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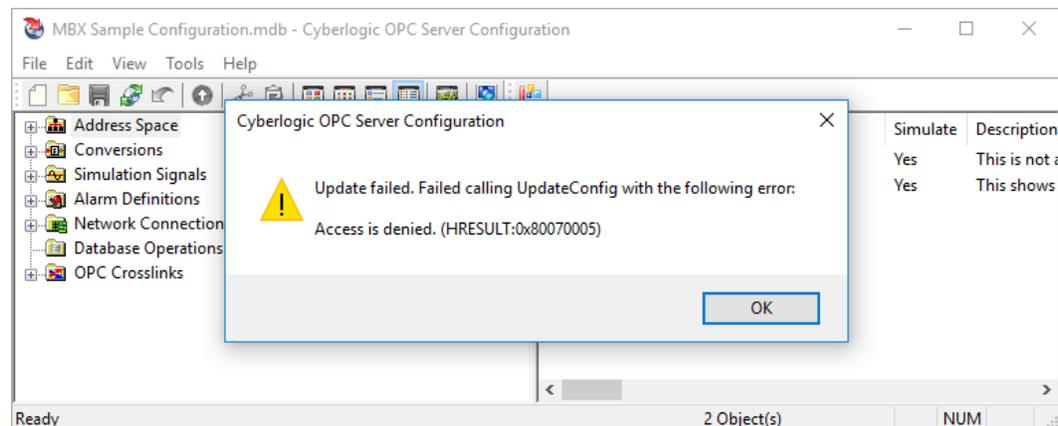
Also, the Cyberlogic OPC Client will fail to find OPC servers when browsing for OPC servers on the local system. The following screen is an example of this error.
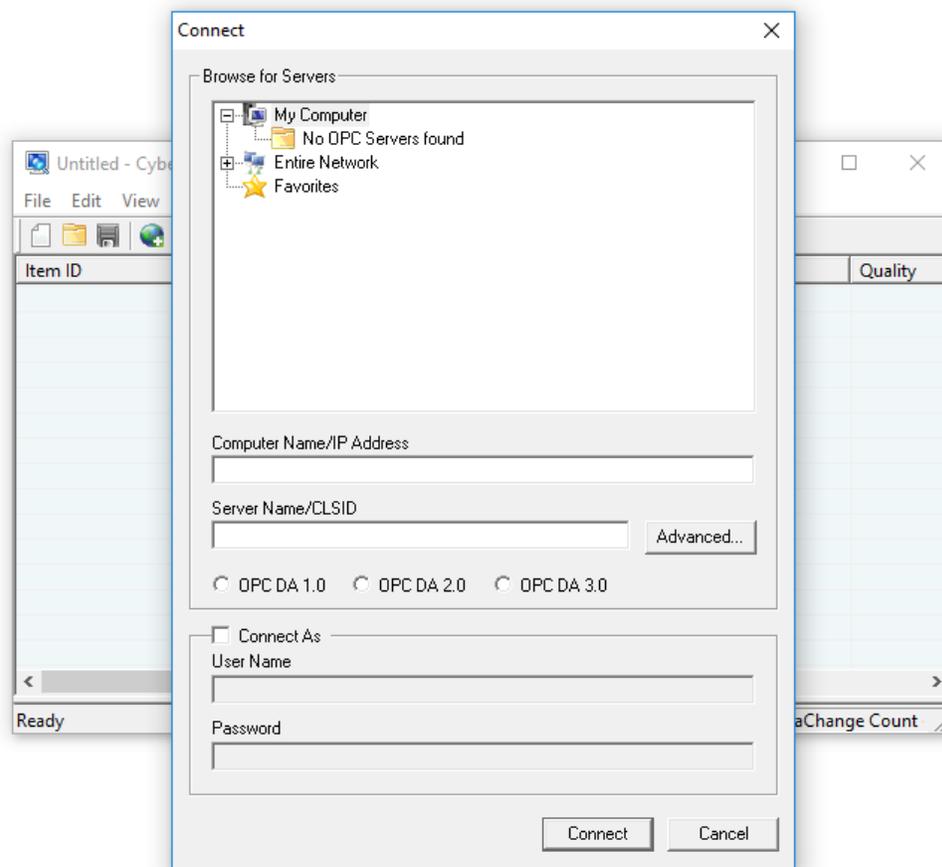
Resolution:

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.
