OPAL License Rebuild Instructions

Problem: Some windows .net framework updates can conflict with use of the OpalRad Software. Our opal license uses Microsoft .net framework, when a large change or update occurs this can create and error "invalid License or Error" when attempting to login to the Opal Study list or Opal web portal.

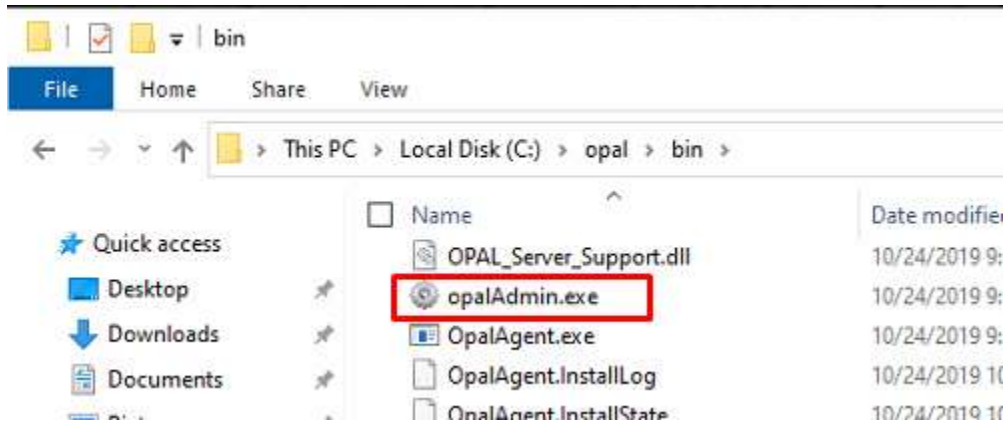To resolve error please follow the steps below.

1) Open the **opaladmin.exe** application

   A= located on the task bar on the desktop of opal sever pc

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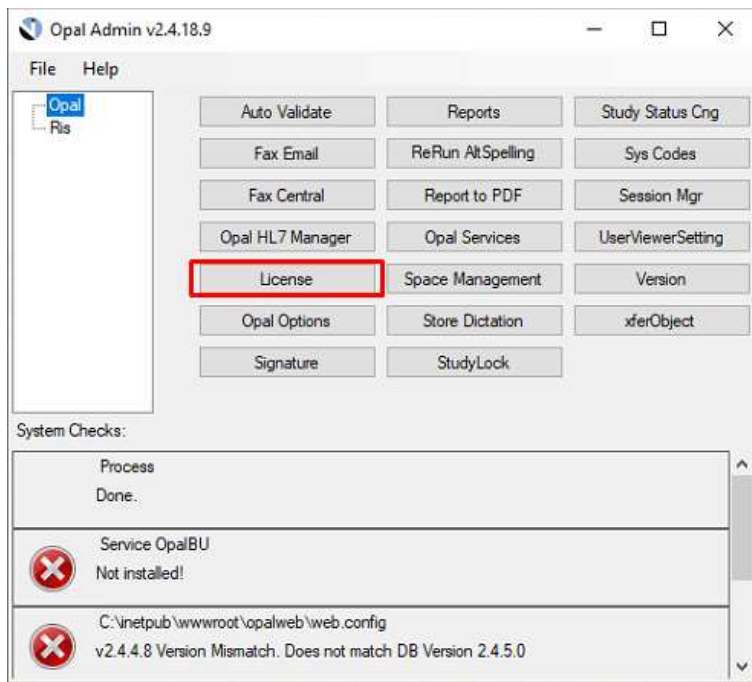B= located in the C:/opal/bin folder location on the opal sever pc

2) Login into Opal Admin
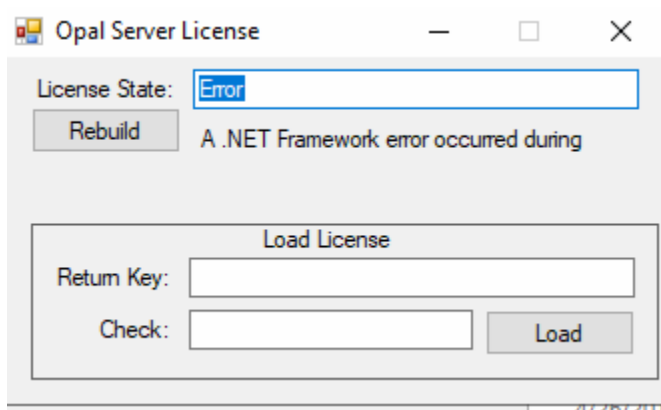   Use your current login (example user: admin PW: 2020tech)

