

Ross Video XPression License Tool Renewal Process

This document covers the following topics:

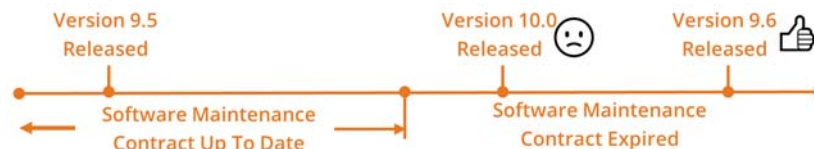
- XPression License Tool Renewal Process
- XPression Software Releases as of 12-08-2020
- Identifying the Current Version of XPression
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- Upgrading an XPression USB Hardware License
- How Do I Get Ross Video Customer Assistance?

XPression License Tool Renewal Process

Ross Video XPression software is sold as a perpetual license, meaning that the USB hardware license (dongle) will not expire, and the software version originally shipped with it in use will always work. To access the latest software features of XPression, Ross Video does charge an annual renewal fee for XPression software maintenance. Customers with active software maintenance are always entitled to the latest features. Ross Video annual Software Maintenance Contracts are usually sold in one-year periods, starting with the shipping date from the factory to the customer.

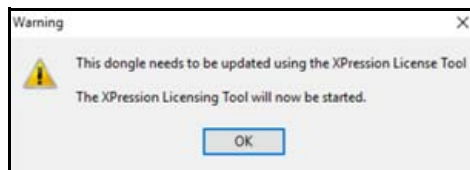
Customers who have a software maintenance contract which has expired can continue to run their current version of XPression software, but when they attempt to upgrade to the latest versions of XPression software, they will be prompted that their current license is expired and will not support that version of software.

With XPression, the term version is defined by the number to the left of the decimal point. This means XPression version 9.5 is version 9 and a customer with an XPression Software Maintenance contract that expired after July 15, 2019 (when XPression version 9.0 was officially released), but before October 14, 2020, will always be able to run any version of XPression 9.x, all the way up to version 9.9 even if their software maintenance contract expired.



Those customers will be entitled to any release in the 9.x series (or any other prior versions) but not able to move up to version 10.0, and all the new features that have been developed for XPression, without bringing their software maintenance agreement up to date.

Attempting to launch XPression software that was released after the Software Maintenance Expiry date stored on the XPression USB Hardware License Dongle will result in the prompt shown below and initiate the renewal process to proceed.



Customers with an XPression USB Hardware License dongle can always reach out to Ross Video Technical Support by calling +1 (613) 349 0006, or in North America +1 (844) 652-0645, or for international customers +800 1005 0100. Customers may also email to techsupport@rossvideo.com for assistance. Ross Video Tech Support can assist in finding the version of XPression software, the status of the software maintenance of the XPression USB License Dongle, as well as provide downloads of eligible XPression Software versions to customers.

Customers with an expired XPression USB Hardware License Dongle can reach out to their Ross Video Sales Professional to inquire about renewing their XPression USB Hardware License dongle. To look up the Ross Video Sales Professional in any region of the world, visit www.rossvideo.com/sales or email insidesales@rossvideo.com with your contact information.

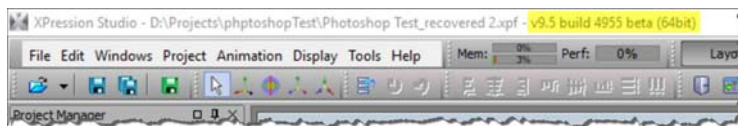
XPression Software Releases as of 12-08-2020

The table below displays the XPression software versions and their official release dates. The build numbers are also indicated, as incremental release information for the specific versions. Note, the build number is a continuous series of numbers, dating back to the original release of XPression software, and they are not reset for each version number released.

XPression Version	Release Date	First Build	Latest Build
10.0	2020/10/14	5250	5250
9.5	2020/01/29	4978	4991
9.0	2019/07/15	4842	4849
8.5	2019/01/02	4570	4611
8.0	2018/06/22	4089	4106
7.0	2017/08/23	3798	3847
6.5	2016/08/11	3600	3701
6.2	2016/03/22	3526	3539
6.1	2015/10/21	3437	3447
6.0	2015/08/04	3318	3336
5.7	2014/10/21	3064	3091
5.5	2014/05/13	2722	2732
5.5	2014/05/01	2718	N/A
5.4	2013/11/14	2659	2659
5.15	2013/10/16	2561	2575
5.11	2013/09/18	2550	N/A
5.0	2013/06/25	2312	2314
4.1	2013/01/29	2134	2144
4.0	2012/09/26	2025	N/A
3.6	2012/06/01	1821	1823
3.5	2012/01/13	1794	1796
3.21	2011/10/20	1768	N/A
3.2	2011/10/20	1767	N/A
3.1	N/A	1740	N/A
2.9	N/A	1702	N/A

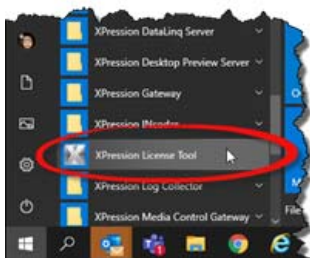
Identifying the Current Version of XPression

XPression software versions can be found in several locations. The most common place to find the XPression version on an active system is to launch the XPression software and check the title bar of the application. It will appear in the title bar, after the file path of the current open and active project. The version number will be followed by the build number and any additional information about the XPression software, including any beta release status and if it is a 64-bit edition of XPression or not.



