

Retrieve server certificates

Configure Internet options

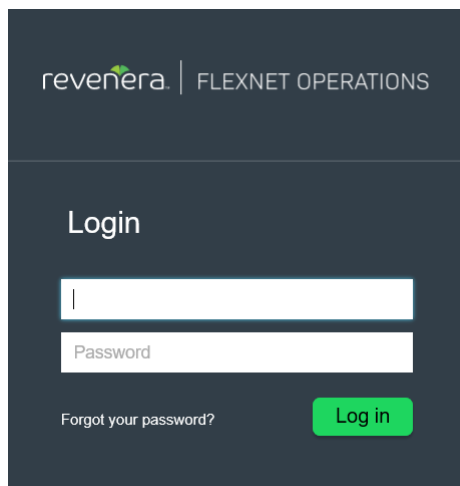
1. Press Win + R key.
2. Type **inetcpl.cpl** then click [OK].
3. Internet Properties will appear. Go to [Advanced].
4. Scroll down to Security section and ensure that 'Use TLS 1.2' is ticked.
5. Click [Apply] > [OK].

Configure Microsoft Edge

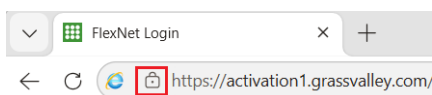
1. Run Microsoft Edge then press Alt + F and select [Settings].
2. Select Default Browser in the left-pane.
3. Select [Allow] for 'Allow sites to be...'.
4. Click [Add a page].
5. Type <https://activation1.grassvalley.com/> then click [Add].
6. Close setting screens.

Retrieve Flexera license server certificate

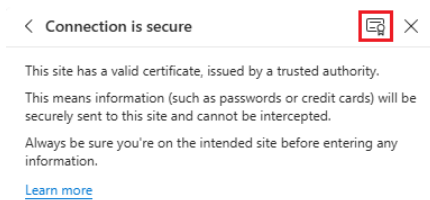
1. Run Microsoft Edge.
2. Type <https://activation1.grassvalley.com/> into the address bar.
3. Confirm that below screen appears. Keep to display the screen.



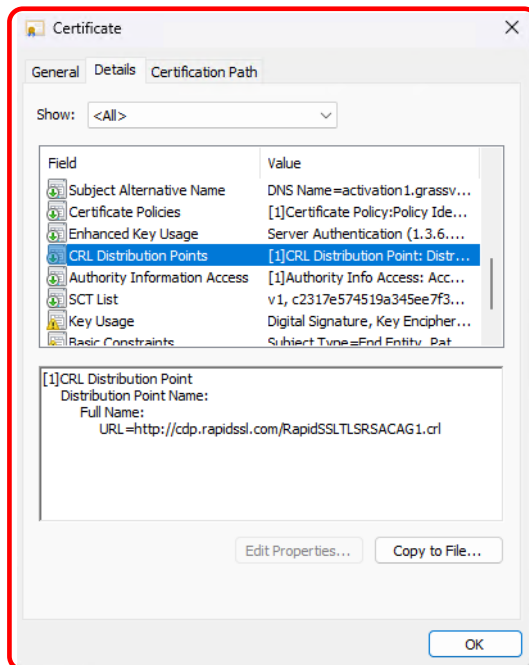
4. Click View Site Information – red surrounded icon



5. Select **Connection in secure**.
6. Click Show certificate – red surrounded icon



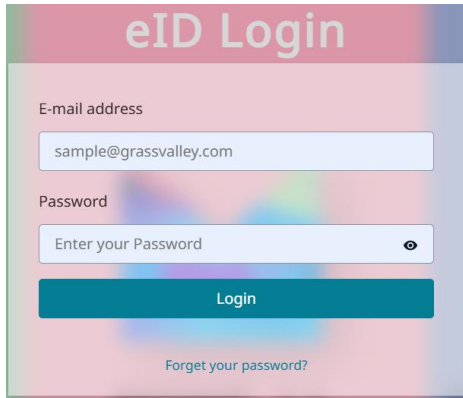
7. Certificate will appear. Go to [Details].
8. Select CRL Distribution Points then save the Certificate screen as 'FlexeraCertificate' picture.



9. Click [OK].
 10. Provide saved picture to GV tech support – attach the picture to your issue case.
- If you use EDIUS 11 Workgroup or Pro, retrieving eID server certificate is also required. See next section.

Retrieve eID server certificate

1. Run Microsoft Edge.
2. Type <https://ediusid1.grassvalley.com/> into the address bar.
3. Confirm that below screen appears. Keep to display the screen.



eID Login

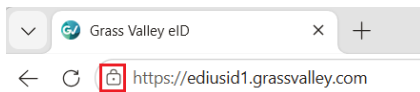
E-mail address

Password
 

Login

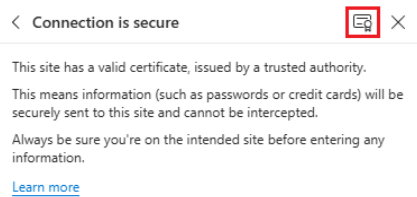
[Forget your password?](#)

4. Click View Site Information – red surrounded icon



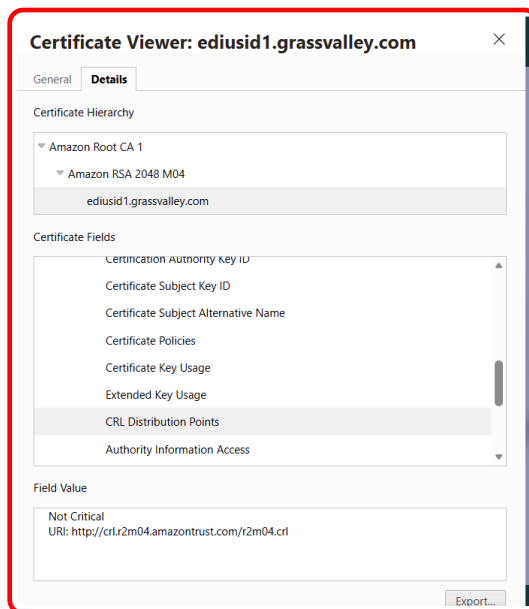
5. Select **Connection is secure**.

6. Click Show certificate – red surrounded icon



7. Certificate will appear. Go to [Details].

8. Select CRL Distribution Points then save the Certificate screen as 'eIDCertificate' picture.



9. Click [OK].

10. Provide saved picture to GV tech support – attach the picture to your issue case.