Troubleshooting OPC Connections

Overview

XLReporter supports connections to OPC server type data sources such as RSLinx Classic, iFIX OPC, InTouch OPC and DeltaV OPC. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.

Common Issues

Remote Connectivity

If **XLReporter** is not installed on the same machine as the OPC DA Server, the **XLReporter** machine must have the OPC Core Components installed.

To determine if the core components are installed, verify the following file exists:

- 64 - bit OS C:\Windows\SysWow64\OPCEnum.exe
- 32 - bit OS C:\Windows\system32\OPCEnum.exe

If the components are not installed, then they are provided in the XLReporter installation folder under _repairtools\OPC_. Alternatively, these can be downloaded from www.opcfoundation.org.
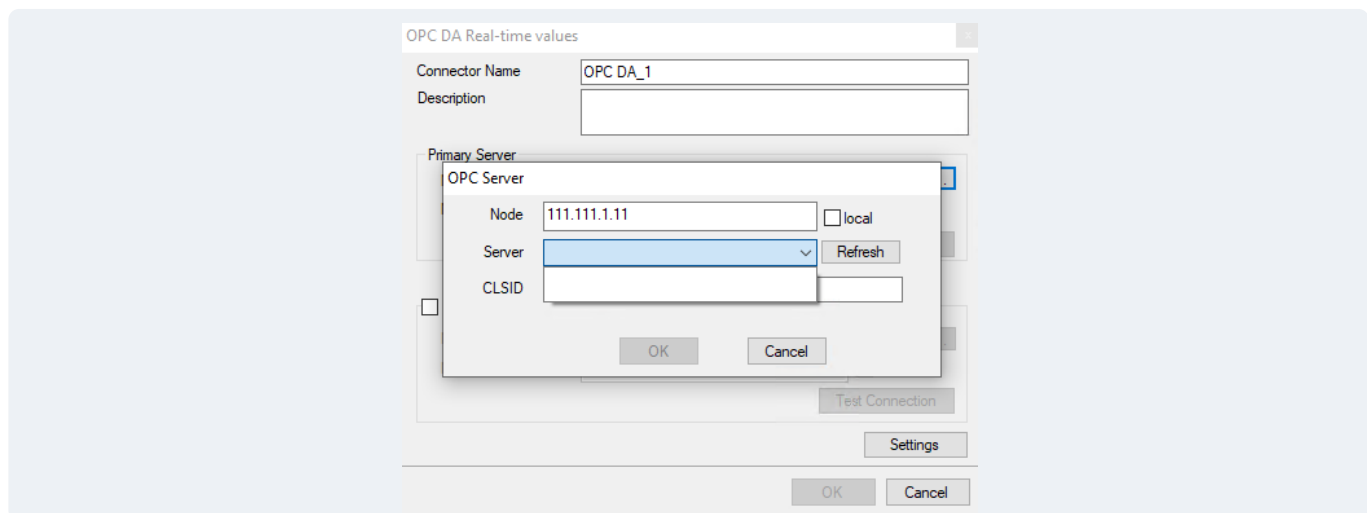
In order to connect to an OPC DA server remotely, both the machine where the server is running and the machine where the client is running must have matching Windows user accounts and the client must be logged in with a matching account.

In addition, on the machine with the OPC DA server, certain DCOM settings must be enabled. For details on what DCOM settings to enable, see OPC and DCOM 5 things you need to know.

If the Windows Firewall is enabled on the machine where the OPC DA server is running, TCP Port 135 must be opened in order for remote clients to connect.

Unable to See OPC server

When attempting to connect to the OPC server in your XLReporter Data Connectors, no OPC server is listed in the dropdown list.

This can be cause by a communication issue between the server and XLReporter. Communication between the OPC server and an OPC client must be verified. If an OPC client is not provided with the server, an independent OPC client is available for download from the SmartSights website.

If the problem is reflected in the Sample Client, then contact the OPC server supplier for help with troubleshooting as this issue is now outside of XLReporter.

Unable to Browse Tags

This can be caused by a communication issue between the server and XLReporter. Communication between the OPC server and an OPC client must be verified. Some OPC Server vendors like Kepware and Rockwell Automation provide OPC clients with their servers, which can be used to validate the communication when available.

If an OPC client is not provided with the server, an independent OPC client is available for download from the SmartSights website.

Download the OPC DA sample client to troubleshoot issues with real-time OPC servers or the OPC HDA for historical OPC servers. For more information, please reference the following documents:

[Data Connect Using XLReporter with OPC-DA](#)

[Data Connect Using XLReporter with OPC-HDA](#)

Data returned as ???, @@@, or

These symbols indicate an error in retrieving data.

??? - the quality of the value returned from the server is bad.

- the tag specified is not valid.

@@@ - the connection to the data server failed.

If an OPC value has bad quality, it will show in the sample clients. Contact the provider of the OPC server for technical assistance.

If the tag is not valid, attempt re-browsing to the tag. If the tag is not listed in either the XLReporter tag browser or the sample client browser, contact the provider of the OPC server for technical assistance.

Read Method

When connecting to an OPC DA server, the **Read Method** setting found in the Data Connector can be specified as either *device* (default) or *cache*. If you are experiencing issues with either read method such as !!!, @@@, or ### being returned instead of the expected values, switching to the other may correct the issue.