Troubleshooting - Error 8, 13, 18 or error validating license

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Overview

When opening TDO and you get any of the following errors, follow the instructions below.

Invalid LF handle error 18

Error 13 Wrong Password

Error 8 cannot read file

Error validating license

Detailed Instructions

Note: If you have any of these errors, please check the C Drive for available space before reinstalling TDO. Your IT will need to make space on the C drive if there is not enough room to reinstall TDO.

1. Delete **C:\Program Files\TDOffice\tdo.lf** (or on a 64 bit machine **C:\Program Files (x86)\TDOffice\tdo.lf**).
2. Reinstall TDO (Click HERE for instructions on installing TDO).
3. Call TDO Tech Support at (858) 558-3696 to have the application unlocked.

tdo.lf

tdo.lf can error due to antivirus software, drive issues or hardware changes. Please have the C drive checked by an IT to see if it is healthy.

Online URL: https://kb.tdo4endo.com/article.php?id=38