



829 Virginia Rd. Ste A – Crystal Lake, IL 60014

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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) & Microsoft™ .NET Framework. See for example Microsoft™ KB4014981 and possibly others.

Resolution: Rebuild the Opal License via OpalAdmin.exe & update the ASP.NET registry setting

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”

5. Run ASP4.6FIX.reg file (can be acquired from 20/20 Imaging Support)

It is recommended to keep Windows Automatic Updated DISABLED*, as they should be run manually on a scheduled basis by your IT Personnel.

*Microsoft Windows Updates should always be kept up to date.

Sincerely,

20/20 Imaging, a division of Konica Minolta Medical Imaging
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