

# I get a System Tools Permission Denied error when trying OPC Equalisation. What could be the problem?

This error occurs for a variety of reasons, the following initial checklist can be used to eliminate all currently known causes:

Check the existence of the quantumuser account on the OPC server. Check that the password matches that of the Exaquantum server quantumuser account. We suggest that this is done using the 'Run as' function on the Notepad for example on both OPC and Exaquantum.

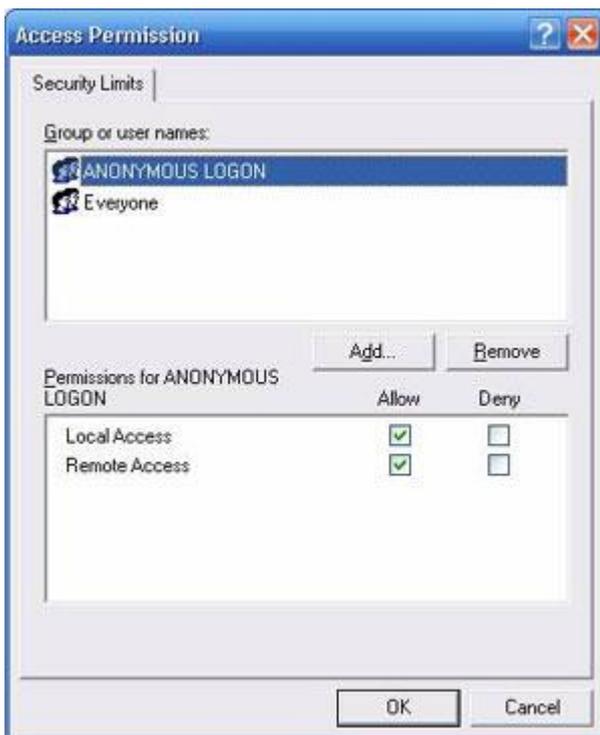
Check the existence and password match for the Exa user as per the above method. Check the OPC server and Exaquantum server. The Exa user creation can fail on the Exaquantum server if security password restrictions are set since the default Exa password is only three characters.

Check that the prerequisite OPC clients are installed. Re-run to confirm (BOTH Exaopc and HIS opc clients are required for the equalisation).

Check that a tag can be added in the Tag Editor (IE without equalisation). This will show if there is a general connection issue.

Check the PC network membership. Ensure that the PC is either in a workgroup or an existing and functional domain.

Check the DCOM settings for W2K SP2 and W2K3 SP1 upwards, specially the anonymous settings shown here:



If the problem persists, please contact your local Yokogawa support representative.