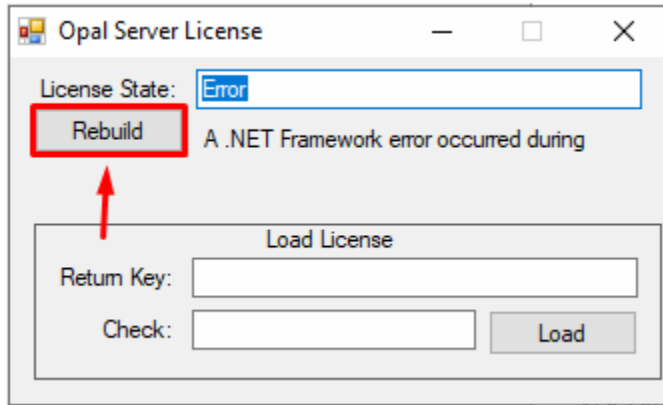3) Click on the license Tab

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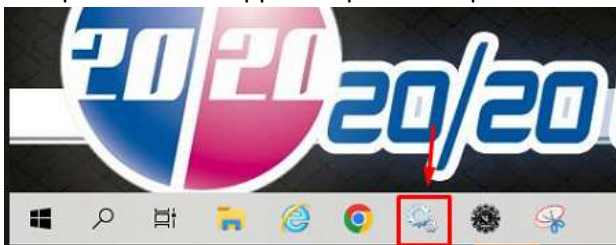4) You may see "error" or "invalid"

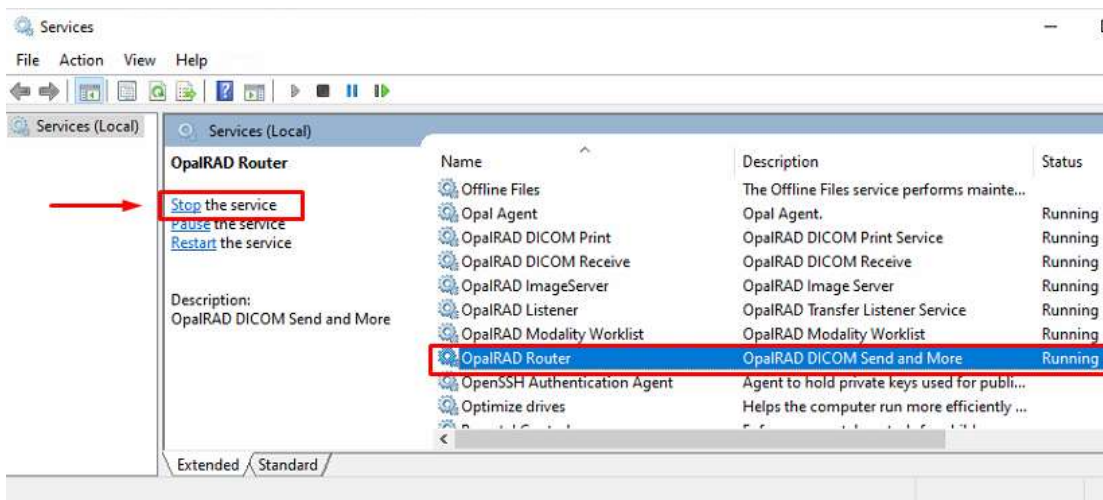5) Click on "Rebuild" and choose 'Yes' to any prompts that appear

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NOTE: If rebuild fail during the process you might need to manually stop opal router service

A= Open "Services app" on opal server pc. Link on task bar or use windows search
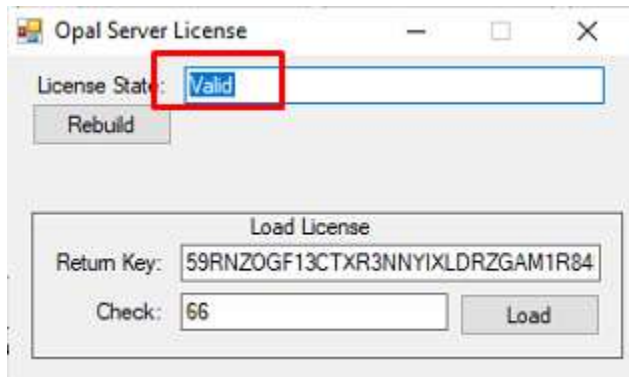

B= Stop OpalRad Router service

6) Repeat Step 5

7) When license rebuild is complete you should see the following

8) Start opalRad router via "services"

If you continue to see Error of Invalid or still can not login into OPALRAD Study list or web portal please call 20/20 Support for assistance @ 866-734-6234 opt 1