# Troubleshooting RSLinx Connections

Overview

XLReporter supports connections to the RSLinx Classic data sources that provide an OPC server. RSLinx Classic Lite and Enterprise editions are not supported. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.

Common Issues

OPC Server not Listed for Connection

When initially configuring the connection to RSLinx Classic, the OPC server may not display.
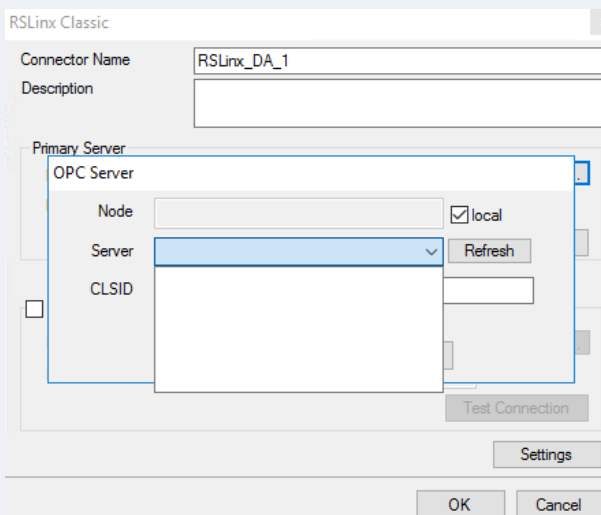

This can be caused by a communication issue between the server and XLReporter. Communication between the OPC server and an OPC client must be verified.

Communication between RSLinx and the PLC can be verified using the OPC Test Client provided by Rockwell Software.

From the **Rockwell Software** program group, **RSLinx, Tools** and select the **OPC Test Client**. This client will validate the communication and verify that RSLinx is capable of exchanging data with XLReporter.
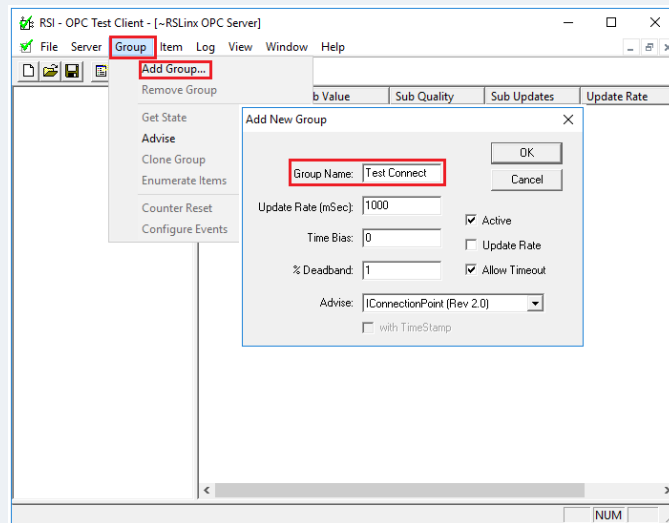
Select **Server, Connect** to open the **Select an OPC Server** window.

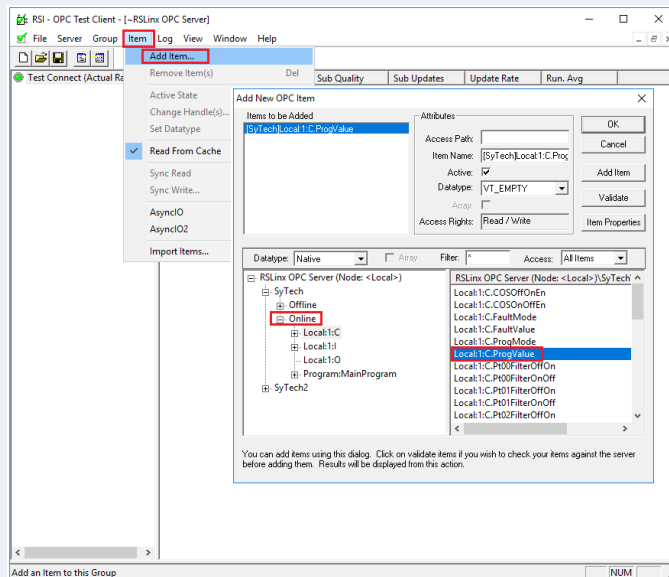- Choose *RSLinx OPC Server* and click **OK**.
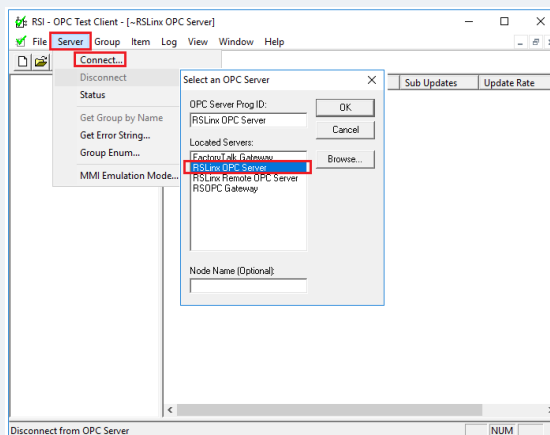
Select **Group, Add Group**.

- Enter a **Group Name** and click **OK**.

Select **Item**, **Add Item** to open the **Add New OPC Item** window.

- Select a tag by navigating in the lower left list, selecting a tag on the lower right list, and clicking **Add Item**.

- Click **OK** to return to the **OPC Test Client** window.

All of the selected tags appear along with their real-time values, type, quality, and timestamp.

If the client does not respond as described, contact Rockwell Automation technical support to troubleshoot and correct these issues.

If the OPC Test Client cannot be found on the system, an independent OPC client is available for download on 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.

Cannot Browse Tags

This can be caused by a communication issue between the server and XLReporter. As with the first common issue, communication between the RSLinx OPC server and an OPC client must be verified.

Perform the steps detailed in the issue above. If the tags are not browsable in the Rockwell OPC Test client or in the Sample Client, contact Rockwell Technical Support in order to troubleshoot this issue.

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 the RSLinx OPC value has bad quality, it will show in the Rockwell OPC Test Client or sample clients. Contact Rockwell Technical Support for 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 Rockwell Technical Support for assistance.

For issues with connections to the data server see the first common issue in this document.