

XDR - Windows 2004 and 20H2 - integration

849 [TDO KB](#) November 20, 2025 [Radiography](#), [Troubleshooting](#) 10.45K

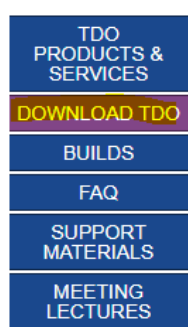
Overview

There have been issues with XDR sensors having images disappear right after they are acquired. There is a patch needs to be applied on both Windows version 2004 and version 20H2.

NOTE: As of 10/13/2021, a Windows Update was released for Windows 10 version 21H1 that causes this issue to reappear. The update number is KB5006670. If you have this update installed, have your IT uninstall this update and follow the steps below. We are working to resolve the issue caused by this update. We also recommend **pausing Windows Updates** until we can provide a more permanent solution.

Detailed Instructions

- Login to tdo4endo.com
- After logging in, select "Download TDO" from the menu on the left side of the website.



Download Software

Version Disclaimers

VERSION 12 DISCLAIMER - ACCEPTED

- Available on this page are all necessary files needed to install TDO software.
- These downloads are the responsibility of the IT Professional and Doctor. If you have any questions about installing any of these files, please contact TDO Technical Support at [\(858\) 558-3696](tel:858-558-3696).

- Locate the section titled "XDR".
 - **XDRPatch.exe**

SQL 2016 Installers

[Readme.txt](#)

[SQL2016ExpressX64.exe](#)

[SQLSSMS.exe](#)

Vantiv Credit Card Services

[P400.zip](#)

[SetupWorldPayP400.exe](#)

[SetupWorldPayVX805.exe](#)

XDR

[XDRPatch.exe](#)

- Download **XDRPatch.exe** and make sure to save it to your TDO Builds folder so that it will be accessible for all computers in your office.
- Run the patch on all workstations using the XDR device and Windows versions 2004 and version 20H2.

[SetupWorldPayP400.exe](#)

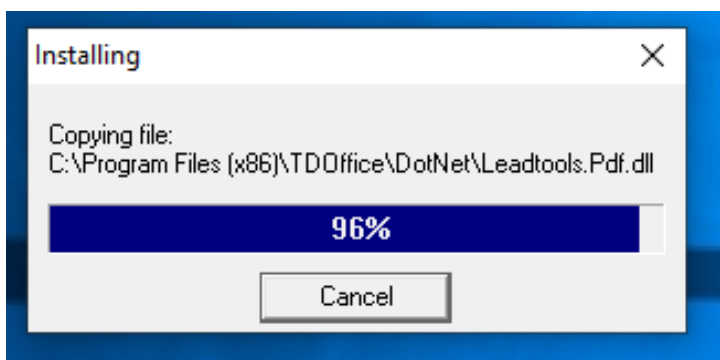
[SetupWorldPayVX805.exe](#)

 XDR

[XDRPatch.exe](#)

 XDRPatch.exe

- You may need to authorize the download depending on your computer's security settings.
- Close out of TDO completely.
- Run the **XDRPatch.exe**. The program will run and complete quickly, which will resolve the issue on the computer.



- Run TDO Autofix and test the sensor.

These steps will need to be followed on any computer using XDR sensors.

NOTE: If your office has multiple operatories that use XDR, copy the **XDRPatch.exe** that was

downloaded to your **TDOBuilds** folder located on your TDO mapped drive, and run it for each workstation from the mapped drive.

Online URL: <https://kb.tdo4endo.com/article.php?id=849>