



Grass Valley

Chorus Hub 11

CONNECT ANYTHING

Setup Guide

December 2025

Copy and Trademark Notice

Grass Valley®, GV® and the Grass Valley logo and / or any of the Grass Valley products listed in this document are trademarks or registered trademarks of GVBB Holdings SARL, Grass Valley USA, LLC, or one of its affiliates or subsidiaries. All third party intellectual property rights (including logos or icons) remain the property of their respective owners

Copyright ©2023-2025 GVBB Holdings SARL and Grass Valley USA, LLC. All rights reserved.
Specifications are subject to change without notice.

Other product names or related brand names are trademarks or registered trademarks of their respective companies.

Terms and Conditions

Please read the following terms and conditions carefully. By using EDIUS documentation, you agree to the following terms and conditions.

Grass Valley hereby grants permission and license to owners of to use their product manuals for their own internal business use. Manuals for Grass Valley products may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose unless specifically authorized in writing by Grass Valley.

A Grass Valley manual may have been revised to reflect changes made to the product during its manufacturing life. Thus, different versions of a manual may exist for any given product. Care should be taken to ensure that one obtains the proper manual version for a specific product serial number. Information in this document is subject to change without notice and does not represent a commitment on the part of Grass Valley.

Warranty information is available from the Legal Terms and Conditions section of Grass Valley's website (www.grassvalley.com).

TABLE OF CONTENTS

Copy and Trademark Notice	1
Terms and Conditions.....	1
Introduction	4
Overview	4
What functions the Chorus Hub ecosystem provides.....	4
What setup procedure this document navigates	5
System Requirements	6
Prerequisites	6
Network Requirements.....	6
Other Requirements.....	6
Chorus Hub server System Requirements.....	7
External Render Engine System Requirements	7
Setup server computer.....	8
Install Chorus Hub server software	8
Activate licenses	9
Configuration for using floating license	12
Register temporal project folder	13
Use Admin Console	13
Use CLI	14
Setup EDIUS client	16
Install EDIUS.....	16
Configure GV License Manager	16
Setup external render engine	17
Install the software	17
Configure GV License Manager	18
Turn on automatic Windows logon.....	18
Commissioning.....	19
Testing item	19
Way of starting the server console.....	19
Verify concurrent licenses	20
Confirm running check out / check in the license	20
Test working external rendering	21
License administration.....	22
Change Flexnet Publisher password	22
Verify running of required services.....	22
Restart license server modules	23
Deactivate license	25
Preparation	25
Deactivate license	25

Troubleshooting 27

 EDIUS fails to start with no usable license..... 27

 An error occurs while license activation / deactivation 27

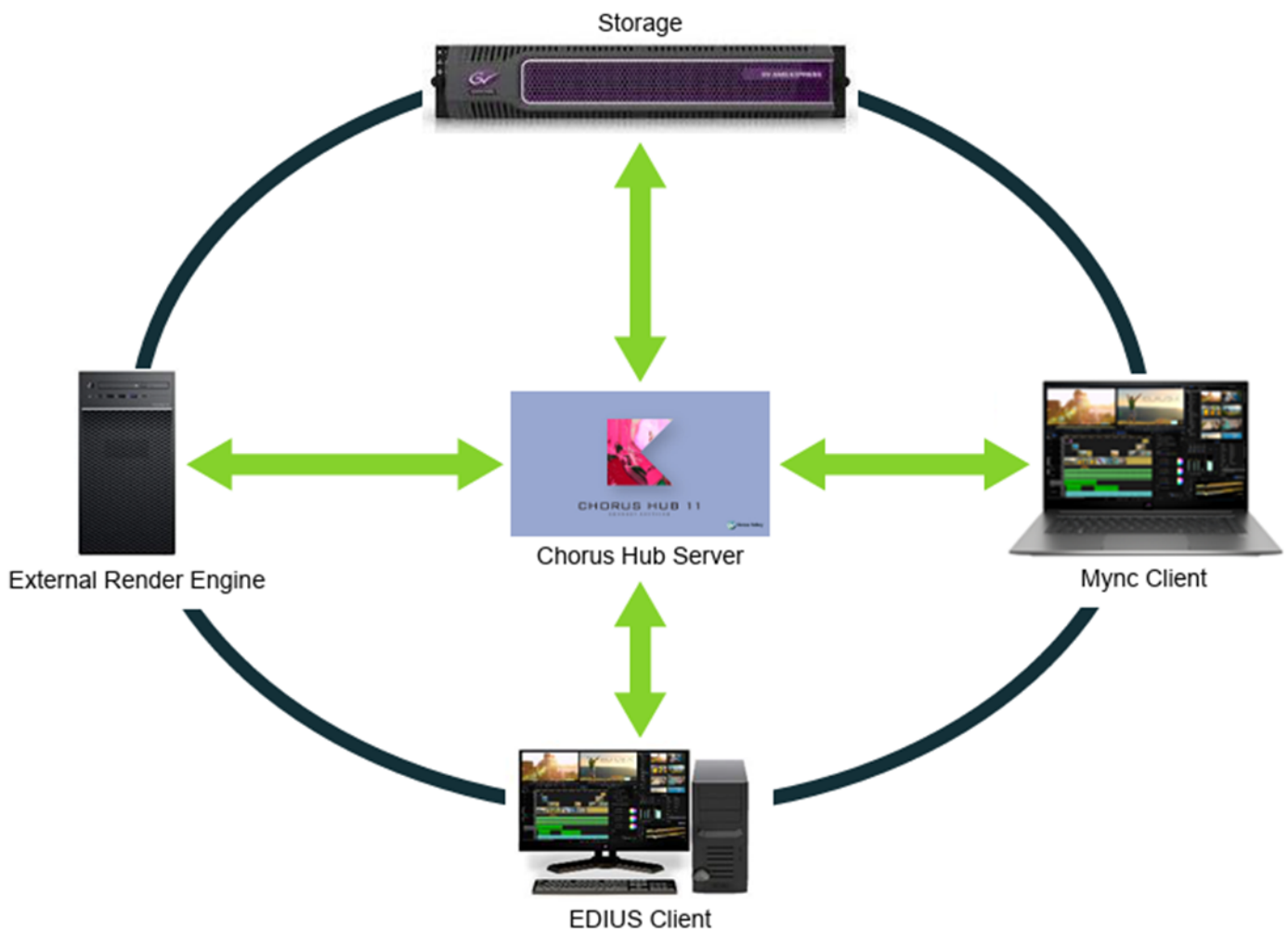
 Inactive function by network disconnection 27

 Forgot Flexnet Publisher password..... 28

Introduction

Overview

Chorus Hub ecosystem is a group creative solution that connects multiple EDIUS / Mync clients with the Chorus Hub server. Material settings and video editing data created on each client can be shared with everyone for efficient workflow. The ecosystem consists of a "Chorus Hub server" that centrally manages the data, a "floating license server" that manages the licenses entirely, and multiple EDIUS/Mync clients. It is also possible to add an external render engine that performs encoding and rendering.