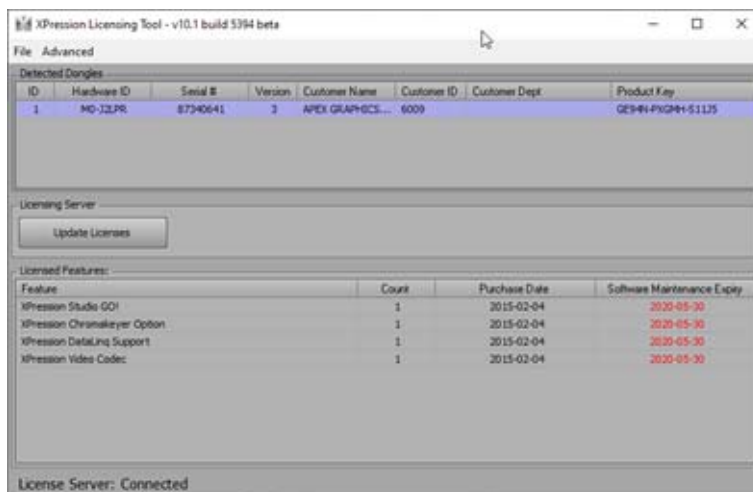
The XPression License Tool

Starting with XPression version 7.2, Ross Video has implemented a software-based License Tool for the XPression USB Hardware License Dongle that is automatically installed with XPression software. Users can launch the XPression License Tool from the Windows **Start** menu.

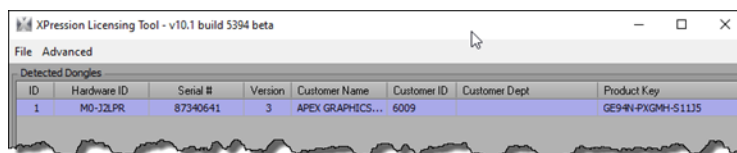


The XPression License Tool is used to provide status information on the XPression USB Hardware License Dongle, as well as provide the interface for Ross Video to work with customers to remotely update licenses in the field.

The XPression License Tool will automatically detect the XPression USB Hardware License Dongle installed on the computer it is run on. The XPression License Tool also displays a list of the installed XPression software, as well as the purchase date and Software Maintenance Expiry date for each licensed feature.



The top section of the XPression License Tool lists information about the physical USB Hardware Dongle, which includes the hardware license, the serial number, product key, and any customer information available at the time the license was generated.



The next section of the XPression License Tool contains the **Update Licenses** button. For computers with an XPression USB Hardware License Dongle installed, that are also connected to the internet, clicking on this button will reach out to the Ross Video License Activation Server and retrieve any updated license information and allow users to download updated licenses from Ross Video.

There is also a process for remotely updating XPression USB Hardware Licenses for computers that do not have internet access.



The bottom section of the XPression License Tool displays any active XPression software licenses on the XPression USB Hardware License Dongle, as well as the purchase date and the software maintenance expiry date. This is the information that regulates the version of XPression software installed on the computer and if the software version was released before or after the software maintenance.

A screenshot of the 'Licensed Features' section of the XPression License Tool. It displays a table with the following data:

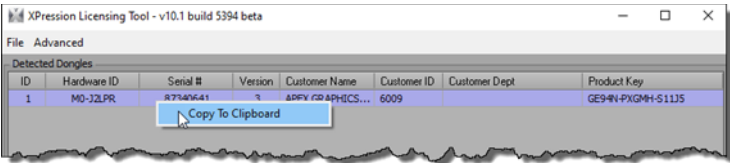
Feature	Count	Purchase Date	Software Maintenance Expiry
XPression Studio GO!	1	2015-02-04	2020-05-30
XPression Chromakeyer Option	1	2015-02-04	2020-05-30
XPression DataLink Support	1	2015-02-04	2020-05-30
XPression Video Codec	1	2015-02-04	2020-05-30

At the bottom of the window, it says 'License Server: Connected'.

Users may use this date to cross-reference with the above table of XPression software release dates to confirm which versions of XPression software are eligible to run with the XPression USB Hardware License Dongle they have.

Upgrading an XPression USB Hardware License

Users with an XPression USB hardware License Dongle asking for assistance from Ross Video Tech Support can use the XPression License tool to capture the required information about their dongle by using the mouse to right-click on the information line about the detected dongle and select **Copy to Clipboard**.



