Issue: Users are unable to log in to Opal-RAD due to an “Invalid License” error. Example: “License is Invalid. Please contact your Vendor.”

Cause: Windows™ Update affecting .NET Framework and/or Windows Management Instrumentation (WMI). See for example Microsoft™ KB2937610 & KB2943357 and possibly others.

Solution: A: Rebuild the Opal License via OpalAdmin.exe

1. Stop all Opal services
   a. Click Start
   b. Click Run
   c. Enter “services.msc” (without quotes) and click “OK”
   d. Select each service with “Opal” in the name
   e. Click “Stop”
2. Launch OpalAdmin
3. Log in with User siteadmin and Password 123456789

Alternatively, any user account with Admin-level access to Opal-RAD may be used to log in to OpalAdmin with their credentials

   a. Click “License”
   b. Click “Rebuild” (If errors appear at this step, see “B” below)
4. Restart all Opal Services
   a. Select each service with “Opal” in the name
   b. Click “Start”

B: If errors still occur:

1. Download the OpalAdmin “No Checks” version from:
   a. ftp://12.70.252.178/Opal-RAD/OtherFiles/opalAdmin_nochecks.exe
2. Repeat steps 1 through 4 above using the “No Checks” version

C: If errors still occur (especially related to an "open" state or ".NET System.IO.FileLoad" error):

1. Close OpalAdmin
2. Stop the World Wide Web and all SQL services
3. Restart ONLY the SQL Server service alone
4. Open OpalAdmin.exe
5. Click “License”
6. Click “Rebuild”
7. Restart the SQL, IIS, and Opal services once more.

If issue is still unresolved or new errors appear, please contact 20/20 Imaging Support at 1-866-734-6234 option 1, or use your normal number for Support.