What functions the Chorus Hub ecosystem provides

Contents sharing

Through Chorus Hub, you can share with each client various material settings configured in Mync - In/Out points, markers, asset display colors, etc. As well as EDIUS 11 projects and sequences managed by Mync. In addition, when editing in EDIUS, the newly added Mync window lets you directly and seamlessly use the shared contents.

External rendering

By installing an external render engine, EDIUS timeline export and Mync file conversion are proceeded externally, significantly reducing the load of EDIUS/Mync clients.

What setup procedure this document navigates

Setup procedure is vary depending on the environment and workflow. This document navigates the procedure to build below system.

1. Both Chorus Hub server and Floating License server are installed on same computer – called as 'Server computer'.
2. External render engine is running on a separate computer.

System Requirements

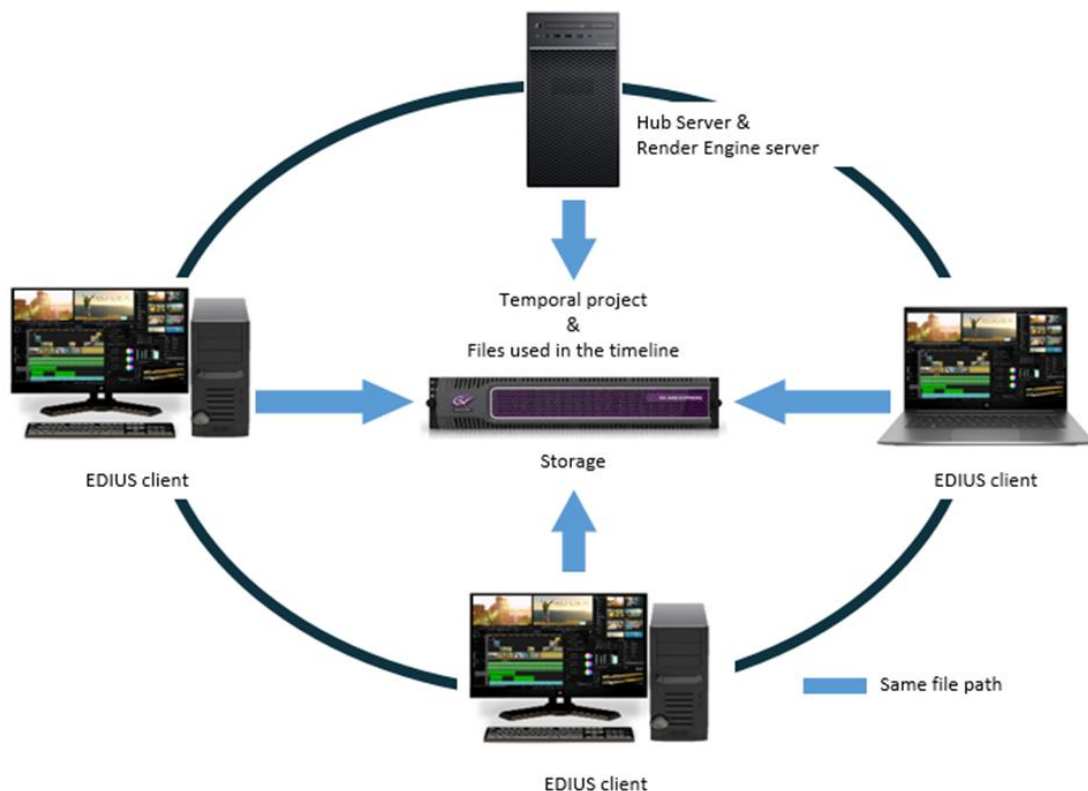
Prerequisites

- The required Chorus Hub server, storage, and network bandwidth performance will vary depending on the number of EDIUS/Mync clients running simultaneously and the file formats used on the timeline. Please provision appropriately based on the needs of your workflow.
- Synchronization for content sharing may take some time depending on server performance and load.

Network Requirements

Ensure that the requirements below are satisfied to build the ecosystem.

1. Place all computers (Chorus Hub server, EDIUS / Mync clients and external render engine computer) must exist in same subnet.
2. All computers must have file access via same path for files used on the timeline or subject to file conversion, and files in the temporary project.



Other Requirements

1. Multiple Chorus Hub server cannot be installed in same system.
2. Chorus Hub server requires internet accessibility. If the Floating License server runs on separate computer, it requires internet accessibility.
3. Render engine computer requires turning on Windows automatic logon to render EDIUS GPU effect.

Chorus Hub server System Requirements

CPU	Intel 5 th or newer processor with AVX2 support * If 20x or more EDIUS clients are running simultaneously, a processor with 8 logical cores and a base clock of 2.5GHz or higher is required.
Memory	32GB or more
Storage	500GB or more SSD
Network	1GbE or more
Graphics	2GB or more
Internet connectivity	Separate Windows PC is required for build upgrade and license activation.
OS	Windows Server 2022 (version 21H2) Windows Server 2019 (version 1809) * Other OS is not supported ** Use 11.21.17345 or later for building the Chorus Hub server in Windows Server 2022 *** The Chorus Hub server version has to be the same (or upper) as EDIUS.

