

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





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



Opal	Auto Validate	Reports	Study Status Cng
- nis	Fax Email	ReRun AltSpelling	Sys Codes
	Fax Central	Report to PDF	Session Mgr
	Opal HL7 Manager	Opal Services	UserViewerSetting
	License	Space Management	Version
	Opal Options	Store Dictation	xferObject
	Signature	StudyLock	
stem Checks: Process Done.	1		,
Sansica	OpalBU		

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

License State: Error Rebuild A .NET Framework error occurred during Load License Return Key: Check: Load	🖶 Opal Server I	License	_		\times
Load License Return Key: Check: Load Load	License State: Rebuild	Error A .NET Framework	c error occur	red during	
	Return Key: Check:	Load Licens	;e	Load	

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



🖳 Opal Server	License —	×
License State:	Error	
Rebuild	A .NET Framework error occurred during	
+		
	Load License	
Return Key:		
Check:	Load	

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



20/20 Imaging, a division of Konica Minolta Healthcare Americas, Inc. © 2017 Konica Minolta, Inc. All Right Reserved. 819 Virginia Rd. Ste. A – Crystal Lake, IL 60014 866-734-6234 ext. 1 – support@2020imaging.net



- 6) Repeat Step 5
- 7) When license rebuild is complete you should see the following

icense State:	Valid		
Rebuild			
	Load License		
Return Key:	Load License 59RNZOGF13CTXR	BNNYIXLE	RZGAM1R8

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