

If you are getting "The maximum user limit * has been reached for Opera 3 / Opera II" Message whilst logging into XRL, shown below:



It is possibly due to a crash in Excel while a user was logged into XRL, and the user is now stuck and needs clearing.

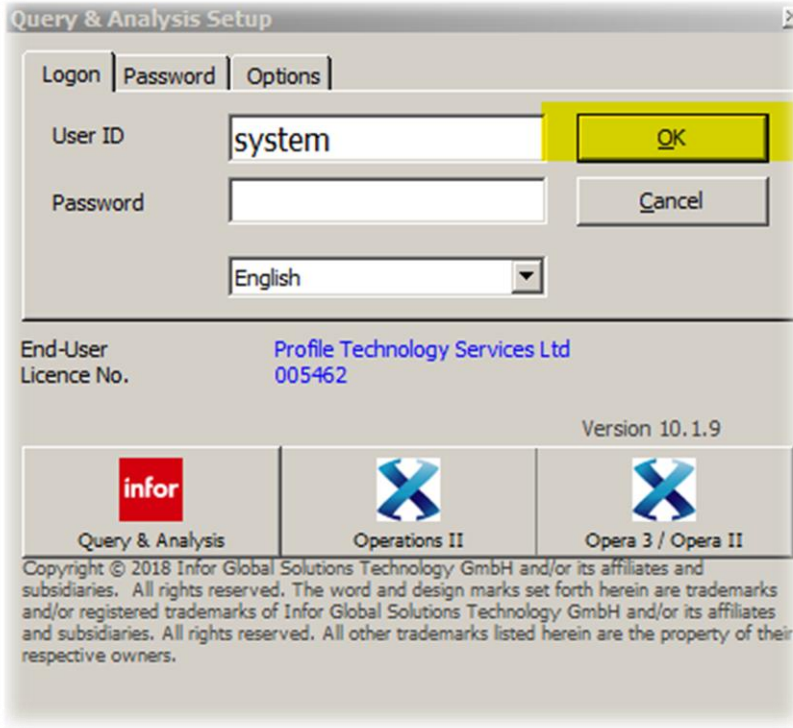
To do this:

NOTE: make sure Excel is closed on your machine first, then click the start button on your keyboard and type setup. This should appear to select from in the list:

