

INTRO TO LICENSING WITH RPM

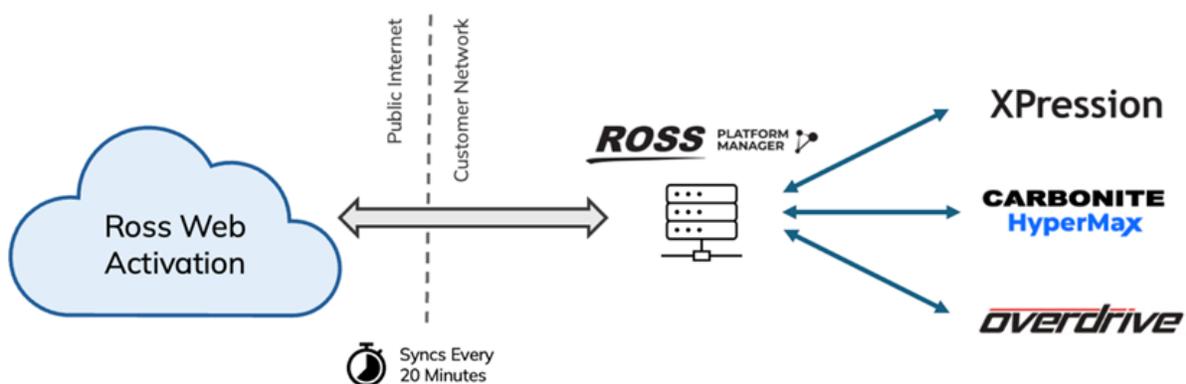
This app note provides a brief overview of licensing using RPM, intended to both help users understand how licensing is handled, as well as direct them to the relevant sections of the RPM User Guide for performing licensing-related tasks. The following topics will be covered:

- How Licensing Works
- Product Key License Modes
- Activating and Deactivating Product Keys
- License Usage

HOW LICENSING WORKS

Ross software licensing is based on product keys, which serve as digital license containers. Each product key is a unique identifier created by Ross Sales Operations through a centralized Activation Server. These keys group together all the licensed features for a specific product or system — such as XPression, Carbonite HyperMax, OverDrive, Streamline, etc. Unlike traditional hardware dongles, which are physically attached to individual machines, product keys are software-based and can be “floated” digitally between machines.

To use this system, the customer installs RPM and loads both the RPM product key (free of charge) and the individual product keys for each licensed Ross product. Each product is then pointed to the RPM server via its IP address or hostname. RPM shares the available licenses across connected devices, enabling flexible and centralized software activation. This is shown in the diagram below.



PRODUCT KEY LICENSE MODES

Product keys fall under two license modes: dynamic and static.

For dynamic mode, the control of the licenses is performed by the Activation Server. This means that all products with access to the Activation Server, either directly or through RPM, can activate these licenses. In simpler terms, Ross Platform Manager acts as a proxy between the Activation Server and Products.

For static mode, the control of the licenses is managed by RPM. Licenses using this mode are only available to products connected to the same instance of RPM. When in this mode, licenses are required to be manually activated in RPM before they can be activated by products. In simple terms, a Static license is tied to the specific RPM that activated it and cannot be transferred to another RPM.

Examples of products that use each license mode are listed in the table to the right.

Dynamic Mode	Static Mode
<ul style="list-style-type: none"> • Xpression (XPN) • Xpression Maps • Piero Sports Analysis • Carbonite, Carbonite HyperMax • Graphite CPC • Carbonite Code • Platform/Control/Edge • softGear • Video Servers / Replay • Camera Motion Systems (CMS) • DashBoard 	<ul style="list-style-type: none"> • Raiden Weather Graphics • Overdrive/Caprica • Overdrive Project Server • Quorum • Inception • Streamline Classic



For more information on dynamic and static licenses, refer to the **Understanding Dynamic and Static Licenses** section of the **Managing a Product Key** chapter of the **RPM User Guide**.

ACTIVATING AND DEACTIVATING PRODUCT KEYS

When activating or deactivating product keys with RPM, two methods are available: Online Mode and Web Based OLA Mode.

Two factors determine which method(s) you can use, and may also affect certain steps in the process:

- Network setup - whether RPM has internet access or not.
- License mode - whether the product key is static or dynamic.

Your network setup primarily determines which methods are available to you. If RPM is connected to the internet, you can use either the Online Mode or Web Based OLA Mode methods. If RPM is not connected to the internet, only the Web Based OLA Mode method is available.

The license mode of the product key (static or dynamic) may result in slight differences when following the activation or deactivation procedures. Although the procedure followed for the desired method will be the same regardless of license mode, some steps may include notes detailing any differences between license modes.

How to Activate a Product Key (Online Mode)

1. In the Product Key Manager, click  Add Product Key.
2. Enter the 15 digit product key and click Add.
3. Double click the product key in the Product Key Manager.
4. Click  Request Activation (Checkout).
5. Enter the Product Version and click Activate.

How to Activate a Product Key (Web Based OLA Mode)

1. In the Product Key Manager, click  Add Product Key.
2. Enter the 15 digit product key and click Add.
3. Double click the product key in the Product Key Manager.
4. Click  Request Activation (Checkout) to download the activation request file.
5. In your web browser, go to <https://ola.rossvideo.cloud/>.
6. Follow the prompts to download the activation response file.
7. Open RPM and click  Upload Activation File and upload the activation response file.

How to Confirm Product Key Activation

1. Confirm the product key has been properly activated by checking the license status in the Product Key Manager (the status will be highlighted in green).
2. If the Status shows as Not Activated, confirm you are following the appropriate method and reattempt the activation process from the beginning. Ensure the product key is correct and that all required fields are filled out.



For more information and more detailed instructions on activating and deactivating product keys, refer to the **Activating and Deactivating Product Keys** section of the **Managing a Product Key** chapter of the **RPM User Guide**.

LICENSE USAGE

RPM can be used to track license usage both in real time and historically. This includes information such as which systems are using the license, and when. This information allows for a better understanding of how your licenses are being used overall.

Tracking license usage in real time is available by double-clicking a feature within the Product Key View of the Product Key Manager. Doing this will display information such as the host and IP address where the license is being used, as well as when it was activated. Note that this information is not stored here and will not display once a product instance has been shut down and the license is no longer in use.

Generating a license usage report will allow you to access historical data regarding your license usage. This report is generated from the Product Key Summary in the form of a .csv file, and provides a history of product key activation and release times, licensed users, and network details.



For more information on viewing historical license usage, refer to the **Generating a License Usage Report** section of the **Managing a Product Key** chapter of the **RPM User Guide**.

GETTING HELP

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
 - **Technical Support: (+1) 613-652-4886**
 - **After Hours Emergency: (+1) 613-349-0006**