External Render Engine System Requirements

CPU	Intel 5 th or newer processor with AVX2 support or equivalent AMD processor
Memory	16GB or more
Storage	6GB or more of free space for installation
Graphics	– Supporting higher resolution than 1024 × 768 32bit color, Direct3D feature level 11_1 or later and PixelShader Model 3.0 or later – Required video memory depends on video resolution SD / HD(8bit/10bit): 1GB (2GB or more recommended) 4K / 8K (8bit/10bit): 2GB (2GB or more recommended)
OS	Windows Server 2022 (version 21H2) Windows Server 2019 (version 1809) Windows 10 (version 22H2) 64bit Windows 11 64bit * Other OS is not supported ** Use 11.21.17345 or later for building the render engine in Windows Server 2022

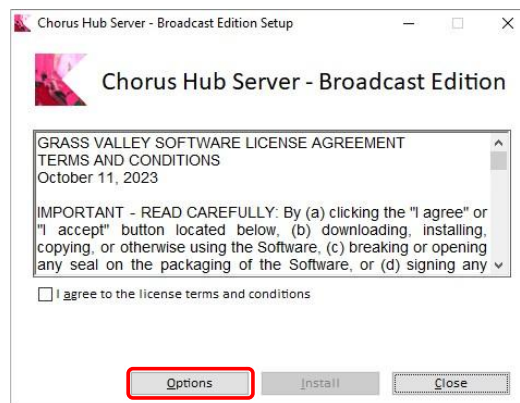
Setup server computer

Install Chorus Hub server software

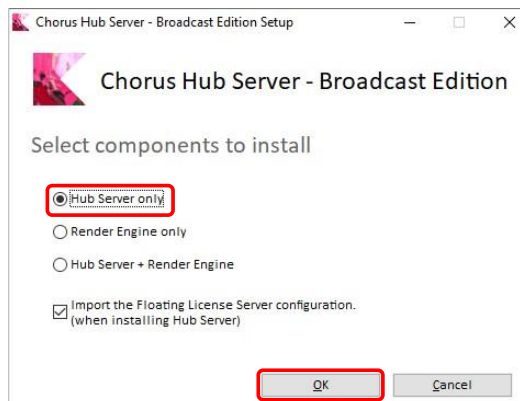
Install Chorus Hub, a floating license server on the computer you want to use as a server.

- NOTE**
1. Use the same build number for Chorus Hub server and EDIUS. Use the link below to get the installer
 - [Chorus Hub server installer](#)
 - [EDIUS 11 installer](#)
 2. Sign into the OS with account that will be used for running the EDIUS Hub server.
** Ensure that the account has administrative privileges*
 3. By running the server installer, the floating license server will be installed simultaneously.

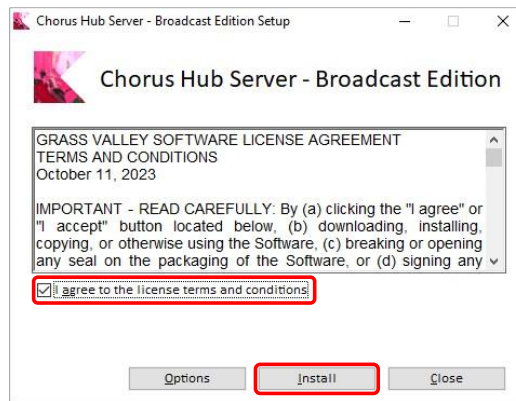
1. Run **HubServer_Setup-11.xx.xxxx.exe**.
2. Click [Options].



3. Select 'Hub Server only' then click [OK].



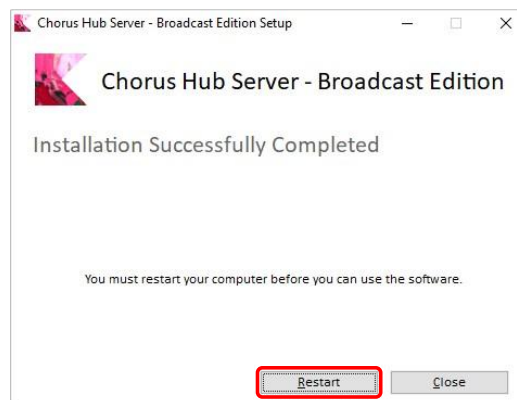
4. Tick 'I agree to the license terms and conditions' then click [Install].



NOTE

- Be sure to read through all of the terms and conditions by scrolling through the window.
- Click [Close] to cancel the installation. If you do not agree to the license agreement, stop the installation and contact our customer support in writing.

5. Click [Next].
6. Click [Install].
7. Click [Restart].



Activate licenses

License type

Activate required licenses in the server computer. Required license vary depending on EDIUS edition and your workflow.

TERMINOLOGY Unless otherwise specified, "License" in this document refers to a floating license.

Mandatory licenses

EDIUS 11 Broadcast

License name	Description
Chorus Hub Server 11 FL	Chorus Hub server license
Chorus Hub 11 Render Option Broadcast FL	External render engine license
Chorus Hub 11 Sync Option FL	Handles synchronization between Chorus Hub server and EDIUS clients
EDIUS 11 Broadcast FL	EDIUS 11 Broadcast client license

EDIUS 11 Workgroup

License name	Description
Chorus Hub Server 11 FL	Chorus Hub server license
Chorus Hub 11 Render Option Broadcast FL	External render engine license
Chorus Hub 11 Sync Option FL	Handles synchronization between Chorus Hub server and EDIUS clients
EDIUS 11 Workgroup FL	EDIUS 11 Workgroup client license

Optional licenses

Below are optional licenses that are common to EDIUS 11 Broadcast and Workgroup

License name	Description
EDIUS 11 Authoring Option FL	License to use Disc Burner in EDIUS client
EDIUS 11 K2 Option FL	License to work EDIUS 11 with K2 SAN
EDIUS 11 S3 Direct Access Option FL	License for direct access from EDIUS 11 client to Amazon S3

Create USB stick for offline activation

If you activate the licenses in offline mode, insert a USB stick to the server computer then create folders below.

If you select online activation, jump to license activation section.

Folder name	Description
HUB	Chorus Hub Server 11 FL
XRE	Chorus Hub 11 Render Option Broadcast FL
SYNC	Chorus Hub 11 Sync Option FL
EDIUS	EDIUS 11 Broadcast FL or EDIUS 11 Workgroup FL
AUTHOR	EDIUS 11 Authoring Option FL
K2	EDIUS 11 K2 Option FL
S3	EDIUS 11 S3 Direct Access Option FL

NOTE The USB stick will also be used for license deactivation.

