

Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Michael Gembicki

Mon 7/2/2018 10:23 AM

To: support <support@chaosgroup.com>;

Getting too late today I'll try you again tomorrow at 16.00. I really need this issue solved by next Monday.

---

**From:** support <support@chaosgroup.com>  
**Sent:** Monday, July 2, 2018 1:37 AM  
**To:** mikegem776634@outlook.com  
**Subject:** Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Hello,

Apologies for the delayed response. My TeamViewer connection dropped and I was unable to access your machine afterwards. I will be available today from 16:00 until 24:00 EET today.

Best Regards,  
Nikolay Simeonov  
Chaos Group Support

---

From: mikegem776634@outlook.com  
Sent: Invalid Date  
To: support@chaosgroup.com  
CC:  
Subject: Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

So what was the verdict.

Did you get cut off? Let me know what is up. I still don't have exporter options in Blender V-ray. I will be unavailable the rest of the day, so I won't be able to get back to you until Monday when you are there.

---

**From:** support <support@chaosgroup.com>  
**Sent:** Friday, June 29, 2018 8:17 AM  
**To:** mikegem776634@outlook.com  
**Subject:** Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Hello,

I am currently available. Please send me your updated TeamViewer password if you want to meet right now.

Otherwise, I am available throughout the whole week between 15.00-17.00.

Best Regards,  
Nikolay Simeonov  
Chaos Group Support

---

From: mikegem776634@outlook.com  
Sent: Invalid Date  
To: support@chaosgroup.com  
CC:  
Subject: Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Monday -Friday at 15.00-17.00 your time would be good, unless you can do it within the next 2 hours today.  
User ID 1 076 533 592

Pass 7862

---

**From:** support <support@chaosgroup.com>  
**Sent:** Friday, June 29, 2018 3:47 AM  
**To:** mikegem776634@outlook.com  
**Subject:** Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Please advise if it is alright with you to arrange a web conference with TeamViewer.  
This enables us to provide you with competent live support and solutions, check the machine configuration and assist you in the best way with the issue. If this is fine with you, please let us know what is the best time to set up the meeting. We are available Monday through Friday between the hours 10.00 - 18.00 EET (<https://www.timeanddate.com/time/zones/eet>).

For web conference we use TeamViewer application. You need to download and start it on your machine. It will generate access credentials – you should send us YourID and Password for a Remote Control session. There is no need to install this software – you may use the option “Run” if you prefer. Please download TeamViewer from the official TeamViewer web site following the link:

<https://www.teamviewer.com/en/download>

We look forward to hearing from you.

Best Regards,  
Nikolay Simeonov  
Chaos Group Support

---

From: mikegem776634@outlook.com  
Sent: Invalid Date  
To: support@chaosgroup.com  
CC:  
Subject: Re: 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

I reinstalled server and when I installed it this time it asked for my login info, first time it did that, but still locked at 960x540 and as you can see license available, but not active.

---

**From:** support <support@chaosgroup.com>  
**Sent:** Thursday, June 28, 2018 6:42 AM  
**To:** mikegem776634@outlook.com  
**Subject:** 261-760-024 Licensing - CSF - US - mikegem776634@outlook.com

Hello,

Please uninstall the Chaos Group license server and remove any remaining files from the following folder:

C:\Program Files\Common Files\ChaosGroup

Afterwards, download and install the latest V-Ray license server 5.1.1. from the following page:

<https://download.chaosgroup.com/?product=48>

Go to the localhost page (localhost:30304), enable your Online/Dongle licensing and tell me if you can see your V-Ray licenses. Send us screenshots from the localhost page.

Best Regards,  
Nikolay Simeonov  
Chaos Group Support

---

From: mikegem776634@outlook.com  
Sent: Invalid Date  
To: support@chaosgroup.com  
CC:  
Subject: Licensing - CSF - US - mikegem776634@outlook.com

**New entry for: CSF**

**Subject:** Licensing  
**Full name:** Michael Gembicki  
**Email:** mikegem776634@outlook.com  
**Platform:** V-Ray for Blender  
**Platform version:** Blender 2.79.4  
**Product version:** V-Ray Next  
**Os:** Windows  
**Dongle number:**

**Inquiry:** I just purchased vray next and want to use it with vray blender build. The license server says I have online license, but it isn't active and not working for blender (blank render and resolution limited). License server VRLService is running (restarted service several times). How do I activate the license that is available. I tried deactivating online and signing in again, downloaded blender build twice and vray stand alone twice (I'm on bandwidth limit so not cheap). Win 64 OS, exporter revision v3.2155 [1f454ea]. When I enable add on in Blender it says that V-Ray cloud binary is not detected on your system, but it does detect V-Ray.exe

**Country (GeoIP):** USA

**Submitted:** June 28, 2018 14:33