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.

David Ross  
CEO, Ross Video  
dross@rossvideo.com

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.)*
The information contained in this Guide is subject to change without notice or obligation.

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Patents


Notice

The material in this manual is furnished for informational use only. It is subject to change without notice and should not be construed as commitment by Ross Video Limited. Ross Video Limited assumes no responsibility or liability for errors or inaccuracies that may appear in this manual.
Warranty and Repair Policy

Ross Video Limited (Ross) warrants its XPression systems to be free from defects under normal use and service for the following time periods from the date of shipment:

- **XPression Server** — 12 months
- **XPression Software Upgrades** — 12 months free of charge
- **System and Media hard drives** — 12 months

If an item becomes defective within the warranty period Ross will repair or replace the defective item, as determined solely by Ross.

Warranty repairs will be conducted at Ross, with all shipping FOB Ross dock. If repairs are conducted at the customer site, reasonable out-of-pocket charges will apply. At the discretion of Ross, and on a temporary loan basis, plug in circuit boards or other replacement parts may be supplied free of charge while defective items undergo repair. Return packing, shipping, and special handling costs are the responsibility of the customer.

This warranty is void if products are subjected to misuse, neglect, accident, improper installation or application, or unauthorized modification.

In no event shall Ross Video Limited be liable for direct, indirect, special, incidental, or consequential damages (including loss of profit). Implied warranties, including that of merchantability and fitness for a particular purpose, are expressly limited to the duration of this warranty.

This warranty is TRANSFERABLE to subsequent owners, subject to Ross’ notification of change of ownership.

Extended Warranty

For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your XPression system, contact your regional sales manager.
Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Ross Video encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health conscious manner.

The crossed-out wheeled bin symbol invites you to use these systems.

If you need more information on the collection, reuse, and recycling systems, please contact your local or regional waste administration.

You can also contact Ross Video for more information on the environmental performances of our products.
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Introduction

The XPression Status Client is an application that enables a user on a single computer on the network to review the status of XPression applications on any or all computers running the XPression Monitor software.

The XPression Status Client allows a user on one computer to Start/Stop XPression Services remotely on other computers, launch TeamViewer® sessions remotely, and install XPression software products remotely, which includes pushing the download of the software package to one or more computers involved in the remote install process.

About This Guide

This user guide describes the XPression Status Client, its installation, configuration, and functions.

If, at any time, you have a question pertaining to the installation, configuration, or operation of the XPression Status Client, please contact us at the numbers listed in the section “Contacting Technical Support” on page 1–2. Our technical staff are always available for consultation, training, or service.

Documentation Conventions

Special text formats are used in this guide to identify parts of the user interface, text that a user must enter, or a sequence of menus and submenus that must be followed to reach a particular command.

**Bold text**

Bold text is used to identify a user interface element such as a dialog box, menu item, or button.

For example:

In the 3D Model Files section, use the Mode list to select the folder used to store 3D model files.

**Courier text**

Courier text is used to identify text that a user must enter.

For example:

Enter localhost when the DataLinq server is running on the same computer as XPression.

> Menu arrows are used in procedures to identify a sequence of menu items that you must follow.

For example, if a step reads “Display > Widgets,” you would click the **Display** menu and then click **Widgets**.

Getting Help

The XPression Status Client User Guide is supplied as a print-ready PDF file. Locate the guide in the C:\Archive folder to open a guide PDF in Adobe® Reader® for viewing or printing.
Contacting Technical Support

At Ross Video, we take pride in the quality of our products, but if problems occur, help is as close as the nearest telephone.

Our 24-hour Hot Line service ensures you have access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel. During business hours (eastern time), technical support personnel are available by telephone any time. After hours and on weekends, a direct emergency technical support phone line is available. If the technical support person who is on call does not answer this line immediately, a voice message can be left and the call will be returned shortly. This team of highly trained staff is available to react to any problem and to do whatever is necessary to ensure customer satisfaction.