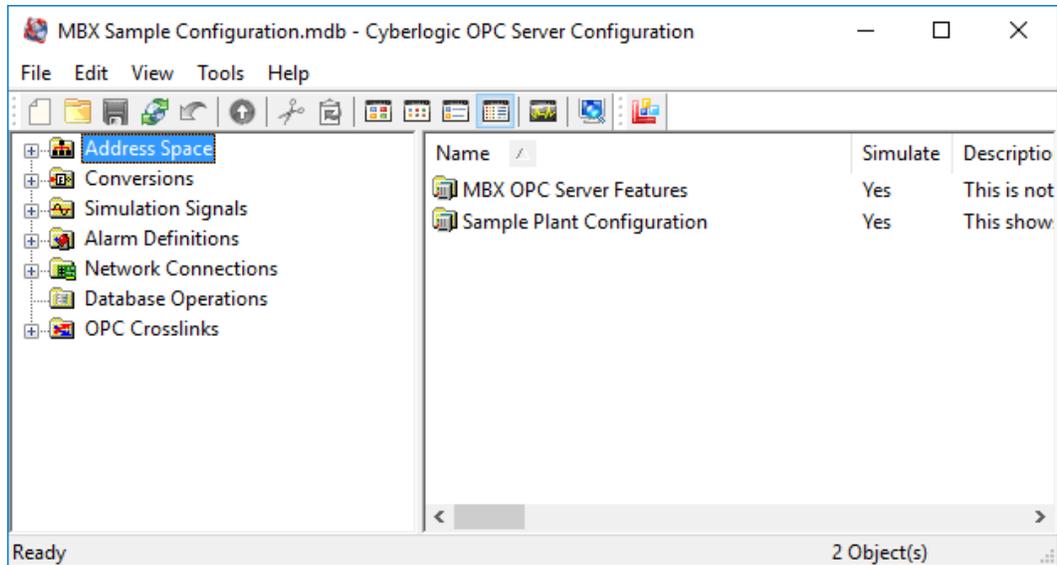
2. On the main menu, select Tools->Options to bring up the Options dialog.
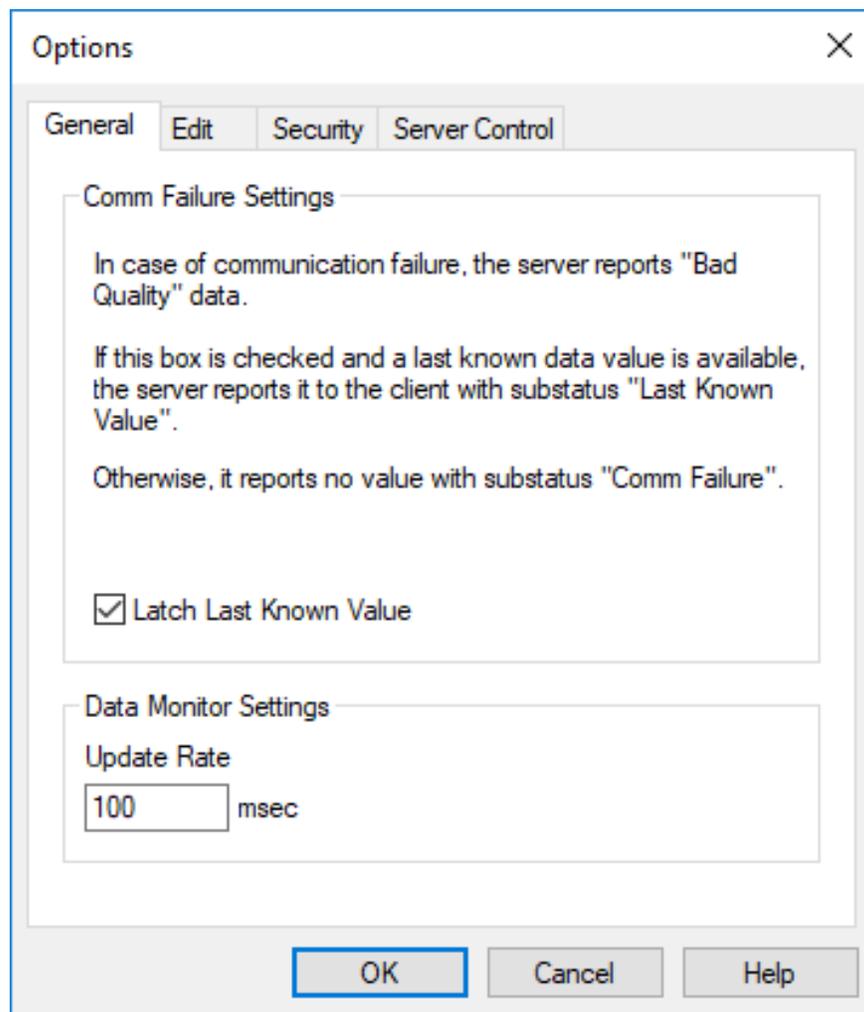
3. Select the Security tab.
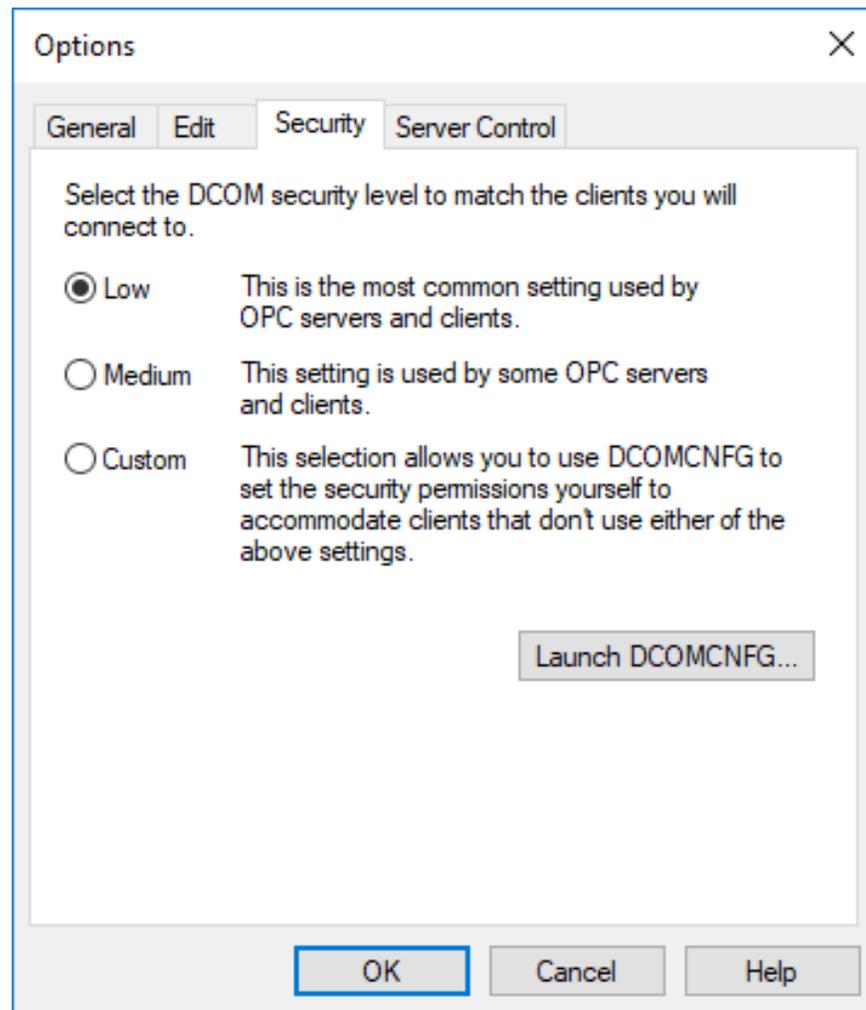
4. Select either the Medium or Custom setting. There is more information describing the settings in the help file. You can view the help file by clicking the Help button.

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.
