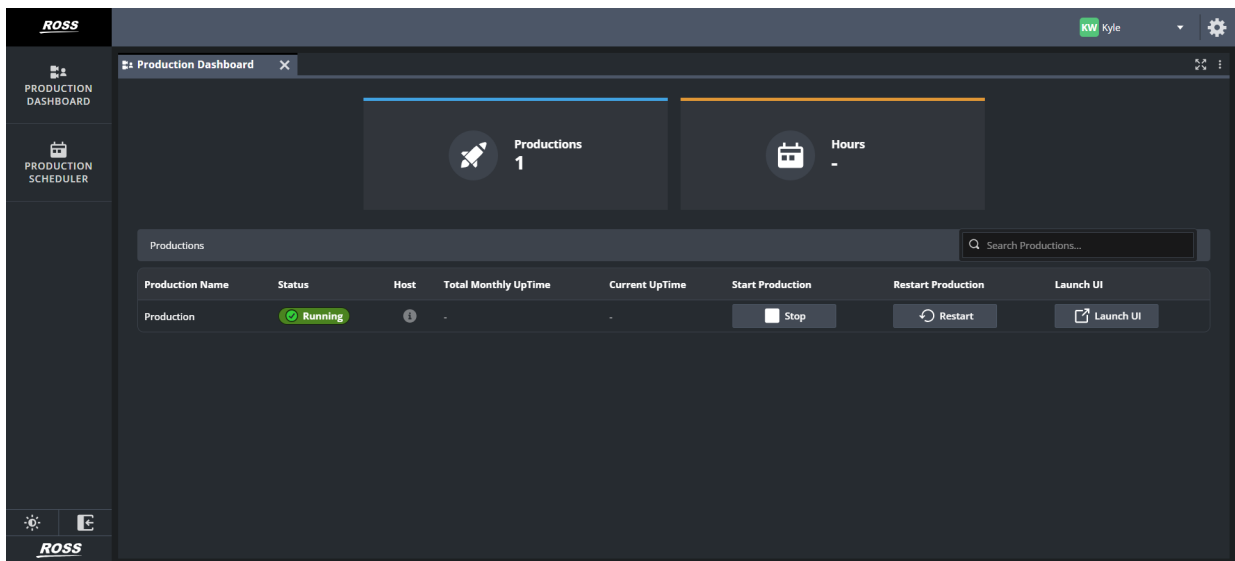
## Stopping a Production

If a production no longer needs to be running, you can stop it from the Production Dashboard.

### To stop a production

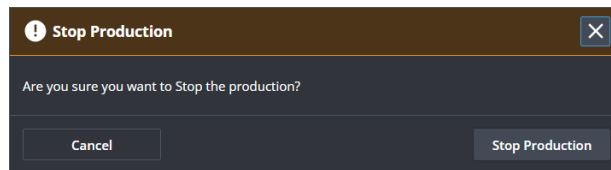
- In the side navigation, click the **Production Dashboard**.

The **Production Dashboard** panel opens.



- In the **Productions** table, locate the production that you want to stop and click **Stop** in the **Start Production** column. Note that if the Restart button is greyed out, the production is not deployed and you will need to contact your CPS administrator.

The **Stop Production** confirmation message displays.



- Click **Stop Production**.

The production stops. Note that this can take approximately 10 minutes.

