Access Denied Error in Web Framework on Clients

Symptoms

When using Exaquantum/Web or BatchWeb there are some circumstances when an Access Denied error is returned from the Web Server even though live data can be received into say Excel using the Excel Add-in.

Solution

This is due to an inability for the client to write to the Web Servers event log and actually probably masks some other problem. If this happens you should perform the following:

1. Open the registry editor. Use the run facility on the start menu and enter regedit.
2. Locate the key:

    HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog

3. Right-click Eventlog and select the Permissions option. The Permissions for Eventlog dialogue box appears.
4. Click Advanced. The Advanced Security Settings for Eventlog dialogue box appears.
5. In the Name column, double-click the Users group. The Permission Entry for Eventlog dialogue box appears.
6. Select the Set Value and Create Subkey check boxes and click OK.
7. To check the COM permissions, run dcomcnfg and go to the Com Security tab.
8. Each option should have the Everyone group added with local and remote launch rights.

This will now allow the web application to log the error in the event log and will not display the error in the browser. The reason why the application was attempting to write to the event log, however, may still need to be resolved. You should therefore check the event log for further information on the problem.

Long Term Solution

This was fixed in R2.50.

Exaquantum /Batch Releases Affected
R2.40 only