

**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](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.