M.A.C. SOLUTIONS

PROCESSVUE

# ProcessVue Knowledge Base Article

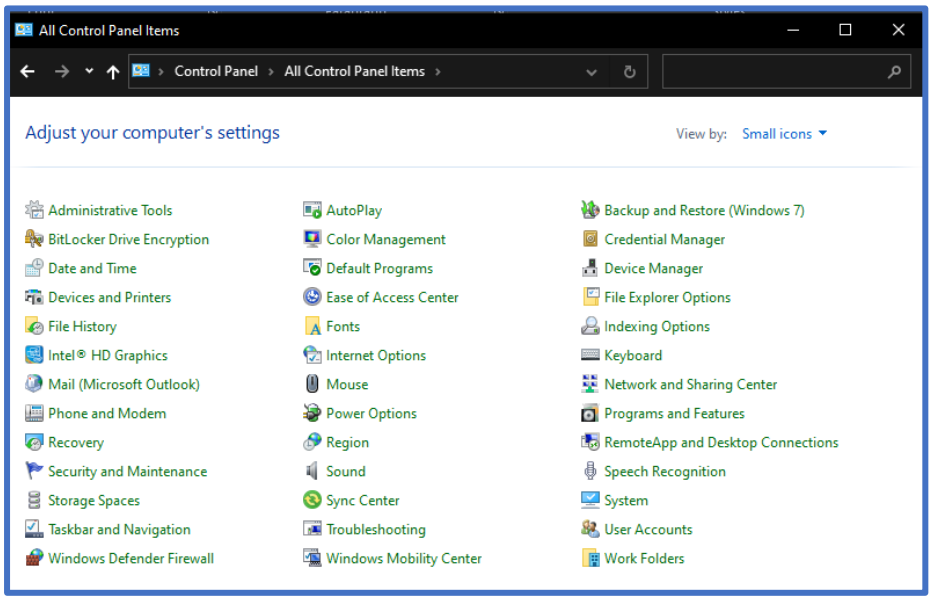
## Cannot Connect to an OPC AE Server?

# OPC AE Connection Issues

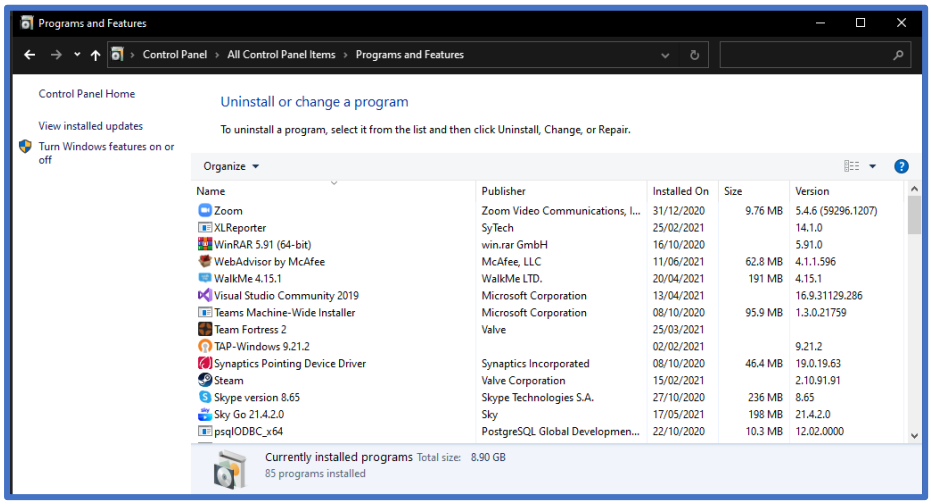
One Reason for no connectivity to an OPC Server is **.NetFramework 3.5** not being installed on the system**.** OPC Core Component File requires **.NetFramework 3.5** for a successful connection. This Framework is part of the pre-requisites for the ProcessVue software but there is always a chance that this has been missed and therefore will need installing.

Before installation of the OPC Server and to ensure the **.NetFramework 3.5** is installed use the following steps:

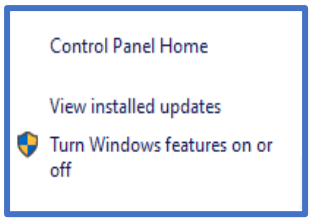
1. Go to Control Panel



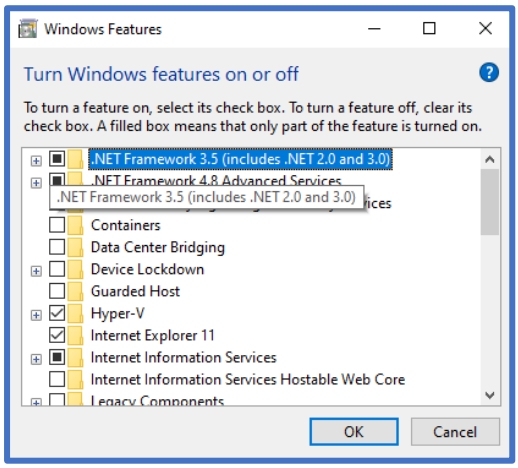

2. Select **Programs and Features**



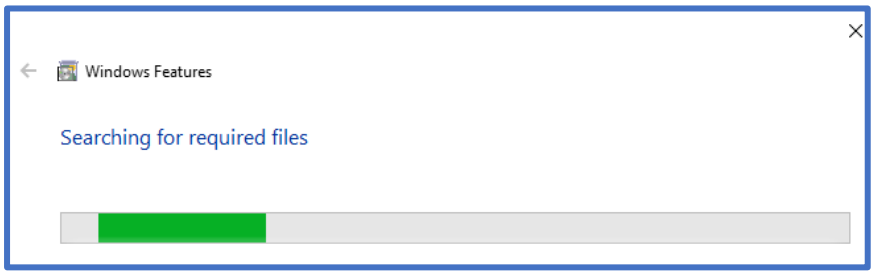

3. Select **Turn Windows Features On or Off**



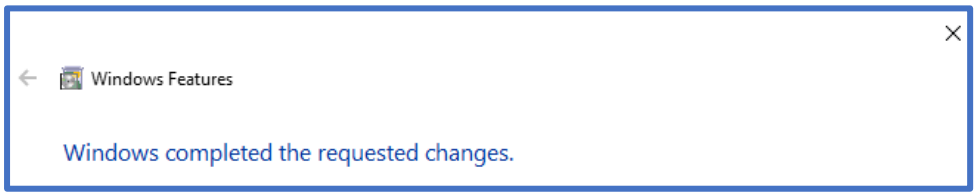

4. Select **.NetFramework 3.5 (Includes .Net 2.0 and 3.0)** and click **OK**



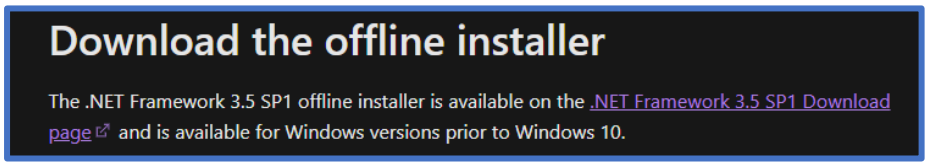

5. The required files should be searched for by searching online.




6. Message will then state that Windows completed the requested changes.




Alternatively, go to: https://docs.microsoft.com/en-us/dotnet/framework/install/dotnet-35-windows-10 and select the download link for **.NetFramework 3.5.** This will allow users to perform an offline installation of the .NET Framework. Follow the steps on the link above to complete the installation.



Further, **.NetFramework 3.5** can be deployed by using Deployment Image Servicing and Management (DISM). Users can use the DISM command-line tool to create a modified image to deploy **.NetFramework 3.5.**

**Online installation** – To install the feature files from Windows Update, use the following command:

*DISM /Online /Enable-Feature /FeatureName:NetFx3 /All*

Use */All* to enable all parent features of the specified feature. On Windows 10 and Windows 8 PCs, after installation **.NetFramework 3.5** is displayed as enabled in **Turn Windows Features On or Off** in the **Control Panel**. On Windows Server 2012/2016/2019 systems, feature installation state can be viewed in Server Manager.

**For an offline reference image** – Run the following DISM Command (image mounted to the ***c:\test\offline*** *folder and the installation media in the* **D:\drive** to install **.NetFramework 3.5.**

*DISM /Image:C:\test\offline /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:D:\source\sxs*

Use /All to enable parent features of the specified feature.

Use /*LimitAccess* to prevent DISM from contacting Windows Update/WSUS.

Use */Source* to specify the location of the files that are needed to restore the feature.

**Using DISM with no Internet Connectivity** – Users can use DISM to add **.NetFramework 3.5** and provide access to the *\source\SxS* folder on the installation media to an installation of Windows that is not connected to the internet.

Microsoft Website states a warning:

> ⚠ **Warning**
>
> If you're not relying on Windows Update as the source for installing the .NET Framework 3.5, make sure to use sources from the same corresponding Windows operating system version. Using a source path that doesn't correspond to the same version of Windows won't prevent a mismatched version of .NET Framework 3.5 from being installed. This can cause the system to be in an unsupported and unserviceable state.

Requirements for using DISM with no internet connectivity include:

- Minimum of Windows 8, Windows Server 2012, or Windows ADK Tools.
- Installation Media
- Administrator User rights. The current user must be a member of the local Administrators group to add or remove Windows Features.

1. Open a Command Prompt with Administrator rights (Run as Administrator)
2. To install **.NetFramework 3.5** from the installation media located on the D: drive, use the following command:

a. *DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:d:\sources\sxs*

User */All* to enable all parent features of the specified feature.

Use /LimitAccess to prevent DISM from contacting Windows Update/WSUS.

Use */Source* to specify the location of the files that are needed to restore the feature.

On Windows PCs, after installation, **.NetFramework 3.5** is displayed as enabled in **Turn Windows Features On or Off** in the Control Panel.