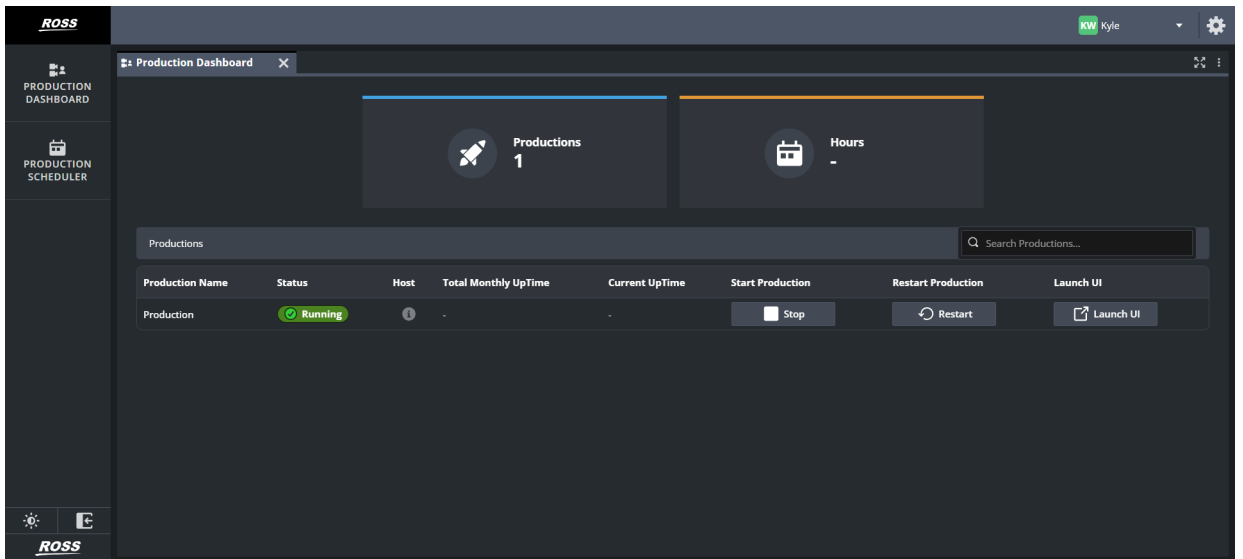
## Viewing a Production's UI

A quick way of accessing the UI of a production is through the Production Dashboard.

### To view a production's UI

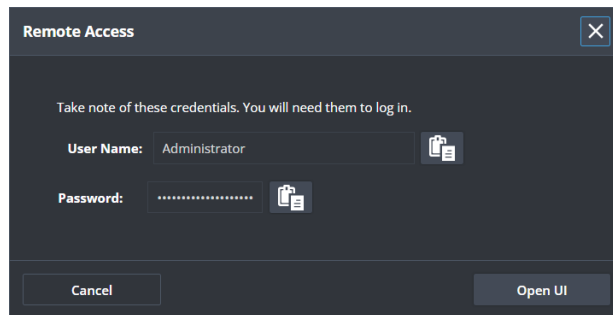
- In the side navigation, click the **Production Dashboard**.

The **Production Dashboard** panel opens.



- In the **Productions** table, locate the production that you want to view the UI of and click **Launch UI** in the **Launch UI** column. Note that if the Launch UI button is greyed out, the production is not deployed and you will need to contact your CPS administrator.

The **Remote Access** message displays.



- Use the **Copy to Clipboard** buttons to copy and paste the **User Name** and **Password** to somewhere you can access them. You will need these to log in.
- Click **Open UI**.

The production's UI opens in a new tab. Use the credentials from the previous step to log in.

