

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

- <u>https://ediusid1.grassvalley.com</u>

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)

elD Log	https://ediusid1.grassvalley.com/	Search
Grass	Starfield Class 2 Certification Authority has identified this site as: ediusid1.grassvalley.com	 Enter https://ediusid1.grassvalley.com Click the key icon Click View certificates
	This connection to the server is encorpted. Should I trust this site?	.ogin
E	View certificates	



2)

3)

Certificate	×
General Details Certification Path	,
Show: <all></all>	*
Field CRL Distribution Points Certificate Policies Authority Information Access SCT List	Value [](Re. Distribution [](Cetificate Policy []]Authority Info 6
Key Usage Basic Constraints Thumbprint	 Select CRL Districution Points 2) Note appeared URL
L Extended Error Information	Revocation Status :
[1]CRL Distribution Point Distribution Point Nagre: Full Name: URL=http://al.s2m02	Lamazontrust.com/r2m02.ct
	1
General Details Certification Pa	sth
Show: <all></all>	~
Field	Value
CRL Distribution Points	[1]CRL Distribution [1]Certificate Policy:
Authority Information Acces	ss [1]Authority Info Ac v1, e83ed0da3ef50
Basic Constraints	Digital Signature, Ke Subjac
Extended Error Information	c195e 3) Select Authority Information Access Revoc 4) Note appeared URL as OCSP
	Responder
UIL=http://ocspi2mu2 [2]Authority Info Access Access Method=Certification Alternative Name: UIL=http://ort.r2m02.a	Lamazontrust.com n Authority Issuer (1.3.6.1.5.5.7.48.2) amazontrust.com/r2m02.cer
Certificate	×
General Details Certification Pa	ath
Certification path Starfield Cass 2 Certificat Starfield Services Root Amazon Root CA 1 Starfield Services Root Carterious Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls Controls	Ison Authority Contracte Authority - G2 Repeat #1 to #6 for these items
	 Select the item just above of ediusid1.grassvalley.c Click View certificate
	Sew Certificate
×	
3) Select CRL District	ution Points Service Allo *
A) Note enneared LIP	L Tield Value A Ulder A A A A A A A A A A A A A A A A A A A
4) Note appeared UN	ECertificate Policies III Variational Index
(1)Certificate Policy	El Certificate Peloies El Certificate Peloies Adverse fuenciation Access El SCT UN UN CONTRACTOR UN CONT
A) Note appeared on Il Critical Noty Il Critical Noty Il Autory Into Ac. vi, eli-VedGolf00. Digla Signites, Ra. Saget Type Ind Citiset President: Receives State	Useritan Poles Useritan Poles
Note appeared uncertainty of the second	Contract Note: 10 Contrac
Contraction State :	Contract Note: Contract

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)

FlexNet L	By Website Identification	
	DigiCert Global Root G2 has identified this site as: activation1.grassvalley.com	 Enter https://activation1.grassvalley.com Click the key icon Click View certificates
	This connection to the server is Should I trust this site?	pe
	View certificates	

2)

an aral	Details Castifica	Hon Dalk					
Aestes as	Cerunca	oon Paul					
Show:	<all></all>		-				
Field	lic key parame hority Key Ide ject Key Identi	Value 05 00 KeyID=0cdb6c8249 49b15f7804a4ad67	6		^		
Enh Cit	ject Alternativ anced Key Usage Distribution P	DNS Name=ac 1) Server Addren 1) (1)CRL Distrib 2)	Sele Note	ect CRL appear	Distrie red Ul	ution Point	ts
Aut Bas	ificate Policies hority Informa ic Constraints	[1]Certificate [1]Authority Info Ac., Subject Type=End			¥		- 4
Certi	ficate	Hen Dath			×		
Certi General Show:	ficate Details Certifica <all></all>	tion Path	2		×	ſ	
Certi ieneral Show: Field	ficate Details Certifica <all> Distribution P sficate Policies</all>	tion Path 1)Of Scientibution			×		
Certi General Show: Field CRL Cer Bass Scr Scr Scr Scr Thu	ficate Details Certifica <all> Distribution P Distribution P Distribution P Distribution P Distribution P List Usage miprint</all>	Value [] Oct Solsti bution [] Oct Market Palloca (] Oct Market Palloca () Oct Marke	3) 4)	Select A Note ap Respon	× Author peare der	ity Informa d URL as (tion Acce DCSP
Certi ieneral Show: Field Cer Basi SCI Field Basi SCI Thu Exto	ficate Catilica Catilica Distribution P officate Policies bioly Informa. Constraints Usage Miprint Inded Error Inf	Value (1)OK Olaribotion (1)OK Olaribotion (1)Oktikato Paleza (1)Oktikato Paleza (1)Oktikato Paleza (1)Oktikato Paleza Sobjekt Type End Value Sobjekt Type End Value Sobjekt Type Type Type Type Type Type Type Type	× 3) 4)	Select A Note ap Respon	× Author peare der	ity Informa d URL as (tion Acce DCSP



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.