

How to fix RTB (Real Time Benefits) Error

708 [TDO KB](#) October 11, 2023 [Troubleshooting](#) 6.35K

Overview

Due to recent privacy updates to Dental Exchange, some users have experienced an error when using the Real-Time Benefits (RTB) button on the patient Insurance page. This article will explain how to resolve that error.

Detailed instructions

Note

This fix is only required for version 12.257b and below, and will need to be re-run each time you re-install TDO. The fix will be included in build 12.257b and higher.

Make sure that the user logged in to Windows has administrator permissions.

1. [Click here to download the file](#)
2. Apply the fix on the computers you are using with RTB. TDO will need to be closed on this computer before you run the fix
3. If you get a message saying "This program might not have installed correctly" click "This program installed correctly"

Online URL: <https://kb.tdo4endo.com/article.php?id=708>