XPression Log Collector

This document describes how to use the XPression Log Collector to gather all the information required to troubleshoot issues you may be having with your XPression application. When configured, the XPression Log Collector can be used to collect and upload log files to the Ross FTP site. For sites where direct upload to our FTP site is prohibited, the tool can be configured to use an FTP Proxy instead.

Applications for which logs can be collected are automatically detected and appear in the **Detected Applications** section.

The XPression Log Collector tool is available in XPression version 7.2 and later.

Starting the XPression Log Collector

The XPression Log Collector is included with your XPression application. By default, the log folder is stored in **C:\Program Files (x86)\XPression Log Collector**.

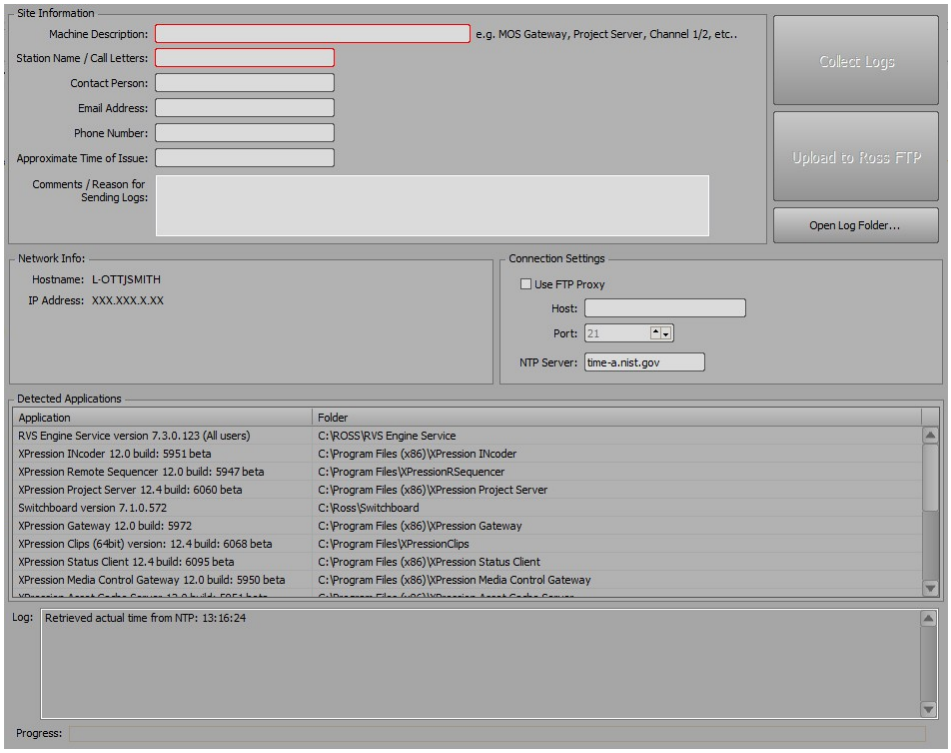
To start XPression Log Collector:

- After installing your XPression application, in the Windows **Start** menu, scroll down to **XPression Log Collector**.

  OR

- Select the Windows **Start** menu, start typing `XPression Log Collector` and then select it from the **Apps** list.

  The **XPression Log Collector** UI opens, with the required fields highlighted in red.



XPression Log Collector User Interface

Phone: +1 613-686-1557 • Technical Support: +1-833-859-0499 (North America) • +800 3540 3545 (Int'l) • 1 300 007 677 (Australia) • +91-22-5016-6177 (India) • 3500DR-537 • October 2026 © 2026 Ross Video Limited. Ross® and any related marks are trademarks or registered trademarks of Ross Video Limited. All other trademarks are the property of their respective companies. PATENTS ISSUED and PENDING. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording or otherwise, without the prior written permission of Ross Video. While every precaution has been taken in the preparation of this document, Ross Video assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Configuring XPression Log Collector

The XPression Log Collector needs to be configured with site and contact person information and if necessary, the connection settings for an FTP Proxy.

To configure XPression Log Collector:

1. In the **Site Information** section, enter the following information:

Field	Description
Machine Description	A description of the machine on which XPression is running, for example, on a MOS gateway or Project Server.
Contact Person	The person that the technical support personnel should contact about the issue.
Email Address	The email address of the Contact Person.
Phone Number	The phone number of the Contact Person.
Approximate Time of Issue	The time at which the issue was first noticed.
Comments/Reason for Sending Logs	A description of the issue.

2. If your site is prohibited from uploading directly to an FTP site, in the **Connection Settings** section, select the **Use FTP Proxy** checkbox and enter the **Host** name and **Port** number of the FTP proxy.
3. In the **NTP Server** field, enter the URL of your local NTP server, if you have one.

Sending Logs to Ross Video

With the XPression Log Collector configured, if you ever have an issue with your XPression application, send the logs to Ross Video to provide technical support personnel with the information they need to assist you.

To send the log files to Ross Video:

1. Select **Collect Logs**.
2. The **Log** window displays the files that have been collected.
3. Then select **Upload to Ross FTP**.

   If for any reason, the upload is unsuccessful, you can also select **Open Log Folder** and manually send the zipped file to technical support.

To view the collected logs:

- Select **Open Log Folder**.