License activation (Online)

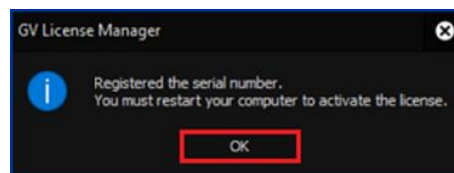
1. Right-click the GV License Manager icon in the notification area on the task bar and select [License List] context menu.

NOTE If GVLICENSEManager is not staying the area, select [Start] > [Grass Valley] > [GVLICENSE Manager (ServerMode)].

2. Click [Online activation] button



3. Enter serial number then click [OK] button.
4. Click [OK] button. Repeat step#2 to #4 to activate all required licenses.

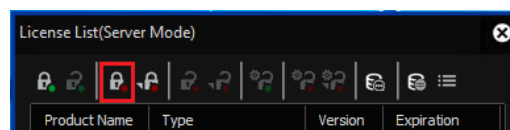


License activation (Online)

1. Insert the USB stick into free USB port of the server computer.
2. Right-click the GV License Manager icon in the notification area on the task bar and select [License List] context menu.

NOTE If GVLICENSEManager is not staying the area, select [Start] > [Grass Valley] > [GVLICENSE Manager (ServerMode)].

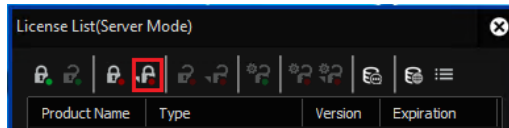
3. Click [Offline activation] button.



4. Enter serial number then click [OK].
5. Select destination depends on the license that will be activated and click [Select folder].
6. Click [OK].
 - Repeat step#2 to #5 to save all required ID files.

NOTE Keep opening the license list.

7. Remove the USB stick from the Hub server computer then insert into a Windows PC connected to an internet.
8. Open the USB stick and select HUB > Activation then double-click GVActivation.
9. Click [Yes].
10. Click [OK].
 - Repeat step#8 to #10 to save all required registration key files.
11. Remove the USB stick from the Windows PC then insert to the server computer.
12. Click [Offline Activation Register Activation File] button in GV License manager.

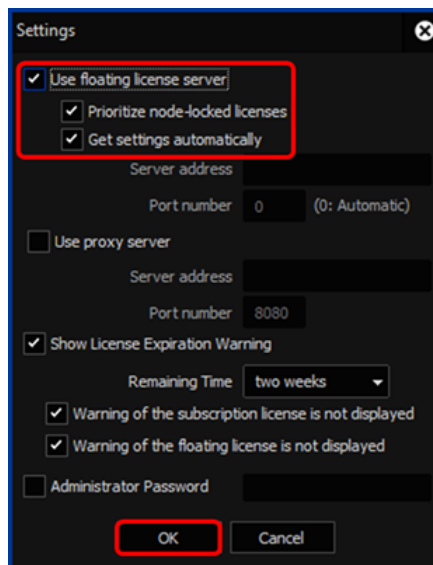


13. Open the USB stick and select HUB > Activation then select Response.key and click [Open].
14. Click [OK].
 - Repeat step#12 to #14 to register all Response.key files.
15. Confirm that all required licenses are listed.
16. Close the license list.

Configuration for using floating license

Configure the GV License Manager (Sever Mode) to use activated floating license.

1. Right-click the GV License Manager icon in the notification area on the task bar and select [Settings] context menu.
2. Tick both [Use floating license server] and [Get settings automatically] then click [OK].



- NOTE**
- If you want to use a license that is being activated in EDIUS client, tick 'Prioritize node-locked license' option.
 - When using a node-locked license in the EDIUS client, compare the following license activated on the server computer with the node-locked license for the EDIUS client, and make sure that the edition name matches.
 - Chorus Hub 11 Render Option {EDITION} FL
EDITION: Broadcast or Workgroup

3. Close the license list then restart the OS.

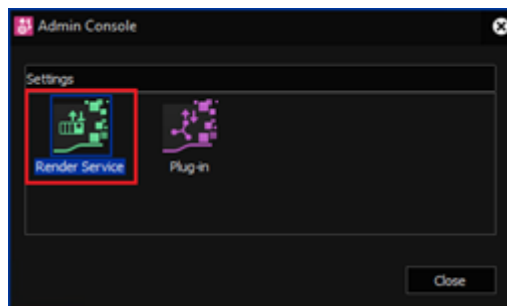
Register temporal project folder

Temporal project folder must be registered to build Chorus Hub ecosystem. There are below two ways to register the temporal project folder. Select either way.

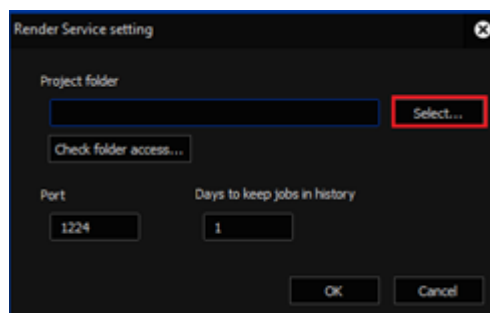
- Operate Admin Console (GUI)
- Use CLI

Use Admin Console

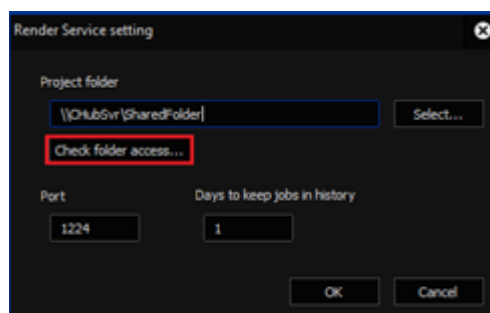
1. On the Chorus Hub server, select **[Start] > [Grass Valley] > [AdminConsole]**.
2. Double-click [Render Service]



3. Click [Select] and select shared temporal project folder then click [OK].



4. Click [Check folder access].



NOTE If checking folder access fails, confirm that entered network path is correct and selected location has full control permission.