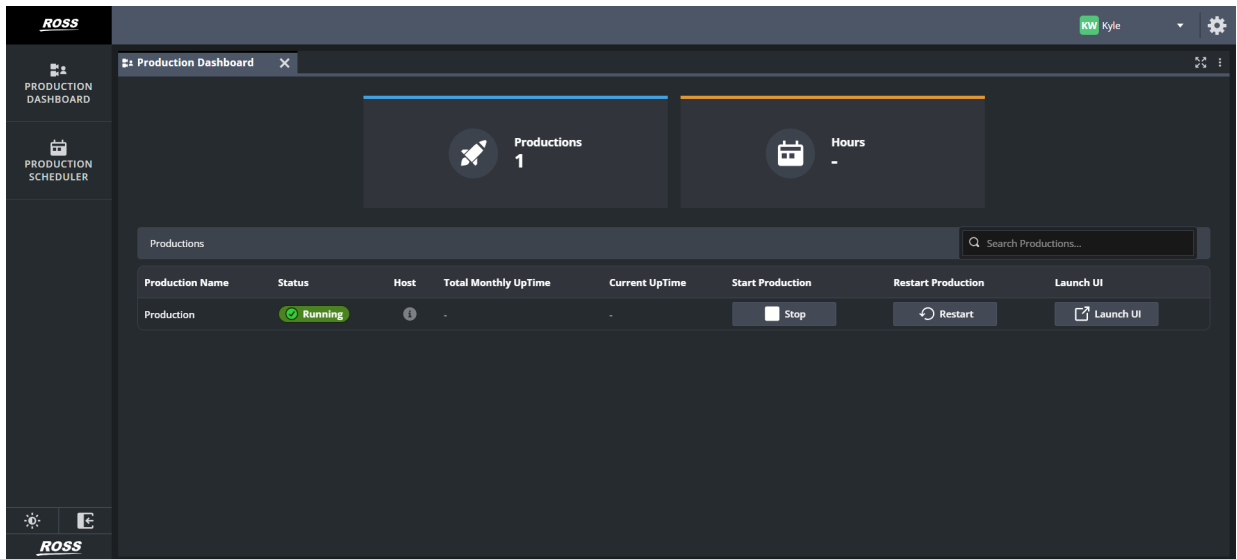
## Searching for a Production

Having multiple productions in the Production Dashboard can make it difficult to find the production you are looking for, especially if your productions have similar names or you are in a hurry. Using the search feature allows you to easily locate the exact production you are looking for.

### To search for a production

- In the side navigation, click the **Production Dashboard**.

The **Production Dashboard** panel opens.



2. In the top right of the **Productions** table, enter the production name you are searching for in the **Search Productions** field.

The Productions table filters the productions displayed to show only results matching your search.

# Scheduling a Production

This chapter provides instructions for using the Production Scheduler panel to effectively keep track of upcoming productions.

This chapter discusses the following topics:

- Changing the Calendar View
- Jumping to a Specific Date
- Changing the Time Zone
- Creating a New Event
- Editing an Event
- Deleting an Event

## Changing the Calendar View

The Cloud Provisioning Service (CPS) Production Scheduler has three different calendar views that can be used - Month, Week, and Day. To change your view of the Production Scheduler calendar, select the desired view in the top right of the Production Scheduler panel (**Figure 4.1**).

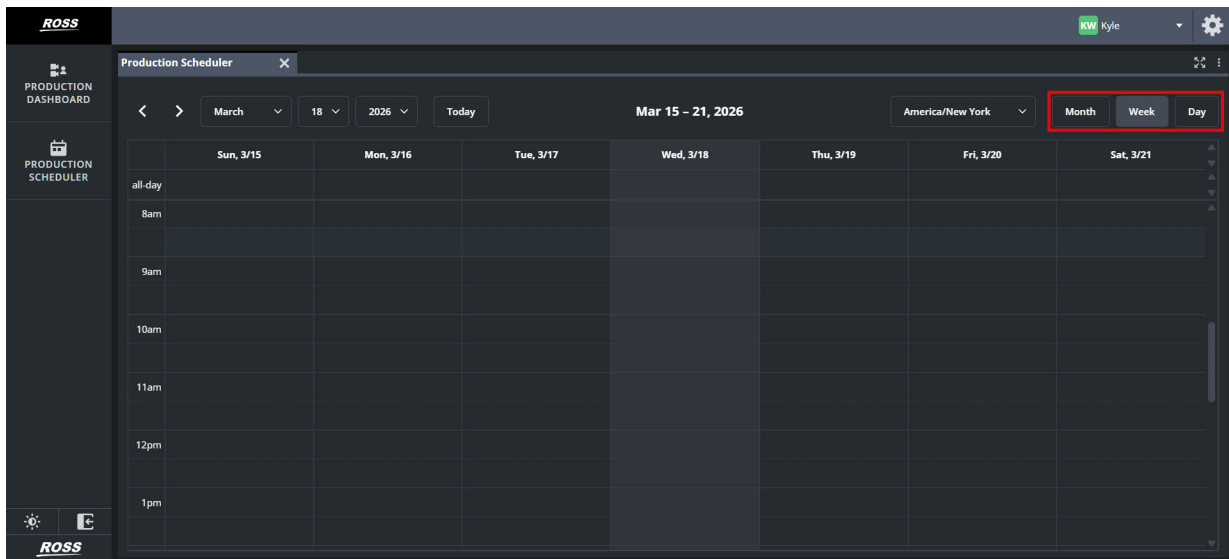


Figure 4.1 The Month, Week, and Day options for the Production Scheduler calendar

## Jumping to a Specific Date

If you would like to view a certain date in the CPS Production Scheduler, rather than scrolling until you reach it, you can use the fields in the top left to jump to a specific date. Just select the month, date, and year and the Production Scheduler will bring you to that date. You can also click the Today button to return to the current date (**Figure 4.2**).

