![Grass Valley logo](GV Grass Valley)

EDIUS license validation error Troubleshooting procedure

Symptom

EDIUS / Mync license validation might fail and 0x800CE1A or #2F19 error code appears

Web browser

Use Internet Explorer 11 (IE11) when you work on the troubleshooting. Ensure that you can access to below sites in the

- https://activation1.grassvalley.com
- https://ediusid1.grassvalley.com

If you are unable to use IE11, use Microsoft Edge – details here

Obtain CRL Distribution Points and OCSP responder – for eID

1. Firewall accepts using wildcard for whitelist

   Note below URLs for the white list.

   http://crl.?????.amazontrust.com/?????.crl
   http://ocsp.?????.amazontrust.com

   or

   http://crl.*.amazontrust.com/*.crl
   http://ocsp.*.amazontrust.com

   > **NOTE:**
   > - Where an asterisk (*) wildcard represents one or more alphanumeric characters, and a question mark (?) represents a single alphanumeric character.
   > - Above URLs with wildcards will cover CRL Distribution Points and OCSP responders for the certificates of the eID server that will potentially be used in future.
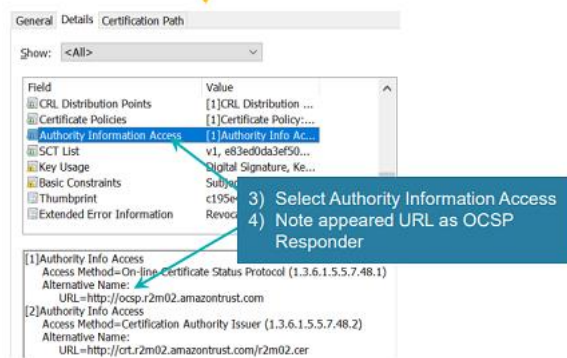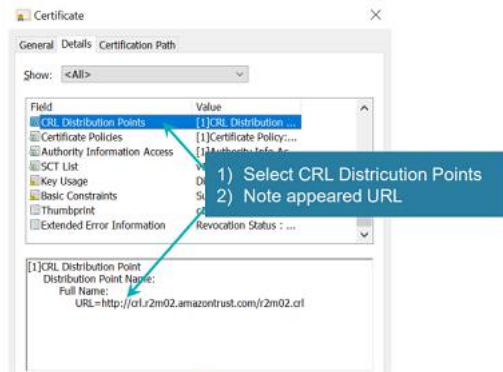
2. Firewall does not accept using wildcard for whitelist

   In this case, URLs of the current CRL Distribution Points and OCSP responder for the current certificate of the eID server must be retrieved with the browser. These URLs will potentially be changed annuary. Follow below steps:
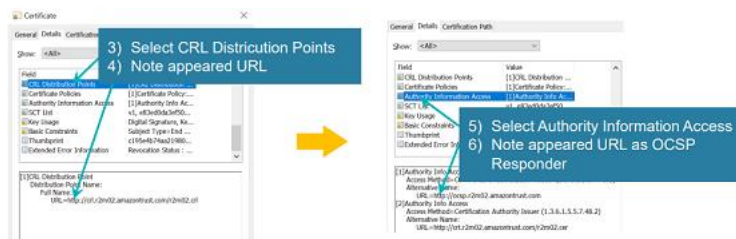
   1)

2)

