

0x800CE1A EDIUS license validation error

Troubleshooting procedure

Symptom

EDIUS / Mync license validation might fail and 0x800CE1A error code appears

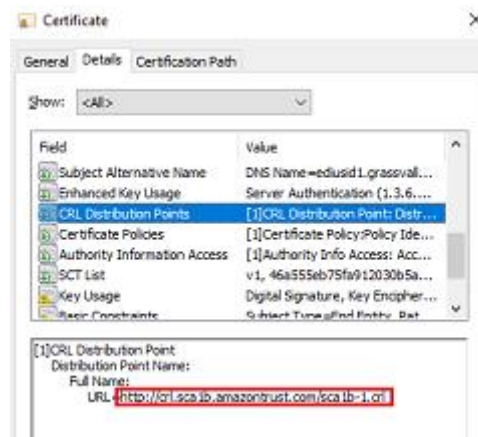
Required browser

Use Internet Explorer (IE) when you work on the troubleshooting. Do not use other browser. Also retrieve the CRL Distribution Points on the PC that is able to validate EDIUS license

1. Retrieve CRL Distribution Points – for eID

Follow below steps:

- 1) Enter **https://ediusid1.grassvalley.com/** into the IE address bar
- 2) Click the key icon that appears at right side of the address bar then choose [View certificate]
- 3) Go to [Certificate Path] then choose **ediusid1.grassvalley.com**
- 4) Go to [Details] then choose CRL Distribution Point
- 5) Note appeared URL



- 6) Go to [Certificate Path] then choose **Amazon**
- 7) Click [View Certificate] button
- 8) Amazon Certificate appears. Go to [Details]] then choose CRL Distribution Point
- 9) Note appeared URL
- 10) Repeat step #6 to #10. At step#6, choose below
 - Amazon Root CA 1
 - Starfield Services Root Certificate Authority - G2
- 11) Close the Certificate dialog

Make sure if you have noted below four CRL Distribution Points URL

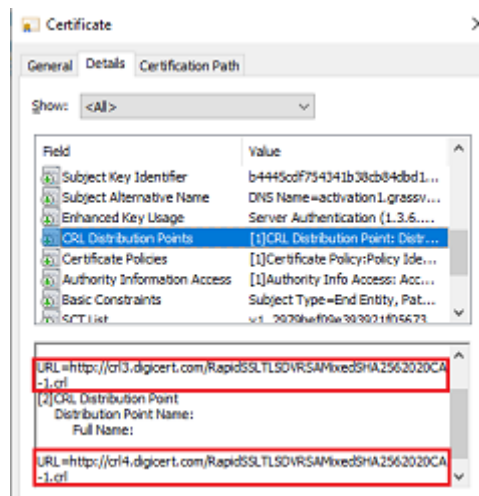
- ediusid1.grassvalley.com
- Amazon
- Amazon Root CA 1

- Starfield Services Root Certificate Authority - G2

2. Retrieve CRL Distribution Points – for EDIUS license

Follow below steps:

- 1) Enter **https://activation1.grassvalley.com** into the IE address bar
- 2) Flexnet Operations log in will appear. Click the key icon that appears at right side of the address bar then choose [View certificate]
- 3) Go to [Certificate Path] then choose **activation1.grassvalley.com**
- 4) Go to [Details] then choose CRL Distribution Point
- 5) Note appeared two URLs



- 6) Go to [Certificate Path] then choose **RapidSSL TLS DV RSA Mixed SHA256 2020 CA-1**
- 7) Click [View Certificate] button
- 8) Certificate appears. Go to [Details]] then choose CRL Distribution Point
- 9) Note appeared two URLs
- 10) Make sure if you have noted below four CRL Distribution Points URL (each path has two URLs)
 - activation1.grassvalley.com
 - RapidSSL TLS DV RSA Mixed SHA256 2020 CA-1
- 11) Close all dialogs then quit the browser

3. Register the URLs to the white list

Register noted URL to the white list.

- 1) In Internet Explorer 11, open Internet Options
 - 2) Go to [Security] tab
 - 3) Choose Trusted Sites then click [Sites] button
 - 4) Add noted URLs
 - 5) Untick 'Require server verification (https:) for all sites in this zone
 - 6) Click [Close] to close Trusted sites dialog
 - 7) Click [Apply] then [OK] button
- Once done, attempt to start EDIUS