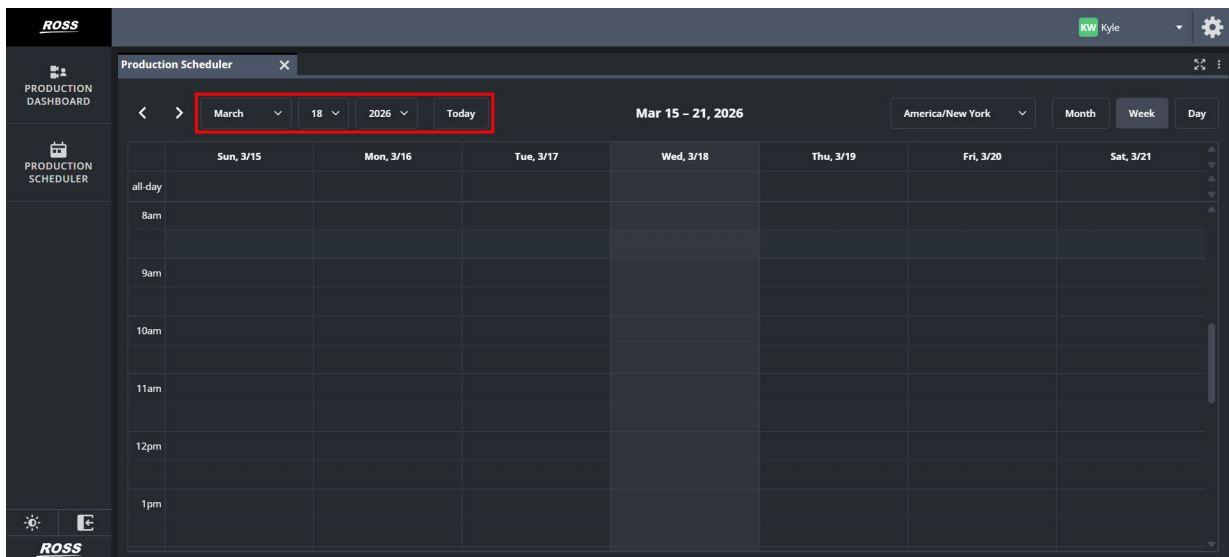


Figure 4.2 The Month, Date, Year, and Today fields to jump to a specific date

## Changing the Time Zone

If you would like to change the time zone that the Production Scheduler is being displayed in, you can do so by using the time zone field (**Figure 4.3**). This can make it easier when viewing productions that are scheduled following other time zones.

