

VM Sizing Guidelines

To ensure the proper function of the virtual machines in an Inception or Streamline system, verify that the server computers in your Inception or Streamline system the following VM configurations:

Inception Standalone / Redundant VM

Cores	8
RAM	32GB
Disk Space	100GB minimum, recommended 500GB
Network Interface Card	Single or teamed using a single TCP address
Hard Drive	7200 rpm or faster
Operating System	Windows Server 2016 64-bit supplied by the customer

Inception Enterprise App Server VM

Cores	16
RAM	128GB
Disk Space	500GB minimum, recommended 1T
Network Interface Card	Single or teamed using a single TCP address
Hard Drive	7200 rpm or faster
Operating System	Windows Server 2016 64-bit supplied by the customer

Inception Enterprise Database Server VM

Cores	16
RAM	128GB
Disk Space	500GB minimum, recommended 1T
Network Interface Card	Single or teamed using a single TCP address
Hard Drive	7200 rpm or faster
Operating System	CentOS 7 or Red Hat Enterprise (RHEL) 64-bit supplied by the customer

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: +1-613-686-1557

Toll free within North America: +1 833-859-0499

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.

International toll free: +800 3540 3545

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: use the link <https://support.rossvideo.com/> to open a support request.

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