5. Click [OK].

Use CLI

1. Copy and paste below text in Notepad.

```
{
  "configurationType": "System",
  "classId": "com.grassvalley.eh.renderEngine.configs",
  "environment": "default",
  "keys": [
    {
      "key": "sharedTempFolderPath",
      "value": "\\\\"{NAS NAME or IP}\\\"{TEMP PROJECT FOLDER}"
    }
  ]
}
```

2. In Value part, describe temporal project folder name.

Ex. NAS NAME: EDIUSSHARED

Folder name: TempProject

"\\\\"EDIUSSHARED\\\"TempProject"

3. Create **C:\FOLDERREGIST** folder then save the text as config.json file.
4. Type **ehub.exe token request** then press Enter key.
5. Type **ehub.exe config create -input-method file config.json** then press Enter key.

```
C:\FOLDERREGIST>ehub.exe config create --input-method file
config.json
{
  "id": "2c6d389d6db553c870c4bcee24367b90",
  "rev": "3-blad8a350fc7a652524e6881cf699f1b6ed6da01",
  "created": "2022-02-14T07:38:20.8731408+00:00",
  "modified": "2022-02-14T07:38:20.8731408+00:00",
  "configurationType": "System",
  "classId": "com.grassvalley.eh.renderEngine.configs",
  "environment": "default",
  "keys": [
    {
      "key": "sharedTempFolderPath",
      "value": "\\\\"EDIUSSHARED\\\"TempProject"
    }
  ]
}
C:\FOLDERREGIST
```

6. Type **ehub.exe config list** then press Enter key.
 - If same folder appears, registering the shared temporal project folder successfully.

```
C:\FOLDERREGIST>ehub.exe ehub.exe config list
[
  {
    "id": "2c6d389d6db553c870c4bcee24367b90",
    "rev": "1-b3afebef605364b61506bfd769c34163d7891d5",
    "created": "2022-02-14T04:25:18.2471013+00:00",
    "modified": "2022-02-14T04:25:18.2471013+00:00",
    "configurationType": "System",
    "classId": "com.grassvalley.eh.renderEngine.configs",
    "environment": "default",
    "keys": [
      {
        "key": "sharedTempFolderPath",
        "value": "\\\\"EDIUSSHARED\\\"TempProject"
      }
    ]
  }
]
```

```
    }  
  ]  
}  
]  
C:\FOLDERREGIST
```

7. Exit Command Prompt.

Setup EDIUS client

Install EDIUS

- NOTE**
1. Build number between Chorus Hub server, render engine and EDIUS must be same. Use the link below to visit the download pages.
 - [Chorus Hub server installer](#)
 - [EDIUS 11 installer](#)
 2. Ensure that OS is signed in with administrator privileges.
 3. If you use third party video hardware in EDIUS client, complete install required version of the hardware software. See FAQ below for details:
[How to setup third party video hardware?](#) (EDIUSWorld.com)

1. Double-click EDIUS installer .exe file.
2. Follow installation wizard.
3. If [Restart] button appears on installation completion dialog, click it to restart the OS.
4. Install a third-party plug-in if you use.

Configure GV License Manager

Configure the GV License Manager to use the floating license. Take same steps as configuration on the server computer.

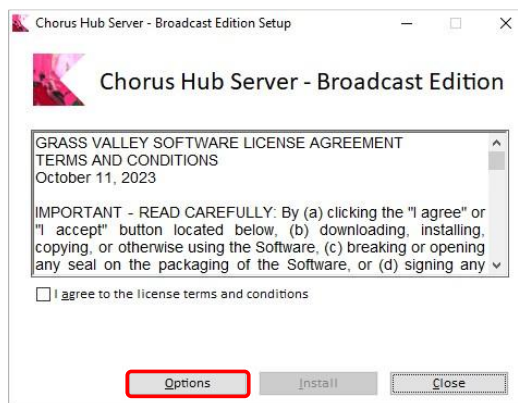
→ [Configuration for using floating license](#)

Setup external render engine

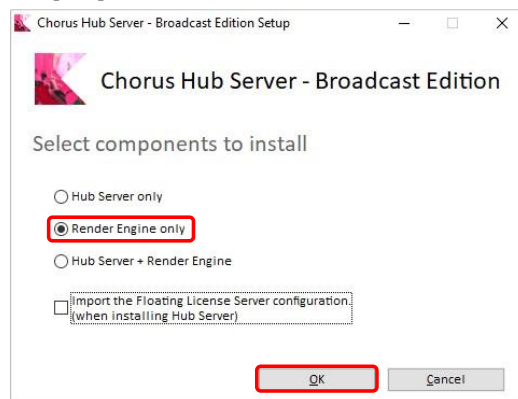
Install the software

- NOTE**
1. Build number between Chorus Hub server, render engine and EDIUS must be same. Use the links below to visit the download pages.
 - [Chorus Hub server installer](#)
 - [EDIUS 11 installer](#)
 2. Sign in with the same OS account (with administrator privileges) that you use during operation.

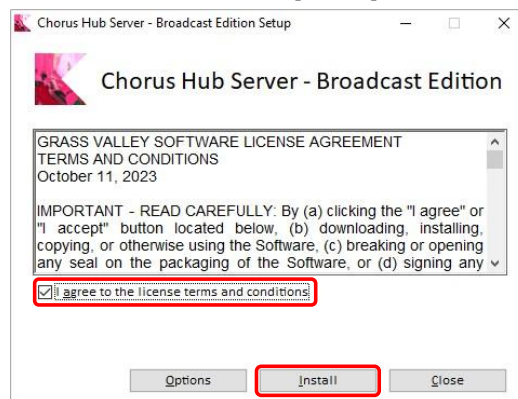
1. Run **ChorusHubServer_Setup-11.xx.xxxx.exe**.
2. Click [Options].



3. Select 'Render Engine only' then click [OK].



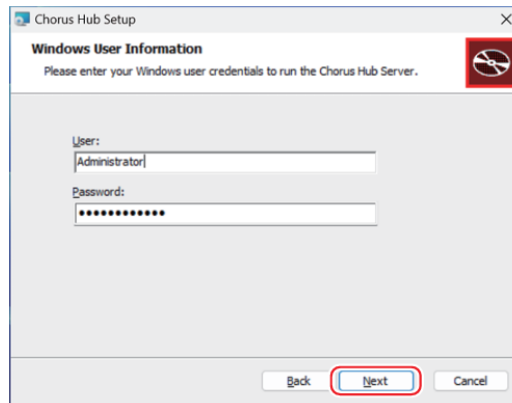
4. Tick 'I agree to the license terms and conditions' then click [Install].