- **Technical Support:**
  - 1-844-652-0645 (North America)
  - +800 1005 0100 (International)

- **After Hours Emergency:** (+1) 613-349-0006
- **E-mail:** techsupport@rossvideo.com
- **Website:** http://www.rossvideo.com
XPression Status Client Setup

The following topics are discussed in this section:

• Installing XPression Status Client
• Setting Up XPression Status Client
Installing XPression Status Client

Use the following procedure to complete the install of the XPression Status Client.

For More Information on...
• installing the XPression Monitor, refer to the XPression Monitor User Guide.

To install the XPression Status Client:
1. Locate and double-click the xpStatusClient-XX.X_XXXX.exe file.
   The Setup - XPression Status Client window opens.

2. Click Next.
   The Select Destination Location section opens.

3. Use the default destination folder location or click Browse to locate and select a different destination location.
4. Click **Next**.
   
   The **Select Components** section opens.

   ![Select Components]

5. Select **Full Installation** (default installation):

6. Click **Next**.
   
   The **Select Start Menu Folder** section opens.

   ![Select Start Menu Folder]

7. Use the default Start menu folder location or click **Browse** to locate and select a different Start menu location.

8. Click **Next**.
   
   The **Select Additional Tasks** section opens.

   ![Select Additional Tasks]
9. Select the **Create a Startmenu Icon** check box to include a Status Client launch icon in the Start menu. It is selected by default.

10. Click **Next**.
   
   The **Ready to Install** section opens.

   ![Ready to Install](image)

11. Click **Install**.
   
   The installation begins. Once the installation is complete, the **Completing the XPression Status Client Setup Wizard** section opens.

   ![Completing the Setup Wizard](image)

12. Click **Finish**.
   
   The **XPression Status Client** opens.
Setting Up XPression Status Client

The XPression Status Client software requires the XPression Monitor software to function. Both pieces of software can be installed on any machine and do not require a software license dongle.

The section covers the following topics:

• XPression Monitor Setup
• XPression Status Client Setup

XPression Monitor Setup

Before setting up the XPression Status Client, the XPression Monitor needs to be configured.

This section covers the following topics:

• Starting the XPression Monitor
• Configuring the XPression Monitor

For More Information on...

• the XPression Monitor, including installation, refer to the XPression Monitor User Guide.

Starting the XPression Monitor

To start the XPression Monitor:

1. On the machine that has the XPression Monitor installed, locate the XPression Monitor folder using the Start menu.

2. Select Start Monitor ( ).

   If the Monitor has successfully started, an information message indicates that the XPression Monitor was successfully started.

To start the monitor from the XPression Monitor Admin window:

1. On the machine that has the XPression Monitor installed, locate the XPression Monitor folder using the Start menu.

2. Select XPression Monitor Admin ( ).

   The XPression Monitor Admin window opens.
3. In the **Service** section, click the **Start** button.
   
The service begins restarting. Once the service has restarted successfully, the **Status** is indicated as **Running**.

![Diagram of XPression Monitor Admin interface]

**Configuring the XPression Monitor**

Use the **XPression Monitor Admin** to configure the XPression Monitor for use with the XPression Status Client.

- All monitor settings are stored in `xpMonitor.dat` in the installation folder of the XPression Monitor except for the Monitoring Server port, which is stored in the Windows registry.

1. On the machine that has the XPression Monitor installed, locate the **XPression Monitor** folder using the **Start** menu.
2. Select XPression Monitor Admin ( ).

The XPression Monitor Admin window opens.

3. In the Machine Info section, configure the following:
   - **Name** — use this box to enter the name of the machine. It is auto-populated with the machine host name where the monitor is installed.
   - **Description** — use this box to enter a brief description for the machine if necessary.
   - **Location / Group** — use this box to enter the location of the machine or a group the machine is associated with.
   - **Community** — use this box to assign a custom SNMP community.
   - **Do not reply to invalid community requests** — select this check to not send replies to invalid community requests. Since it is not selected by default, a reply is sent when an invalid request has been received.
   - **Allow connections without passwords** (selected by default) — when selected, a control password is not required to access control of the monitor. If selected, click Set Password to enter and verify a password for control of the monitor.

