

Problem with QuickOPC

ReadItemValue() hangs

1. What we do

We use Microsoft Access 2013 to read certain OPC Values from a remote PC.

2. Problem

The OPC Value read worked in in our Laboratory. Now the OPC read does not work, it hangs and then timeouts after a while.

The Laboratory setup was set up as a Workgroup. The actual system was setup from scratch and now has a domain.

The line of code is in VBA:

```
Call EasyDAClient.ReadItemValue("HPSAS020", "██████████\AfwOpcDASurrogate.1", _  
"10CGJ01DP010_XD90:.Value")
```

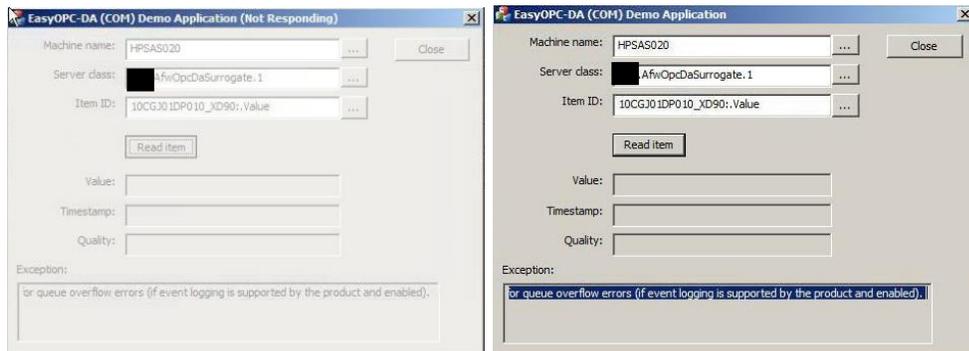
Effect:

Hangs very long (>25s) and reads no value but produces a timeout error.

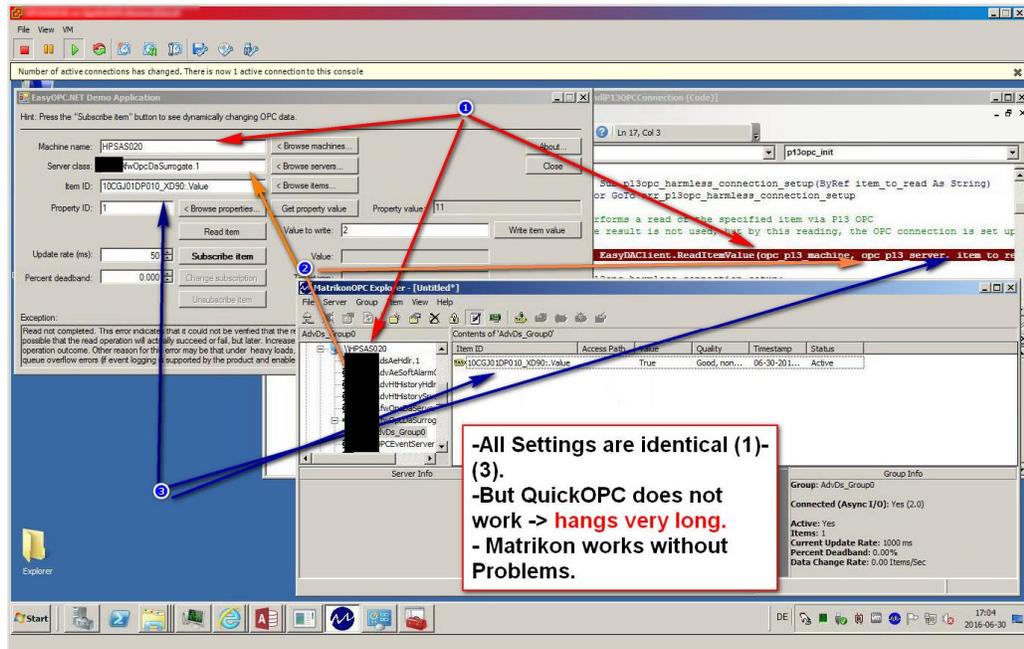
The error is:

```
opcLabs.EasyopcRaw.oataAccess.RawEasyoAclient: Read not completed. This error  
indicates that it could not be verified that the requested read operation was  
completed during the timeout period. It is possible that the read operation will  
actually succeed or fail, but later. Increase the timeout period if you want to  
obtain positive or negative indication of the operation outcome. other reason for  
this error may be that under heavy loads, topic request or response queue is  
overflowing. check the event log for queue overflow errors (if event logging is  
supported by the product and enabled).
```

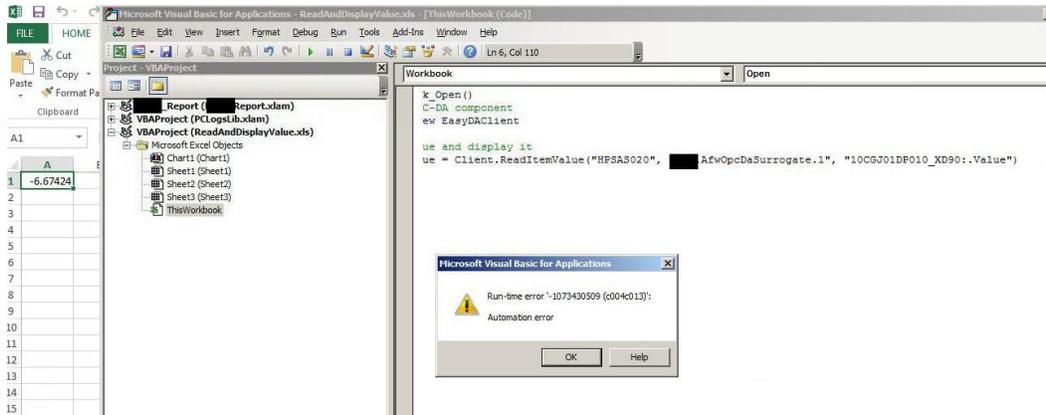
Same problem occurs with EasyOP.NET Demo Application and EasyOPC-DA (COM) Demo Application.



