

# SUPPORT-SOLUTIONS

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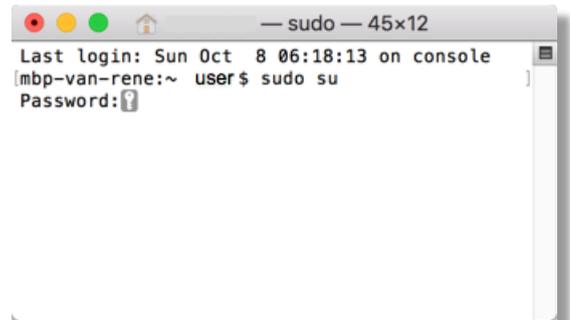
## If error in languages in Synthesis

(if 2.0.33 version or higher)

close RadarOpus, delete file **Config/radaropis.ini**  
make a copy of file **radaropus\_original.ini**  
calling it: **radaropus.ini**

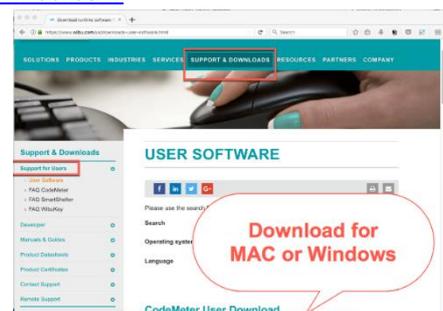
## MAC High Sierra 10.13 - Solution for startup error

1. Download the file: **createRadarUser.sh.zip**  
(Dutch = Hulpprogramma's)
2. **Save it in (or copy it to) Applications\RadarOpus**
3. Dubbel click to **unzip the file**.
4. From the **Dock**, go to **Applications**, then **Utilities**,
5. and then start **Terminal app**  
(Dutch = Terminal)
6. Type **sudo su** <enter>
7. type your mac password <enter>  
(it will appear as if nothing is typed)
8. Type: **cd /Applications/RadarOpus**<enter>  
(attention, a space after cd)  
(attention: if you use copy/paste, do not add any space at the end)
7. Type: **./createRadarUser.sh** <enter>  
(attention: it starts with a . {dot})
9. Exit Terminal App
10. do a full restart of your Mac.
11. Start RadarOpus

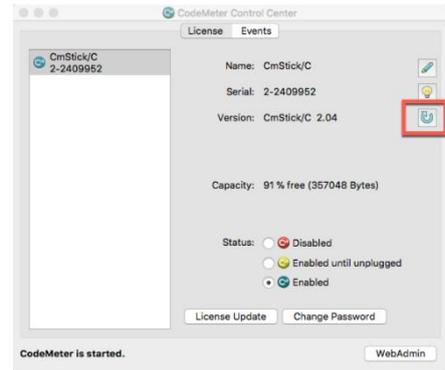


If this still does not work:

11. Download the most recent Codemeter software. Go to. [www.wibu.com](http://www.wibu.com)
12. Select: **Support and downloads**
13. Then: Support for users
- 14: Select the correct Download for Mac.  
**CodeMeter User Runtime for OS X / macOS**
15. After installing, go to Applications, and start the **CodeMeter.app**



16. Click on the **Circle button**, to update the firmware on the key.



Attention:

**If a very old version, like 1.38, then it is better to do a full clean install immediately with 2.0.x** (example support: RadarOpus had never been updated higher than 1.38 which is why it could not work on High Sierra: delete the program, download 2.0.35 osx dmg and reinstalled. Then restore the backup)

If RadarOpus still does not start, please contact technical support via this website, and create a technical support request (ticket):

<http://www.archibel.com/archibel-contact.html>

Then see on this page this link:

Support contact Archibel

[Contact the support department using our Ticketing System](#)

## live update + full installer: 2.0.35 download link

Go to [www.RadarOpus.com](http://www.RadarOpus.com)

Then in the menu click on Download

At the lower right select DOWNLOAD RADAROPUS 2.0

In the sect you can select the updates

- The Live update 2.0.35 Mac (to be installed on top of a 1.40, 1.41, 1.42, 1.43)
- The Live update 2.0.35 for Windows (to be installed on top of a 1.40, 1.41, 1.42, 1.43)

In the text you can also find the Full Installer files

- The are to be used for a full clean new installation, if no older version is already installed.

Opus slowness after installation (sometimes can happen with an older v 2.0.xx)

Please save the attached file **112.2.00.VACUUM.sql** in the **C:\RadarOpus\Data\Update** folder.

In the RadarOpus menu, click on **Tools** - Database management - **Update from a file** and browse for the file **112.2.00.VACUUM.sql** in the C:\RadarOpus\Data\Update folder.  
Click on Start update.

Two or three languages in Synthesis, which cannot be reset to show only one language

Windows: Go on (C:) to the **\RadarOpus\Config** folder on (C:)  
Mac: in Applications **RadarOpus\Config**  
and delete the **default.session** and **radaropus.ini** files

Save the attached **radaropus.ini** file in \RadarOpus\Config folder on (C:) or in Applications  
(Ask for a clean radaropus.ini file)



(internal: one could try first: [RepertoryLanguage] section in RadarOpus.ini)

Solution missing Dutch Boericke - to add

(Not needed anymore for the new RadarOpus 2.0.35)

|  |                 |
|--|-----------------|
| 108.2.00.Updatefamperelem-615-635-6.sql.done                         | 26/05/2017 13:2 |
| 108.2.00.Updatefamperelem-615-635-6.sql.log                          | 26/10/2017 13:1 |
| 109.2.00.705_firstaidFull.sql.done                                   | 06/09/2017 13:4 |
| 109.2.00.705_firstaidFull.sql.log                                    | 26/10/2017 13:1 |
| <input checked="" type="checkbox"/> 110.2.00.br5.nl_encrypt.sql.done | 07/02/2017 11:3 |
| 110.2.00.br5.nl_encrypt.sql.log                                      | 26/10/2017 13:1 |
| 111.2.00.authorONNE.sql.done   | 09/10/2017 12:1 |
| 111.2.00.authorONNE.sql.log  | 26/10/2017 13:1 |
| 112.2.00.one1_encrypt_171006.sql.done                                | 09/10/2017 12:1 |
| 112.2.00.one1_encrypt_171006.sql.log                                 | 26/10/2017 13:1 |
| 113.2.00.sj15_encrypt_171003.sql.done                                | 09/10/2017 12:1 |
| 113.2.00.sj15_encrypt_171003.sql.log                                 | 26/10/2017 13:1 |
| 114.2.00.nl14_encrypt_170214.sql.done                                | 09/10/2017 12:1 |
| 114.2.00.nl14_encrypt_170214.sql.log                                 | 26/10/2017 13:1 |
| <input checked="" type="checkbox"/> 115.2.00.LastUpdate.sql.done     | 20/10/2017 18:2 |
| 115.2.00.LastUpdate.sql.log  | 26/10/2017 13:1 |
| 116.2.00.Besday>All.sql.done   | 27/02/2017 15:1 |

Sometimes only the last file is needed: **115** file only: **LastUpdate.sql**  
 if the user has 2 files, one: **.log**  
 and the other **.sql.done** → rename the **.sql.done** in **.sql**  
 and run it.

If this does not work, also try the other file:

- **10.2.00.br5\_encrypt.sql**
- **115.2.00.lastUpdate.sql**