4. In the Monitoring Server section, use the Port box to enter or select a port number for XPression applications to communicate with the XPression Monitor. The default is port 9875.

   By default, every XPression application will try to communicate with the XPression Monitor on local host port 9875. This communication is purely internal, and there is no reason to change the Monitoring Server port, unless it conflicts with another application using the same port.

5. Click Apply for the changes to take effect.

   A confirmation prompt opens that indicates a need to restart the XPression Monitor service.

6. Click OK.

   The Status in the Service section momentarily indicates that the XPression Monitor has been Stopped while the service is restarting. Once the service has restarted successfully, the Status is indicated as Running.

7. If the Monitoring Server port has been changed, restart the XPression Monitor and relaunch any monitored applications.
**XPression Status Client Setup**

Use the following procedures to configure the XPression Status Client.

**Setting up the XPression Status Client connections:**

1. Launch the **XPression Status Client**.
   
   The **XPression Status Client** opens.

2. Click **File > Settings**.
   
   The **Settings** dialog box opens.

3. In the **Auto Discovery** section, use the **Broadcast Address** to enter the broadcast IP of the network subnet for auto-discovery of client machines within that subnet to be monitored.

4. Select the **Override Local IP Address / Hostname** check box and enter the IP address or hostname of the current machine to override the **Broadcast Address** so that the remote monitor services can reach the Status Client.

5. Click **OK**.
   
   The **Settings** dialog box closes.

**To add clients manually:**

1. Click **Clients > Add Client** to enter the connection information for the monitor service on the target client.
   
   The **Add Client** dialog box opens.

2. Use the **Hostname / IP** box to enter the IP address of the monitor service on the target client.

3. Use the **Monitor Port** box to enter or select the port number of the monitor service.
4. Click OK.

The Add Client dialog box closes and client is added to the XPression Status Client.

The following items are listed in the XPression Status Client list:

- **Name** (read-only) — lists the names of the XPression applications installed on this machine (expanded tree). The name matches the machine host name by default.
- **Connection** (read-only) — indicates if the machine is connected to the XPression Status Client.
- **Permission** (read-only) — lists the permissions granted to the user.
- **Location** (read-only) — lists the location of the XPression machine if configured (for example, Studio A, Studio B, etc.).
- **Version** (read-only) — lists the software version of the XPression applications installed on the client machine.
- **Description** (read-only) — lists the installation location of the software on the XPression machine.
- **Hostname** (read-only) — lists the host name of the XPression machine.
- **IP Address** (read-only) — lists the IP address of the XPression machine.
- **Status** (read-only) — indicates if the XPression machine and application is running:
  - **Green** — the XPression machine or application is running.
  - **Red** — the XPression machine or application is not running.
  - **Gray** — the status of the application has been ignored.
  - **Red/Green** — the XPression machine is running with some of the applications running and some of the applications not running.

**Disk Status**

- **Disk Label** — lists the drive on the client machine.
- **Space Consumed** — displays the amount of the disk space used.
- **%** — lists the percentage of the disk space used.
- **Free GB** — lists the amount of Gigabytes remaining on the drive.
To auto-discover clients:

1. Once the **Broadcast Address** and the **Override Local IP Address / Hostname** (if necessary) has been configured, click **Clients > Auto Discover Clients**.

   The **Client Discovery** dialog box opens.

2. In the **Settings** section, select one of the following options:
   - **Hostname** — add the discovered clients by host name. This option functions best when machines are on the same domain name.
   - **IP Address** — add the discovered clients by IP address.

3. In the client list, select (or de-select) the client machines to add to the XPression Status Client.

4. Click **Add Selected Clients**.

   The selected clients are added to the XPression Status client.