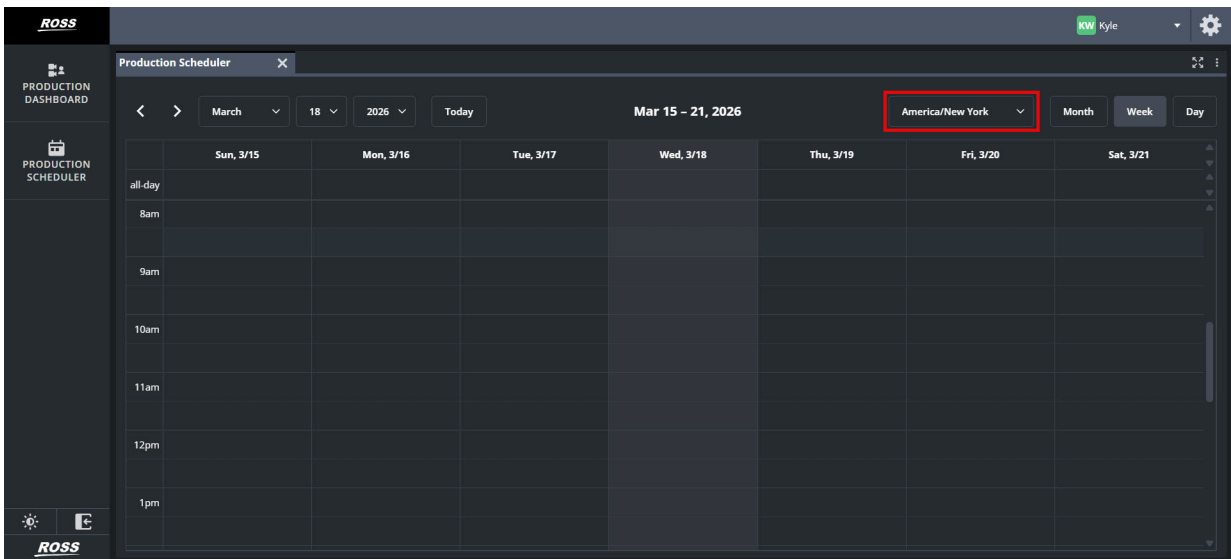


Figure 4.3 The Time zone selector for the Production Scheduler

## Creating a New Event

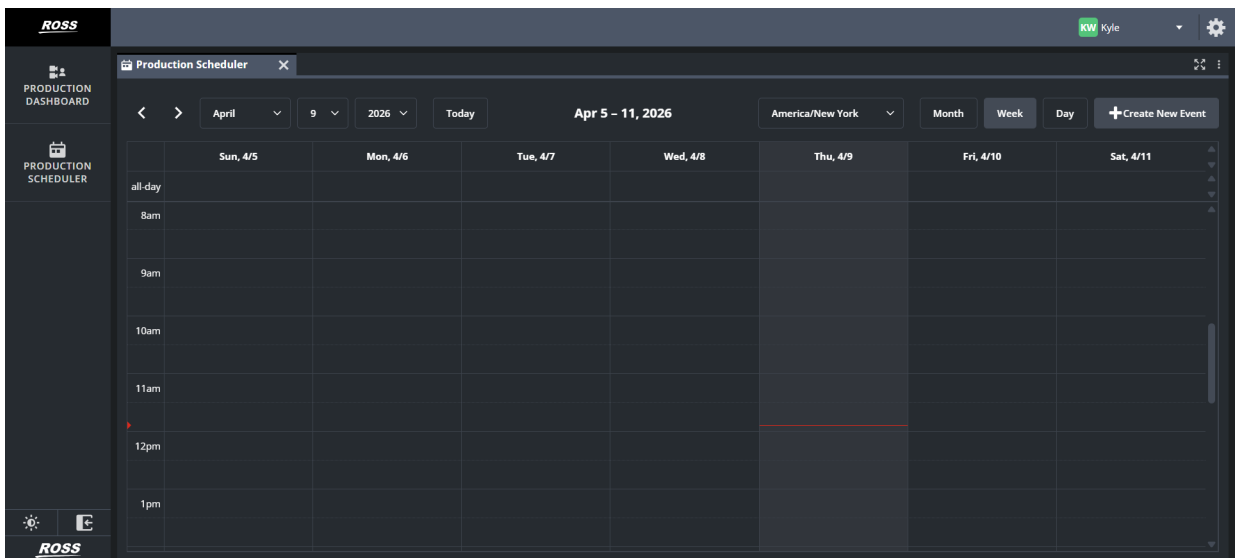
CPS users with the required permissions can create new events in the Production Scheduler.

- ★ You must be logged in as an CPS user with the permissions to create events to follow this procedure. If you do not see the option to create a new event in the Production Scheduler, you do not have permissions to do so. Contact your CPS administrator to have an event created.