With MatrikonOPC Explorer it works, however:

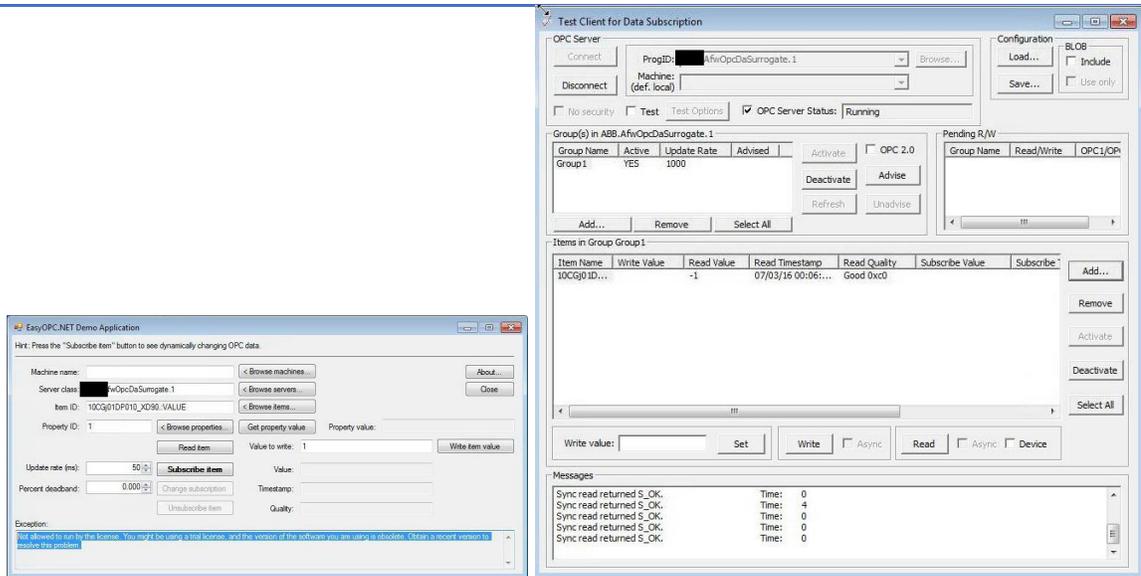


Excel pops up with a Run-Time-Error with same settings.



All Tools use same settings (1-3).

On the Server HOME the data is also readable (can't use QuickOPC due I would have to install License Manager – see chapter 4):



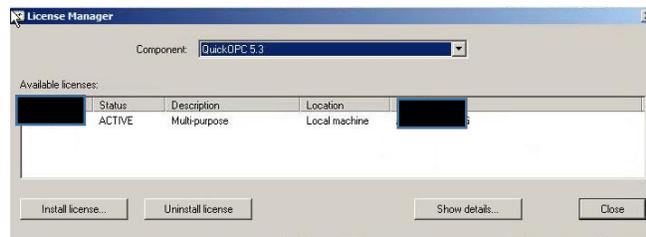
3. Details

- Accessing PC: HPSAS018
- Remote PC: HPSAS020
- Network: Domain System
- Operating System: Windows 2008 R2 SP1
- Network: PC's have same IP range and network mask.
Ping is possible.
IPv4 only, IPv6 is disabled.
Network Card order is first.
- DCOM: DCOM settings seem to be OK
- Firewall: Firewall is turned off
- EasyOPC Version: 5.35.442.1 (probably! Info taken from FileVersion of OpcLabs.BaseLib.dll)
- OpcEnum: Started on both Server and Client

Event Logs: Both, client and server show no events in System-, Security- or Application-Log.

OPC logs of Server: Server Logs are not so easy to read, but show no access.

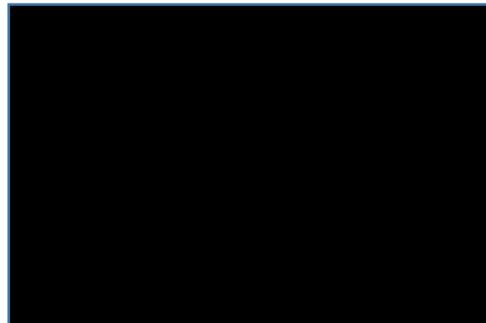
License: (next one that's difficult to know what actually valid information)
Key-Permanent-WebForm-[REDACTED].zip



Original Technical Responsible:

[REDACTED] (I took over 1. June 2016)

Delivery Address:



4. Additional Information

The system is in a high security area. That makes it very difficult to get tools on one of the PC's. Also it is difficult to install some tools that are not verified and approved by a committee.
