

#### **KB2018-01:** Updating **THE OPC** server fails with Access Denied

On some systems, after installing Microsoft update KB4056892, the Cyberlogic OPC Server Configuration editor and the OPC Client may fail to connect to OPC servers.

This article explains how to correct these issues on those systems.

### **Applies To:**

This article applies to all versions of the Cyberlogic OPC Server suites running on Windows 10 Version 1709.

#### **Issues:**

When COM-based OPC servers and clients connect, the COM/DCOM security settings in each process must be compatible. The security settings can be explicitly set for each application, or the system-wide settings can be used. Cyberlogic's OPC products allow the user to select from two well-defined settings or to use the system-wide settings. By default, the Cyberlogic OPC Server, the OPC Server Configuration editor, and the OPC Client use a low security setting. After installing Microsoft update KB4056892, the low security setting is no longer accepted, and calls between clients and servers fail with the access denied error. The following screen is an example of this failure during a Save and Update operation.



Also, the Cyberlogic OPC Client will fail to find OPC servers when browsing for OPC servers on the local system. The following screen is an example of this error.

	Connect	
Untitled - Cyb File Edit View	Browse for Servers  My Computer No DPC Servers found  Farvire Network  Favorites	Quality
<	Computer Name/IP Address Server Name/CLSID Advanced O OPC DA 1.0 O OPC DA 2.0 O OPC DA 3.0 Connect As User Name	>
Ready	Password	aChange Count
	Lonnect Lancel	

## **Resolution:**

The solution to this problem is to select a higher security setting. The setting for the Cyberlogic OPC Server and the OPC Server Configuration editor is set in the options dialog of the configuration editor. The OPC Client has a similar setting. To modify the settings for the configuration editor and the OPC Server, follow **Procedure 1** below. To modify the settings for the OPC Client, follow **Procedure 2** below.

### Procedure 1:

The following procedure describes the steps to modify the security settings for the Cyberlogic OPC Server Configuration editor and the OPC Server:

1. Start the OPC Server Configuration editor.

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MBX Sample Configuration.mdb - Cyberl	- 0	×	
Address Space Conversions Conversions Alarm Definitions Alarm Definitions Network Connections Database Operations OPC Crosslinks	Name MBX OPC Server Features Sample Plant Configuration	Simulate Yes Yes	Descriptio This is not This show:
Ready	٢	2 Object(s)	>

2. On the main menu, select Tools->Options to bring up the Options dialog.

Options						×
General	Edit	Security	Server Contro	bl		
Comm	Failure \$	Settings				1
In ca: Qualit	se of cor ty''data.	nmunication	n failure, the se	rver reports	s "Bad	
lf this the se Value	box is cl erver rep e''.	necked and orts it to the	d a last known e client with sul	data value ostatus "La	is available, st Known	
Other	Otherwise, it reports no value with substatus "Comm Failure".					
∑ La	atch Last	Known Va	lue			
Data I	Monitor S	ettings				
Updat 100	e Rate n	isec				
		C	K (	Cancel	Help	

3. Select the Security tab.

Options					×
General Edit	Security	Server Contro	ol		
Select the DC connect to.	OM security le	vel to match t	he clients y	ou will	
Low	This is the m OPC servers	ost common s and clients.	etting used	by	
Medium	This setting i and clients.	s used by som	ie OPC serv	vers	
() Custom	Custom This selection allows you to use DCOMCNFG to set the security permissions yourself to accommodate clients that don't use either of the above settings.				
			Launch DC(	DMCNFG	
	0	K	Cancel	Help	

- 4. Select either the Medium or Custom setting. There is more information describing the settings in the help file. You can view the help file by clicking the Help button.
- 5. Click OK to close the dialog and save your settings. If the OPC Server was running, you will be prompted to restart the server. The configuration editor must also be restarted.

# Procedure 2:

The following procedure describes the steps to modify the security settings for the Cyberlogic OPC Client:

1. Start the OPC Client.

🔯 Untitled - Cyberlogic	OPC Client				- 🗆	×
File Edit View Tools	Help					
🗋 🛅 🔚   🌏 🎕 🕼	) 🕂 🖉 🖻	00	0 0 X			
Item ID		Value	Туре	Timestamp	Q	uality
<						>
Time	Event					
<						>
Ready				OnD	ataChange (	Count /

2. On the main menu, select Tools->Options to bring up the Options dialog.

Options		$\times$			
DCOM Security	Flat Address Space Default User				
Select the DCC connect to.	)M security level to match the servers you will				
• Low	This is the most common setting used by OPC servers and clients.				
C Medium	This setting is used by some OPC servers and clients.				
C Custom	Custom This selection allows you to use DCOMCNFG to set the security permissions yourself to accommodate servers that don't use either of the above settings.				
	Launch DCOMCNFG				
ОК	Cancel Apply Help				

3. Select either the Medium or Custom setting. There is more information describing the settings in the help file. You can view the help file by clicking the Help button.

4. Click OK to close the dialog and save your settings. The OPC client must be restarted.

# **Technical Support:**

If you have any questions or problems with this procedure, please contact Cyberlogic's Technical Support group by emailing <u>techsupport@cyberlogic.com</u>, or by calling 248-631-2288.

Cyberlogic's website, <u>www.cyberlogic.com</u>, has information on related products, news, software downloads and contact information.

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