### To create a new event

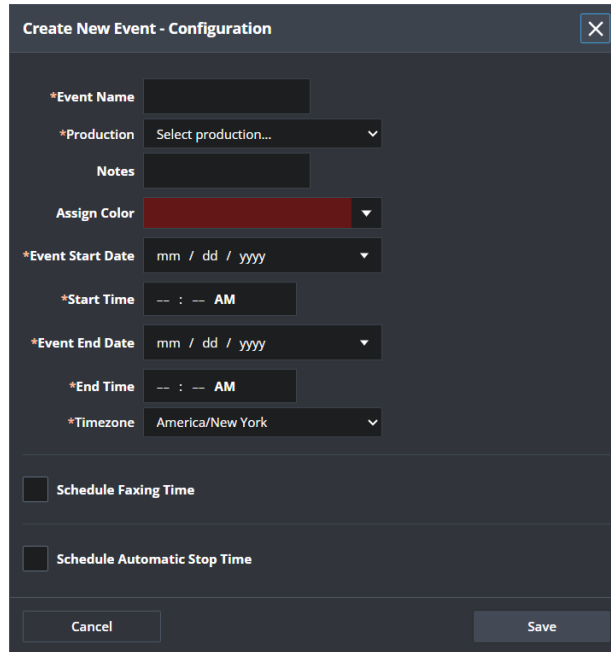
1. In the side navigation, click the **Production Scheduler**.

The **Production Scheduler** panel opens.



2. In the top right of the **Production Scheduler** panel, click **Create New Event**.

The **Create New Event - Configuration** dialog box opens.

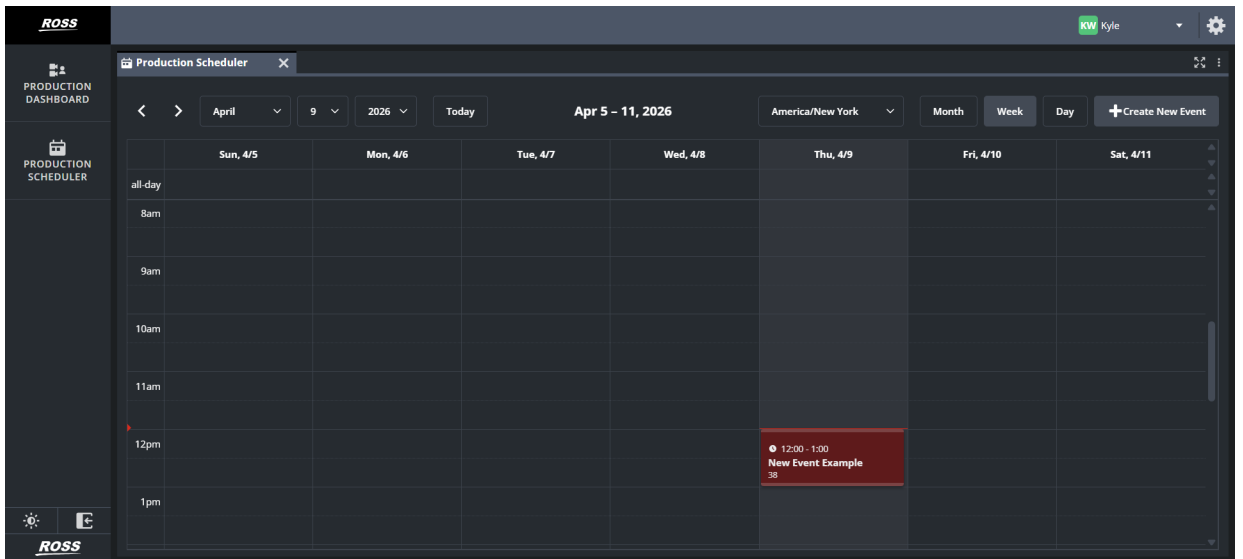


3. Enter the following information:

- **Event Name** — enter the name of the event
- **Production** — select the production the event is for
- **Notes** — enter any relevant notes about the event (optional)
- **Assign Color** — select the color used to display the event in the Production Scheduler (optional)
- **Event Start Date** — enter the start date of the event
- **Start Time** — enter the start time of the event
- **Event End Date** — enter the end date of the event
- **End Time** — enter the end time of the event
- **Time zone** — select the appropriate time zone for the event
- **Schedule Faxing Time** — select if you would like to schedule a time to automatically start the instance. If selected, enter the amount of minutes before the event start time you want to schedule it for. Note that faxing will be included in billable time.
- **Schedule Automatic Stop Time** — select if you would like to schedule a time to automatically stop the instance. If selected, enter the amount of minutes after the event end time you want to schedule it for. Note that the time between the end of an event and the automatic stop will be included in billable time.

4. Click **Save**.

The **Create New Event - Configuration** dialog box closes, and the new event has been added to the **Production Scheduler**.