3)
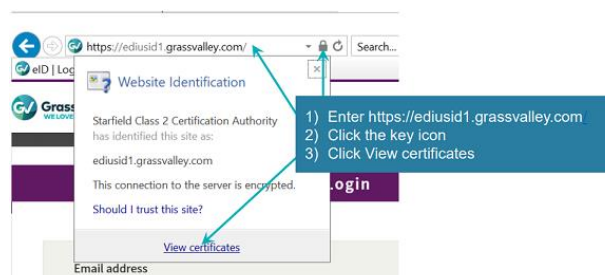
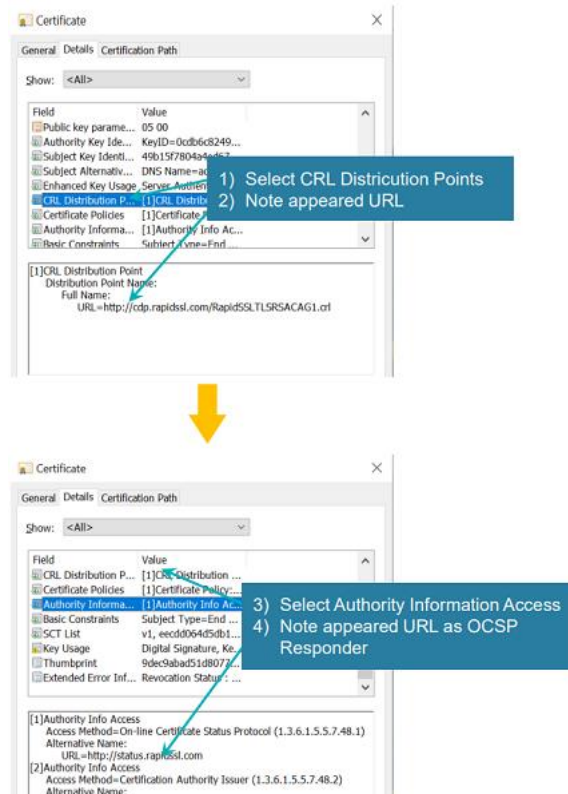4) Once note URLs completed, click [OK] to close the window.

Obtain CRL Distribution Points and OCSP responder – for license

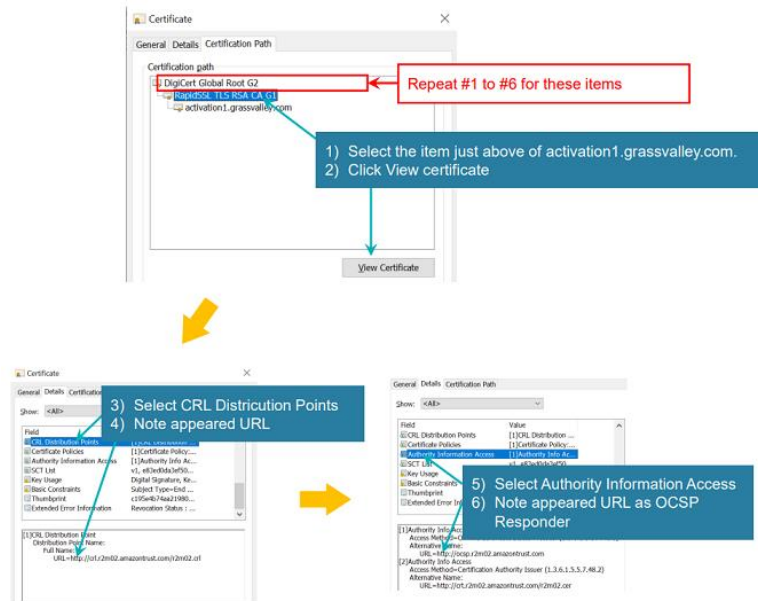If your firewall does not accept using wildcard for the whitelist, same steps as for eID is required.

1)

2)

3)

4)   Once note URLs completed, click [OK] to close the window.

Register URL to the whitelist

Register URLs with wildcard or noted URLs to the whilelist.

1)   Press Win + R key and then type **inetcpl.cpl** then click [OK].

2)   Go to [Security].

3)   Select **Trusted sites** then click [Sites]

4)   Enter the URL and tick Require server verification (https:) for all sites in this zone.

5)   Click [Add]. Repeat Step#4 and #5 to add all URLs.

6)   Click [Close].

7)   Click [Apply] > [OK].

Once completed, start EDIUS.