To group clients:

1. Click **Add Client Group**.

   A new client group is added to the client list.

2. Enter a name for the new client group.

3. Drag and drop the necessary clients into the group.
Operating the Status Client

The following topics are discussed in this section:

• Ignoring an Application Status
• Starting and Stopping a Process
• Rebooting a Client Machine
• Upgrading the Software on a Client Machine
• Using TeamViewer to Access Connections
Ignoring an Application Status

To ignore a status:

1. Select an application from a client in the XPression Status Client.
   The application information and functions are displayed.

   ![Application Information and Functions](image)

2. In the Status section of the application information and functions, select the Ignore Status check box to ignore the status of the application.
   The status turns gray, indicating the status of the application has been ignored.
Starting and Stopping a Process

To start all client processes not set to ignored status:

1. Select a client in the XPression Status Client.
   The client information and functions are displayed.

2. In the Controls section of the information and functions, click **Start All Processes**.
   All processes are started.

To stop all client processes not set to ignored status:

1. Select a client in the XPression Status Client.
   The client information and functions are displayed.
2. In the **Controls** section of the information and functions, click **Stop All Processes**.

All processes are stopped.

**To start an application process:**

1. Select an application from a client in the XPression Status Client that is not running or has been ignored.

The application information and functions are displayed.

![](image1.png)

2. In the **Controls** section of the information and functions, click **Start Process**.

The process is started.

**To stop an application process:**

1. Select an application from a client in the XPression Status Client that is running.

The application information and functions are displayed.

![](image2.png)

2. In the **Controls** section of the information and functions, click **Kill Process**.

The process is stopped.
Rebooting a Client Machine

Do not reboot a client machine if on-air.

To reboot a client machine:

1. Select a client in the XPression Status Client.
   The client information and functions are displayed.

   ![Client Information and Functions](image)

2. In the Controls section of the information and functions, click Reboot Machine.
   A confirmation prompt is displayed.

   ![Confirmation Prompt](image)

3. Click Yes.
   The client machine is rebooted.
Upgrading the Software on a Client Machine

Do not upgrade the software on a client machine if on-air.

To update a client machine:

1. Select a client in the XPression Status Client.
   The client information and functions are displayed.

2. In the Controls section of the information and functions, click Upgrade.
   A confirmation dialog box is displayed.

3. Click Yes.
   A file browser opens.
4. Navigate to the installer for the software, select it, and click **Open**. Multiple installers can be selected in the file browser.

   The **Upgrade Remote Clients** dialog box opens.

   ![Upgrade Remote Clients dialog box](image)

5. In the **Installers to run list**, select the installer to use for the upgrade.

   Select the **Show Progress Window** to display the upgrade progress window when performing the upgrade.

   Select the **Run After Installing** check box to run the application after the upgrade.

6. In the **Clients to Upgrade** list, select the client machine for the upgrade.

7. Click **Start Upgrade**.

   The upgrade starts and the **Status** of the upgrade is displayed for in the **Clients to Upgrade** list. When finished upgrading, the **Status** will display as ‘Complete’.

8. Click **Close**.

   The **Upgrade Remote Clients** dialog box closes and the upgraded software is indicated in the **Version** column of the application.
Using TeamViewer to Access Connections

XPression Status Client connections can be accessed via TeamViewer.

* To use TeamViewer with the XPression Status Client, incoming LAN connections must be activated in the TeamViewer settings.

To access a connection:

1. In the XPression Status Client, select a client.
2. In the information and functions section for the selected client or application, click Teamviewer.
   The TeamViewer Authentication dialog box opens.
3. In the Password box, enter the password for the machine.
4. Click Log On.
   Access to the machine is now available via TeamViewer.
Notes:
Contact Us

Contact our friendly and professional support representatives for the following:

- Name and address of your local dealer
- Product information and pricing
- Technical support
- Upcoming trade show information

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