## Editing an Event

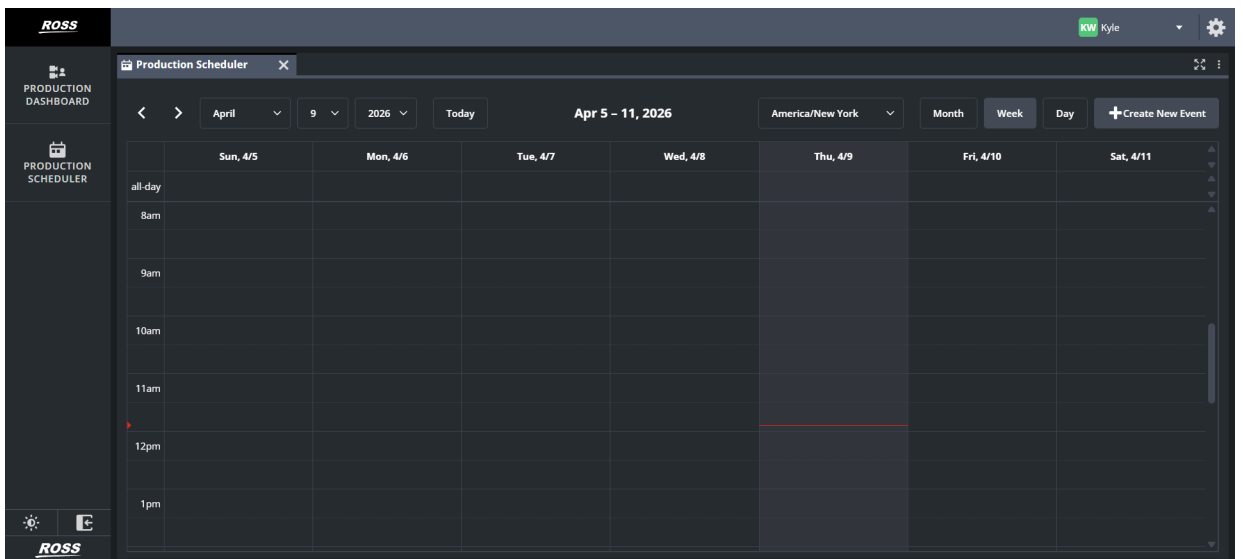
CPS users with the required permissions can edit existing events in the Production Scheduler.

- ★ You must be logged in as an CPS user with the permissions to edit events to follow this procedure. If you do not see the option to edit event details when viewing an event in the Production Scheduler, you do not have permissions to do so. Contact your CPS administrator to have an event edited.

### To edit an event

1. In the side navigation, click the **Production Scheduler**.

The **Production Scheduler** panel opens.



2. Locate the event that you would like to edit and click it.

The **Scheduled Event** dialog box opens.

Scheduled Event - New Event Example

\*Event Name New Event Example

\*Production Production

Notes

Assign Color

\*Event Start Date 4 / 9 / 2026

\*Start Time 12 : 00 PM

\*Event End Date 4 / 9 / 2026

\*End Time 1 : 00 PM

\*Timezone America/New York

Schedule Faxing Time

Schedule Automatic Stop Time

Delete event

Cancel Save

3. Edit the event details that you would like to change.
4. Click **Save**.

The **Scheduled Event** dialog box closes, and the changes to the event have been saved.