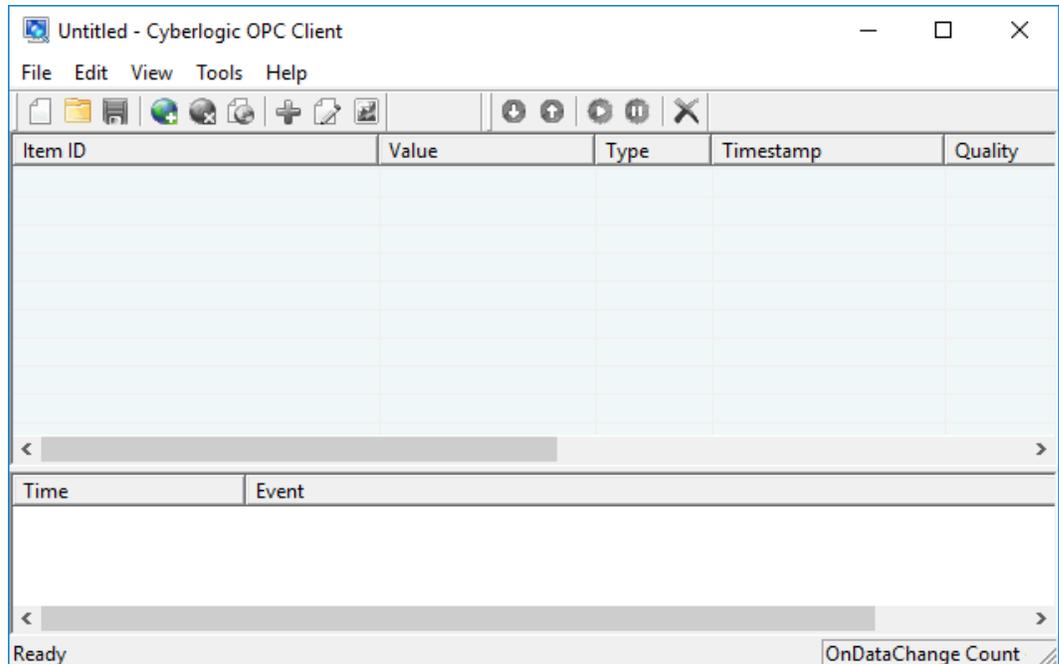
2. On the main menu, select Tools->Options to bring up the Options dialog.
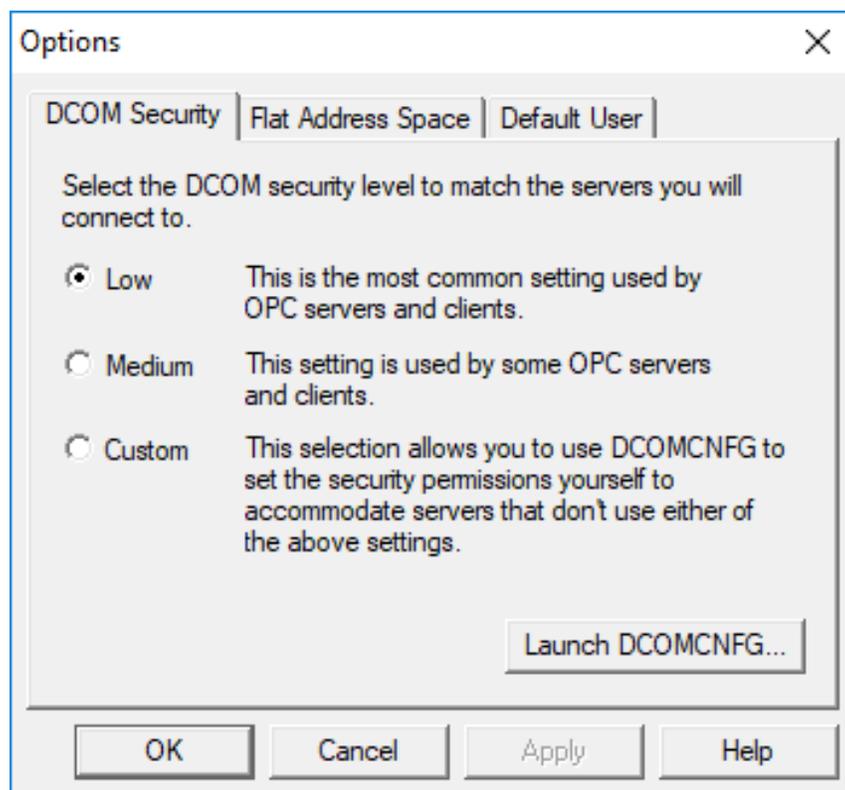
3. Select either the Medium or Custom setting. There is more information describing the settings in the help file. You can view the help file by clicking the Help button.

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 techsupport@cyberlogic.com, or by calling 248-631-2288.

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

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