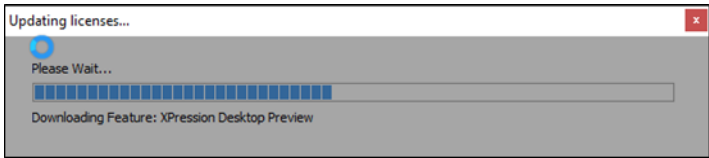
The information about the XPression USB Hardware License Dongle can now be pasted into an email (or notepad and saved, then transferred to a computer with internet access) and sent to Ross Video Tech Support when inquiring about the eligibility of software versions or license upgrades.



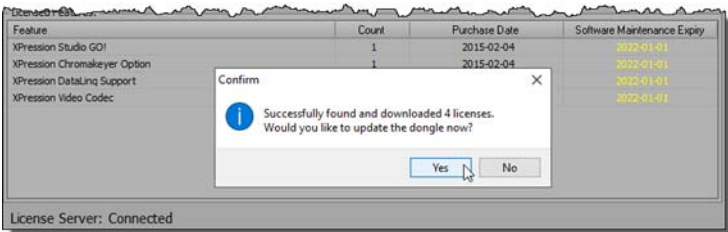
Ross Video Tech Support may need to engage Ross Video sales if the license in question is a license whose maintenance has expired for the desired XPression version. If there is a sales transaction required (or already completed) to restore the XPression Software maintenance period to allow for a new version of XPression, the end user on the XPression engine will need to click on the **Update Licenses** button to acquire the new licenses on the XPression USB Hardware License.



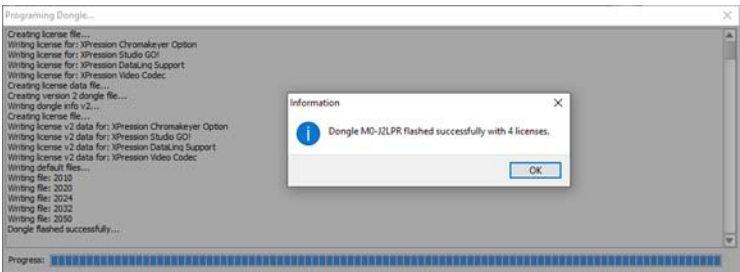
An information box will appear in the XPression License Tool informing the user that Updated Licenses are being downloaded to the local computer.



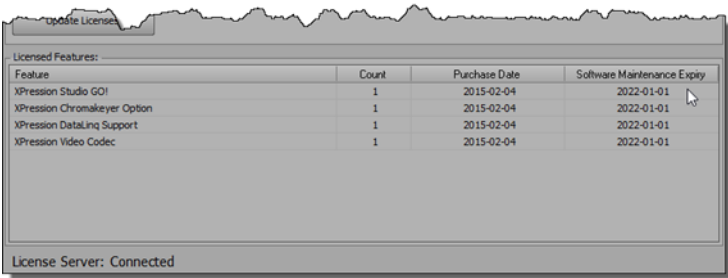
The updated licenses will appear, with any new dates displayed in yellow text, to indicate they are new dates and will extend the Software Maintenance Expiry date. A **Confirm** dialog box will appear, allowing the user to accept and update the XPression USB Hardware License Dongle with the new information by clicking on the **Yes** button or clicking the **No** button to decline to reprogram the dongle.



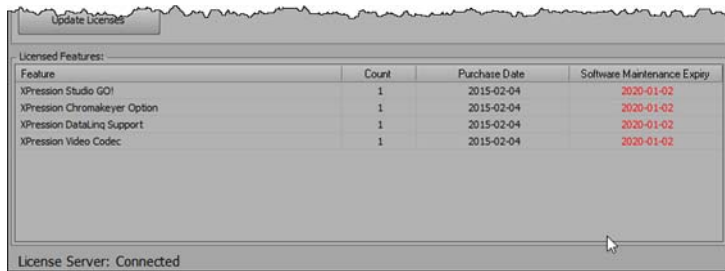
If the user decides to accept the new licenses, an information box will appear displaying the status of the XPression License Tool reprogramming the XPression USB Hardware License Dongle.



Once the XPression USB Hardware License Dongle has been properly reprogrammed, all software maintenance expiry dates that have been updated will be changed on the XPression License Tool. Any dates that are not prior to the current calendar date will be in black text.



Dates prior to the current date will appear in red. It is possible to update an XPression Software Maintenance Agreement to a date in the past to run a release which is not current. Again, the expiry date is not an indicator of the dongle not working, it is an indication of the latest date the software maintenance was active, which limits the user to running software released prior to that date.



The screenshot shows a window titled 'Update Licenses' with a button 'Update Licenses' at the top left. Below it is a section 'Licensed Features:' containing a table with four columns: 'Feature', 'Count', 'Purchase Date', and 'Software Maintenance Expiry'. The table lists four features, all with a count of 1 and a purchase date of 2015-02-04. The expiry dates are all 2020-01-02 and are displayed in red text. At the bottom of the window, it says 'License Server: Connected'.

Feature	Count	Purchase Date	Software Maintenance Expiry
XPression Studio GO!	1	2015-02-04	2020-01-02
XPression Chromakeyer Option	1	2015-02-04	2020-01-02
XPression DataLink Support	1	2015-02-04	2020-01-02
XPression Video Codec	1	2015-02-04	2020-01-02

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