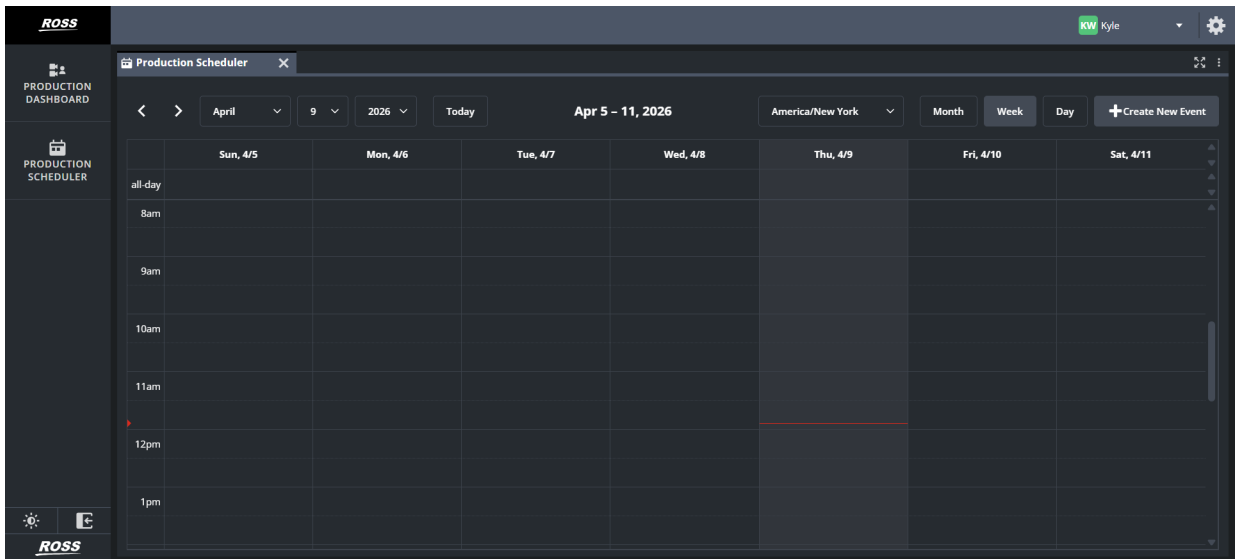
## Deleting an Event

CPS users with the required permissions can delete events in the Production Scheduler.

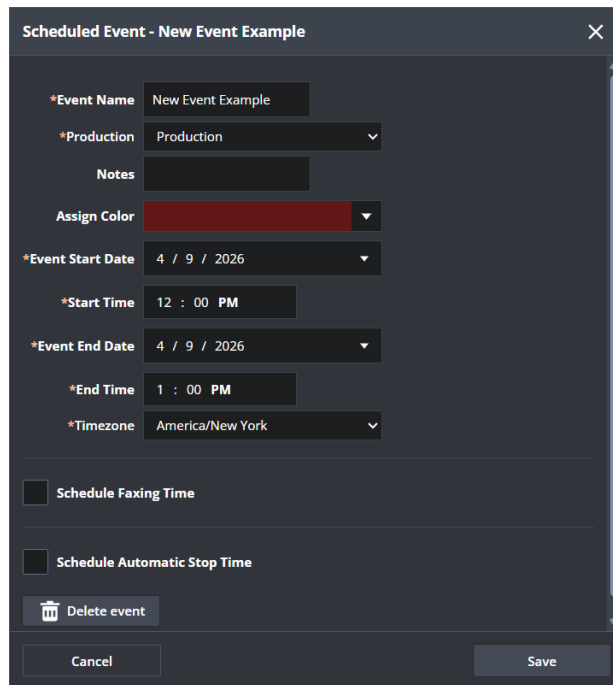
- ★ You must be logged in as an CPS user with the permissions to delete events to follow this procedure. If you do not see the Delete event option when viewing an event in the Production Scheduler, you do not have permissions to do so. Contact your CPS administrator to have an event deleted.

### To delete an event

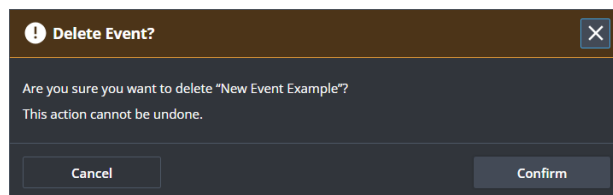
1. In the side navigation, click the **Production Scheduler**.  
The **Production Scheduler** panel opens.



2. Locate the event that you would like to delete and click it.  
The **Scheduled Event** dialog box opens.



3. Click **Delete event**.  
The **Delete Event** confirmation message displays.



- ★ Note that this cannot be undone. If an event is deleted by mistake, it cannot be restored.
4. Click **Confirm**.

The **Scheduled Event** dialog box closes, and the event is deleted. Note that if the event is not deleted, you do not have the necessary permissions to delete an event and will need to contact your CPS administrator.