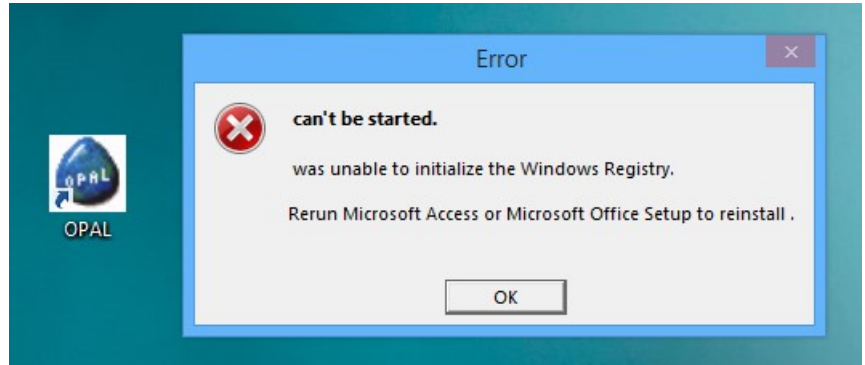# OPAL Help   quick and simple!

Error message

If used in co-operation with Microsoft Office, upon starting **OPAL** the error message «**can't be started**» may occur (see the picture above). If this error occurs, OPAL must be started as described in the solution below. The error occurs only in some specific situations.

Cause:

This error is usually caused by the versions Microsoft Office 2007, Office 2010, Office 2013 respectively by Microsoft Access 2007, Access 2010, Access 2013. The error can be triggered by using these products as well as by installing automatic updates for these products and causes erroneous entries in the Windows Registry. The error had been corrected in Microsoft Office 2016 and Microsoft Access 2016 for most situations and occurs only very seldom.

Solution:

The solution of this error is simple:

1. Close the error message
    «**can't be started**» with a
    click on the button **[OK]**
    (see the picture above).

2. With the right mouse-button click
    onto the Desktop-Icon **OPAL**,
    to display the context menu
    (see the picture at the right).

3. In the context menu select the
    function «**Run as Administrator**»,
    to start OPAL.
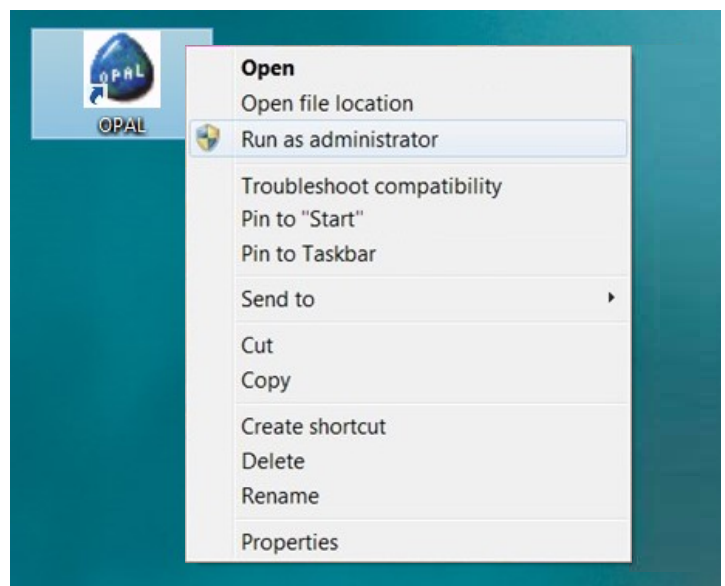
    If you are not an administrator for your computer (for Microsoft Windows), you will be prompted to enter the password of the Windows Administrator. If needed please ask your administrator. If you are an administrator, you can open the 'Properties' from the context menu and on the page 'Compatibility' set the option «Run this program as Administrator» permanently.

This solution is valid for all versions of OPAL and must be done on each computer, on which this error occurs. Thereby the error will be corrected automatically and OPAL will be started. Thereafter you can start OPAL normally again. We are glad to assist, if you have additional questions.