- NOTE**
- Be sure to read through all of the terms and conditions by scrolling the window.
 - Click [Close] to cancel the installation. If you do not agree to the license agreement, stop the

installation and contact our customer support in writing.

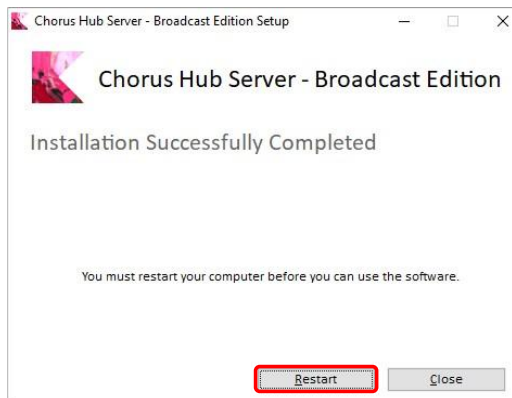
5. Click [Next].
6. Fill out User / Password then click [Next].



NOTE

- Enter same user and password as OS account being signed in.
- If you want to use another account or change account information, you need to remove then re-install EDIUS Hub Server.

7. Click [Restart].



Configure GV License Manager

Configure the GV License Manager to use the floating license. Take same steps as configuration on the external render engine computer.

→ [Configuration for using floating license](#)

Turn on automatic Windows logon

Render engine requires Windows logon to render the timeline that EDIUS GPU effect applied. See [Turn on automatic logon in Windows](#) Microsoft article more details.

Commissioning

Testing item

Once installation and configuration are completed, test item below:

- Start and quit of server console.
- Confirm whether activated licenses appear in the server console.
- Check out / in of floating license.
- Confirm whether external rendering successfully.

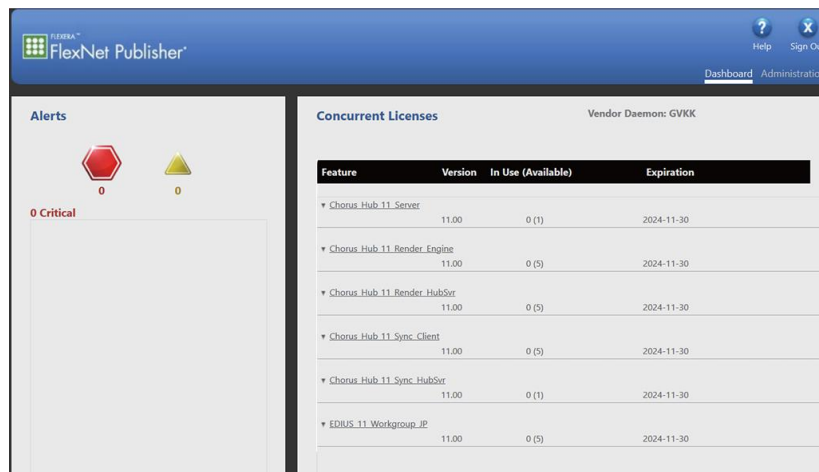
Way of starting the server console

The server console allows you to confirm and manage the usage status of floating licenses and license server modules. This console is operable in the Chorus Hub server.

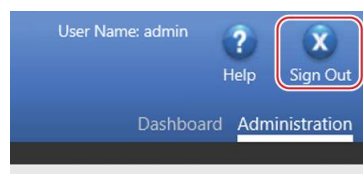
1. Right-click the GV License Manager icon in the notification area on the task bar and select [License List] context menu.
2. Click [Open license server in browser] button.



- License console will open in web browser.



3. Click **Sign Out** to exit the server console.

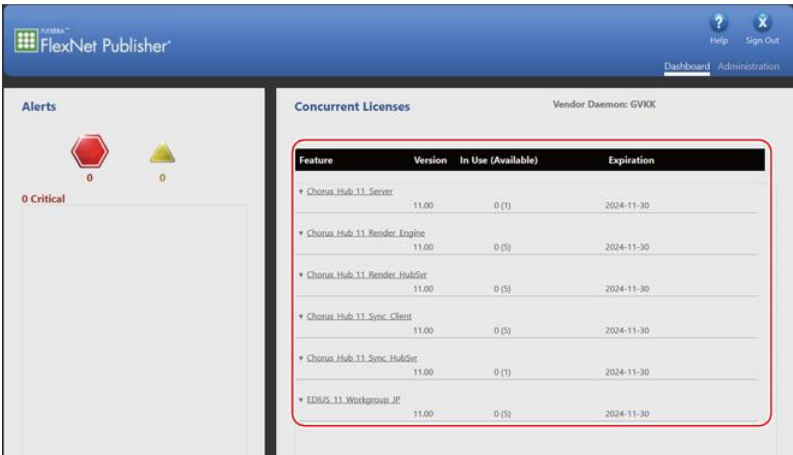


Verify concurrent licenses

Verify if activated licenses are listed in the license console.

- 1. Open the license console in web browser.
- 2. Verify that below licenses are listed in the console.
 - Chorus Hub 11 Server
 - Chorus Hub 11 Render Engine*
 - Chorus Hub 11 Render HubSvr*
 - Chorus Hub 11 Sync Client
 - Chorus Hub 11 Sync HubSvr
 - EDIUS 11 Broadcast or Workgroup

* It won't be listed if external render engine is not available.



- 3. Whilst opening the web browser and go to next section.

Confirm running check out / check in the license

Verify that license check-out / check-in works depends on starting / exiting EDIUS.

- 1. Quit EDIUS and / or Mync if running in each client.
- 2. Confirm that 'In Use' of EDIUS 11(Broadcast or Workgroup) is zero.

Feature	Version	In Use (Available)	Expiration
EDIUS 11 Workgroup JP	11.00	0 (5)	2024-11-30

- 3. Run EDIUS 11 in any client.
- 4. Confirm that the value of 'In Use' becomes 1.