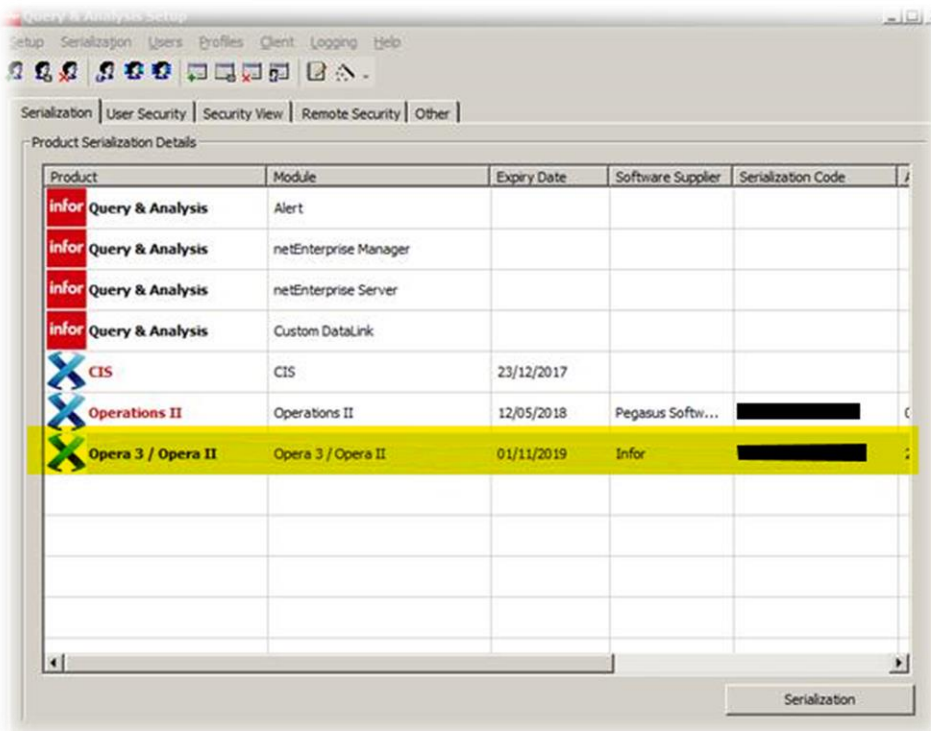


Select it and click OK on the next screen.

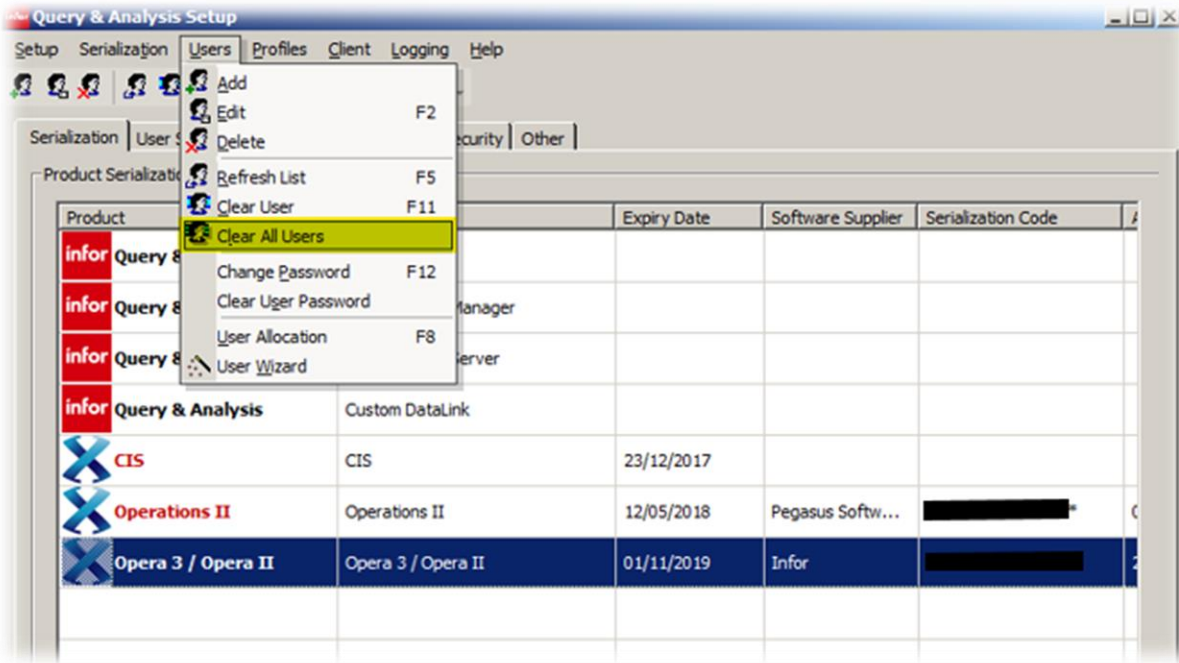
(NOTE: when selecting this you may be asked for an admin user and password. If so, you will need IT to help)



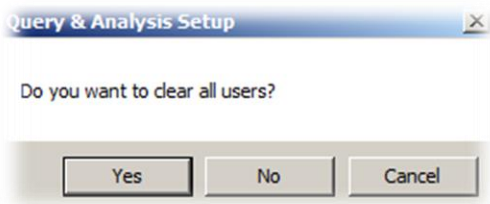
On the next screen highlight the Opera 3 / Opera II, as below:



Then click the Users drop down and select Clear All Users:



Click Yes.



Then close that form via the X top right and try XRL again.