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).

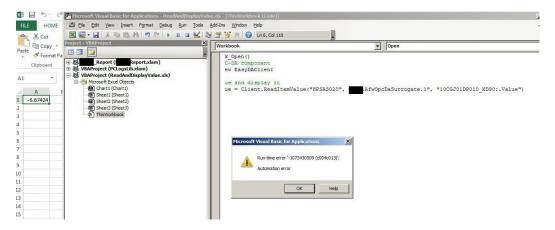
Same problem occurs with EasyOP.NET Demo Application and EasyOPC-DA (COM) Demo Application.

EasyOPC-DA (CO	M) Demo Application (Not Respondin	g)		×	🛃 EasyOPC-DA (CO	M) Demo Application		
Machine name:	HPSAS020		Close		Machine name:	HPSAS020		Close
Server dass:	AfwOpcDaSurrogate, 1	***			Server class:	AfwOpcDaSurrogate. 1]	
Item ID:	10CG301DP010_XD90:.Value				Item ID:	10CGJ01DP010_XD90:.Value]	
	Read item					Read item		
Value:					Value:			
Timestamp:	-	-			Timestamp:			
Quality:		-			Quality:			
Exception:					Exception:			
	, errors (if event logging is supported by the p	roduct and e	enabled).		and the second se	rrors (if event logging is supported by	the product and e	enabled).

With MatrikonOPC Explorer it works, however:

File View VM			
Number of active connections has changed. There is now 1 activ	ve connection to this console		×
EasyOPC.NET Demo Application		_EX idlP130PCConnection (Code)]	<u>_ 0 </u>
Hint: Press the "Subscribe item" button to see dynamically changing	g OPC data.	0 Ln 17, Col 3	_ 6 >
Machine name: HPSAS020	< Browse machines	About	p13opc_init
Server class: www.www.compcDaSurrogate.1	< Browse servers	Close	
tem ID: 10CGJ01DP010_XD90: Value Property ID: 1 Read tem	Set property value Property value T	or GoTo vr pl3opc_harmless_co	
Update rate (ms): 50 🗄 Subscribe item	Value:	EasyDAClient.ReadItemValue(op	c p13 machine, opc p13 server. item to re
Percent deadband: 0.000 🗄 Change subscription	MatrikonOPC Explorer - [Untitled*]		
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	PCEventServer	-All Settings are identical (1)-	
	Server Info	(3).	Group Info
0		-But QuickOPC does not	Group: AdvDs_Group0
		work -> hangs very long.	Connected (Async I/O): Yes (2.0)
			Active: Yes Items: 1
Explorer		- Matrikon works without Problems.	Current Update Rate: 1000 ms Percent Deadband: 0.00% Data Change Rate: 0.00 Items/Sec
		L	-

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



All Tools use same settings (1-3).

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

			- OPC Server -						Configuratio	n
			Connect	ProgID: Afw	OpcDaSurrogate	1		Browse	Load	BLOB
				Machine:	ropebasarrogate			browsern		
			Disconnect	(def. local)			Ŧ		Save	L Us
			T No security	Test Options	S 🔽 OPC Se	rver Status: R	tunning			
			Group(s) in ABB	AfwOpcDaSurrogate.1				Pending R	R/W	
			Group Name Group 1	Active Update Rate YES 1000	Advised	Activate	_ F OPC 2.0	Group N	Name Read/M	/rite OF
						Deactivate	Advise			
						Refresh	Unadvise	1		
			Add	Remove	Select All	1			m	
			- Items in Group	Group 1						
			Item Name	Write Value Read Va	alue Read Tir	nestamp Re	ead Quality	Subscribe Value	e Subscril	e'
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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 schow 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-

Cor	nponent: QuickOPC 5.3			
enses:	Description	Location		
ACTIVE	Multi-purpose	Local machine	5	

Original Technical Resbonsible:

	(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.