Feature	Version	In Use (Available)	Expiration
EDIUS 11 Workgroup JP	11.00	1 (5)	2024-11-30

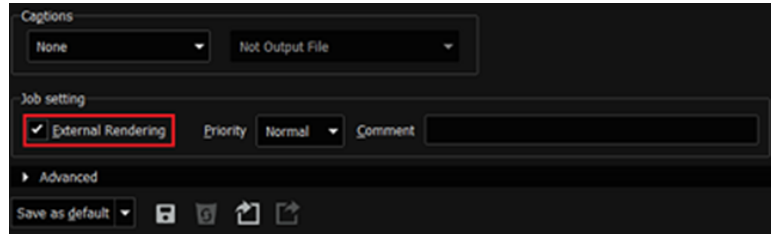
- 5. Quit EDIUS and client and confirm that the value of 'In Use' becomes 0.
- 6. Exit the server console by closing the web browser.

NOTE If 'In Use' value is not updated depends on check out / check in the license, click reload button of web browser to update the screen manually.

Test working external rendering

Confirm that the timeline edited in EDIUS can be exported to a file using an external render engine.

1. Start a new project in EDIUS client.
2. Load a clip from shared storage then place it onto the timeline.
3. Press f.11 key then select any video file exporter.
4. In the exporter dialog, tick 'External rendering' option



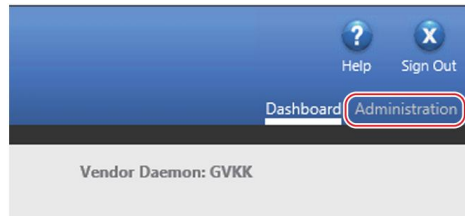
5. Select the destination to run then click [Save] or [OK] button.
6. Open built-in job monitor or GV Job Monitor and confirm if file export job is queued and successfully.

License administration

Change Flexnet Publisher password

Change password for sign into the administration console.

1. Open the server console in web browser.
2. Select [Administration] tab.



3. Fill out both user name and password then click [Submit].
 - Default User Name, Password are admin.

A screenshot of a 'Sign In' form. It has a title 'Sign In' in blue. Below the title are two input fields: 'User Name:' and 'Password:'. Below these fields is a checkbox labeled 'Remember me'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red rectangle.

4. Enter current password (admin) and new password including confirmation then click [Save].

A screenshot of a 'Change Password' form. It has a title 'Change Password' in blue. Below the title is a message: 'Your password must be updated. User Name: admin'. Below this message are three input fields: 'Old password:', 'New password:', and 'Confirm Password:'. At the bottom of the form is a 'Save' button, which is highlighted with a red rectangle.

5. Click [OK].

Verify running of required services

If checking out / checking in of the license does not work or EDIUS fails to start, ensure that required services are running in the server computer.

1. Press Ctrl + Shift + Esc key to start Task Manager.
2. Go to **Services**.
3. Confirm that status of both [FlexNetLicensingService64] and [GVLICENSEServer] are 'Running'.

- NOTE**
- If they do not have “Running” status, right-click on the service then select [Restart] context menu.
 - If the service does not appear in the list, try to restart the server computer.

4. Close the Task Manager.

Restart license server modules

There are no problems with license activation and / or running of required services. But a problem like failing to start EDIUS. In this case, follow the steps below to restart the license server modules.

1. Open the server console in web browser.
2. Click [Administration] and sign into the administration console.
3. Click [VendorDaemonConfiguration].
4. Click [Administer].

Name ▲	Status	FlexNet Publisher Version	Port		
GVKK	Up	11.19	50543	Administer	Delete

5. Click [Stop].

Vendor Daemon:GVKK

Vendor Daemon Port in Use: 50543

Vendor Daemon Actions

Stop Reread License Files

Report Log Name: Rotate Report Logs

- Status will change to Shutting Down

Name ▲	Status	FlexNet Publisher Version	Port		
GVKK	Shutting Down	11.19		Administer	Delete

6. After several seconds, reload web browser screen manually.

- Status will change to Down.

Name ▲	Status	FlexNet Publisher Version	Port		
GVKK	Down	11.19		Administer	Delete

7. Click [Administer].

8. Click [Start].

Vendor Daemon:GVKK

Vendor Daemon Actions

Start

- Status will change to Starting Up

Name ▲	Status	FlexNet Publisher Version	Port		
GVKK	Starting Up	0.0	-1	Administer	Delete

9. After several seconds, reload web browser screen manually.

- If Status has changed to Up, restarting license server module successfully.

Name ▲	Status	FlexNet Publisher Version	Port		
GVKK	Up	11.19	56930	Administer	Delete

10. Sign out from the server console.
11. Press Ctrl + Shift + Esc key to start Task Manager.
12. Go to Services.
13. Right-click GVLICENSESERVER then select [Restart] context menu.
14. Confirm that status of GVLICENSESERVER is 'Running'.
15. Close the Task Manager.

NOTE If restarting license server module does not resolve the issue or restarting the server module fails, restart the Hub server manually.

Deactivate license

Preparation

Complete the steps below before deactivating license

1. In any EDIUS client, open GV Job Monitor and untick 'Sent from this PC' option.

NOTE

- Confirm if a job that is being queued and / or ongoing exists. If exists, wait for it to finish or cancel it (them).
- A job can only be canceled by the EDIUS client that sent the job.

2. Quit EDIUS in all clients.
3. In the Hub server, open server console.
4. Confirm that number of 'In Use' of EDIUS 11(Broadcast or Workgroup) is zero.

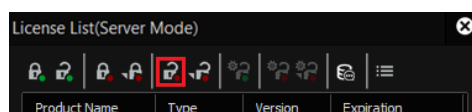
Feature	Version	In Use (Available)	Expiration
EDIUS 11 Workgroup JP	11.00	0 (5)	2024-11-30

5. Exit the server console by closing the web browser.
6. Insert offline authentication media (USB stick) into free USB port on the Hub server and ensure that all required subfolders exist.
→ Regarding content of subfolders, see [Create USB stick for offline activation](#) for details.

Deactivate license

Follow steps below to deactivate the license:

1. Right-click the GV License Manager icon in the notification area on the task bar and select [License List] context menu.
2. Select the license then click [Offline Deactivation Create ID File] button.



3. Select folder in the USB stick as destination then click [OK] button.

Folder name (USB stick)	License
HUB	Chorus Hub Server 11 FL
XRE	Chorus Hub 11 Render Option Broadcast FL
SYNC	Chorus Hub 11 Sync Option FL
EDIUS	EDIUS 11 Broadcast FL or EDIUS 11 Workgroup FL
AUTHOR	EDIUS 11 Authoring Option FL
K2	EDIUS 11 K2 Option FL
S3	EDIUS 11 S3 Direct Access Option FL

4. Click [OK].
 - Repeat step#2 to #4 to save all required ID files.
5. Click [X] to close the license list.
6. Zip all folders in the USB stick and provide the zip file to Grass Valley technical support.

-
7. Right-click the GV License Manager icon in the notification area on the task bar and select [Exit] context menu.
 8. Whilst pressing Ctrl + Shift key and select **Start > Grass Valley > GVLICENSEMANAGER (ServerMode)**.
 - Once GVLICENSEMANAGER icon appears in the notification area on the task bar, release the keys.
 9. Right-click the license displayed in yellow in the license list and select [Delete] context menu.
 - Repeat this step to delete all licenses from the license list.
 10. Click [X] to close the license list.
 11. Right-click the GV License Manager icon in the notification area on the task bar and select [Exit] context menu.
 12. Select **Start > Grass Valley > GVLICENSEMANAGER (ServerMode)**.

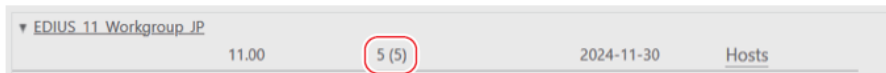
Troubleshooting

EDIUS fails to start with no usable license

If “Check the status of the network and remaining number of licenses on the server” appears while starting EDIUS, follow the steps below for troubleshooting.

Check remaining floating license copy

1. Open server console.
→ See [Way of starting the server console](#) for details.
2. See each number of 'In use' and 'Available'. If both are same, you cannot start EDIUS by no remaining license copy.



EDIUS 11 Workgroup JP	11.00	5 (5)	2024-11-30	Hosts
-----------------------	-------	-------	------------	-------

3. Click Hosts link. EDIUS client name that is using the floating license will be listed.
4. Exit EDIUS on any client to return the license copy to the server. Once returned, you will be able to start EDIUS.

Confirm running of required services

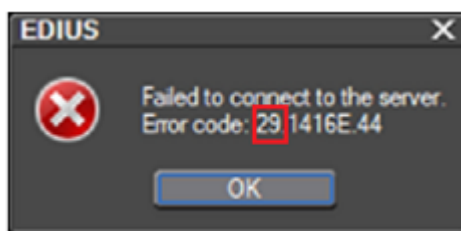
1. Start Task Manager then go to [Services].
2. Confirm if both FlexNet Licensing Service 64 and GVLICENSESERVER have 'Running' status. If not, right-click on each of them and choose Start. If they have 'Running', choose 'Restart' context menu.
3. Confirm if GV License Manager is running in the server then start EDIUS client application.

Confirm detection of EDIUS clients

1. Open server console.
→ See [Way of starting the server console](#) for details.
2. Click Hosts of EDIUS 11(Broadcast or Workgroup)
3. Confirm if EDIUS client that you want to use appears.
4. If the client does not appear, restart the OS of both Hub server and EDIUS client.

An error occurs while license activation / deactivation

If an error occurs while license activation / deactivation, error code will appear.



Required troubleshooting step is vary depending on displayed error code. See the [knowledge base](#) for details.

Inactive function by network disconnection

Connection to floating license server must be kept while using EDIUS. If disconnected more than 15 minutes, following function will disable in EDIUS.

- Print to file
- Batch export
- Burn to Disc
- Run QuickTitrer

Follow troubleshooting below.

Confirm GV License Manager settings

Confirm that GV License Manager of both Hub server and EDIUS client is configured to use floating license.

→ See [Configuration for using floating license](#) for details.

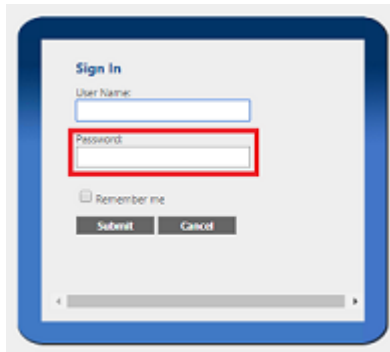
Diagnose Hub server and EDIUS client

Run diagnosis tool on Hub server and EDIUS client and send diagnosis result to GV technical support.

1. Create a new folder and download then unzip [diagnosis tool](#).
2. Navigate to the folder depends on the computer below:
Server folder: Chorus Hub server
Client folder: EDIUS client
3. Right-click **ChubDiag.bat** and select [Run as administrator] context menu.
 - Diagnosis will run and result will be saved as text file. Send it to Grass Valley technical support.

Forgot Flexnet Publisher password

If you forgot the Flexnet Publisher password, modify configuration file to reset the password. Follow steps below on the floating license server.



Preparation

1. In any EDIUS client, open GV Job Monitor and untick 'Sent from this PC' option.
2. Confirm if a job that is being queued and / or ongoing exists. If exists, wait for it to finish or cancel it (them).

NOTE A job can only be canceled by the EDIUS client that sent the job.

3. Exit EDIUS in all clients.
4. In the floating license server, sign into the OS with administrator privileges.
5. Confirm that services below are running in Task Manager.
 - Flexnet Licensing Service 64
 - GVLICENSESERVER

Reset the password

1. Navigate to **C:\Program Files\Grass Valley\Floating License Server\conf**.
2. Open **server.xml** with Notepad.

-
3. Search out by typing **<accesscontol** in 'Find' box then change underlined part:

```
<accessControl sessionTimeout="1800">  
<user firstName="System" id="admin" lastName="Administrator" password="{ENCRYPTEDPASSWORD}"  
passwordExpired="false" privileges="admin" type="local-admin"/>
```

Before	After
{ENCRYPTEDPASSWORD}	admin
false	true

4. Overwrite **server.xml**.
5. Restart the floating license server.
6. Change Flexnet Publisher password.
→ See [Change Flexnet Publisher password](#) for details.