

Knowledge Base Article: Article 206

How to fix Error Can't instantiate object or Access is denied (0x80070005)? Or other Access denied Errors

Date: October 20th, 2014

Problem:

Using the Web Portal, an error about Access Denied can occur if some Click&DECiDE Services (Page 1) or IIS Application Pool (DVwebAppPool – Page 11) do not have the required configuration or permission.

Error relative to Click&DECiDE Services:

The error could be similar to:

Error code : 0x80020009, Exception occurred.using CreateInstance(), Error code : 0x80070005, Can't instantiate object: CLSID={70A418D3-EBD9-11D1-BFA9-40000000113} (**D7SecureHelper**); Access is denied. (0x80070005)

D7SecureHelper or sechlpSX.exe being the program name of the Click&DECiDE Server Helpers Service (DataSet Server Helpers Service)

D7dccSX.exe being the program name of the Click&DECiDE Web Object Manager Service (DataSet Web Objects Manager Service)

d7VemService being the program name of the Click&DECiDE Export Manager Service (d7VEMService)

d7taskmanager being the program name of the Click&DECiDE Task Manager Service (d7TaskManager)

d7LeoService being the program name of the Click&DECiDE LEO Service (d7LEOService)

Solution:

Please follow the tasks listed below:

- **Task 1:** Launching the Component Services Console DCOM Config Directory.
- **Task 2:** Configuring the Click&DECiDE Service according to the program specified in the error (example Click&DECiDE Server Helpers Service or other as describe in the above list): **The Launch and Activation permission must be activated for the INTERACTIVE Group, to allow the current logged on Windows user to instantiate those DCOM objects through the Click&DECiDE programs.**
- **Task 3:** Repeat the Task 2 for all other Click&DECiDE Services (Web Object Manager Service, Export Manager Service, Task Manager Service and LEO Service).



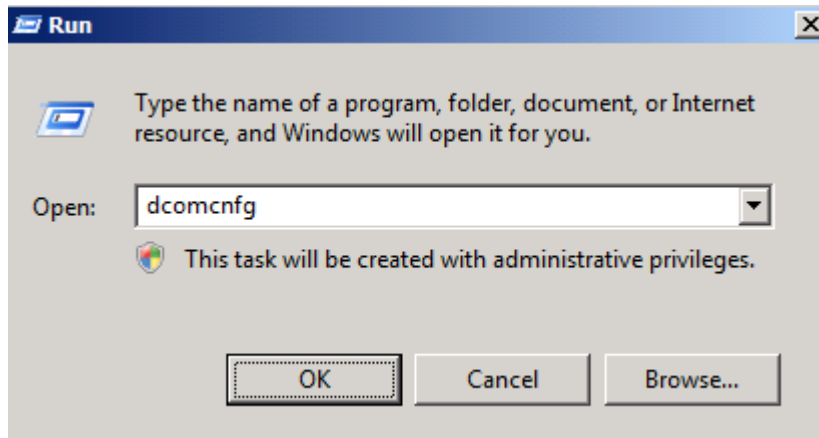
Task 1: Launching the Component Services Console DCOM Config Directory

Task 1: Procedure

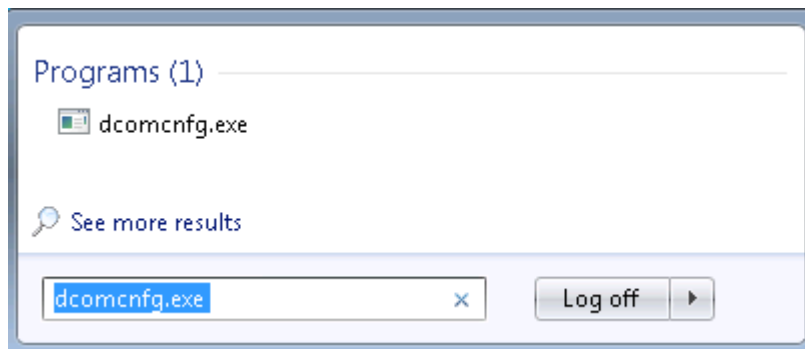
To launch the Component Services Console DCOM Config directory, please follow the steps below:

Steps

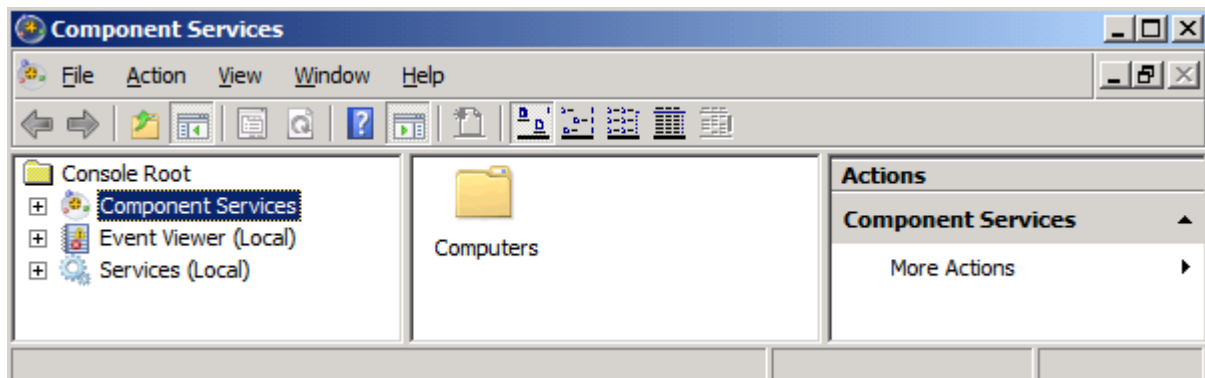
1. Select **Start> Run...** The **Run** dialog box appears and enter dcomcnfg in the Open field:



2. Or Select the Start Search box and enter dcomcnfg in the field:

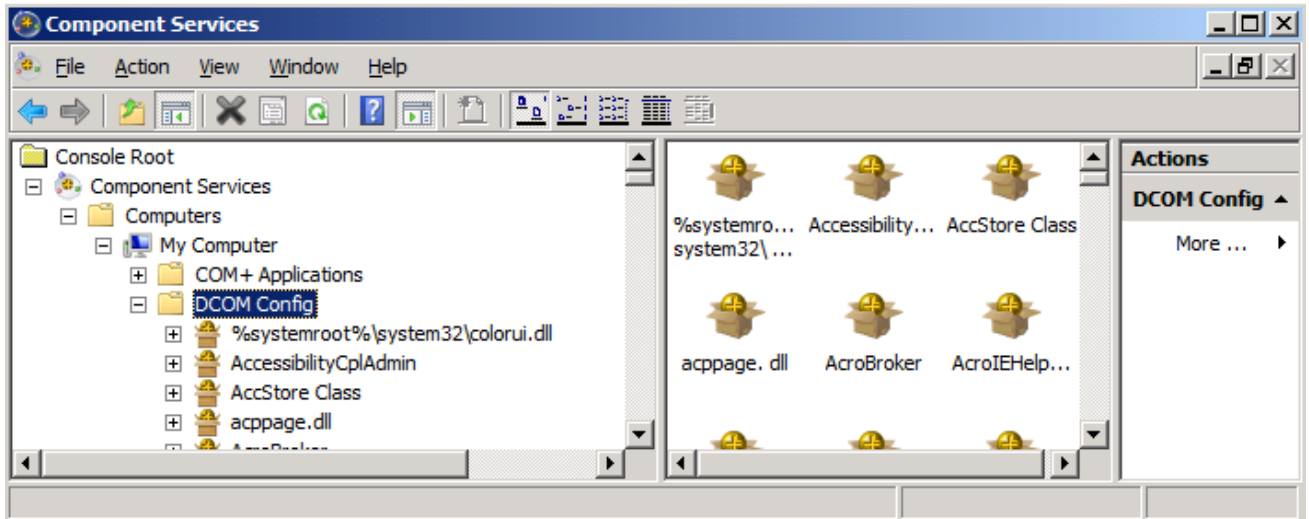


3. Then start the dcomcnfg.exe program (Run As Administrator)
4. Click **OK**. The **Component Services** console appears.





5. Select **Console Root> Component Services> Computers> My Computer> DCOM Config** in the left **Console Root** pane.



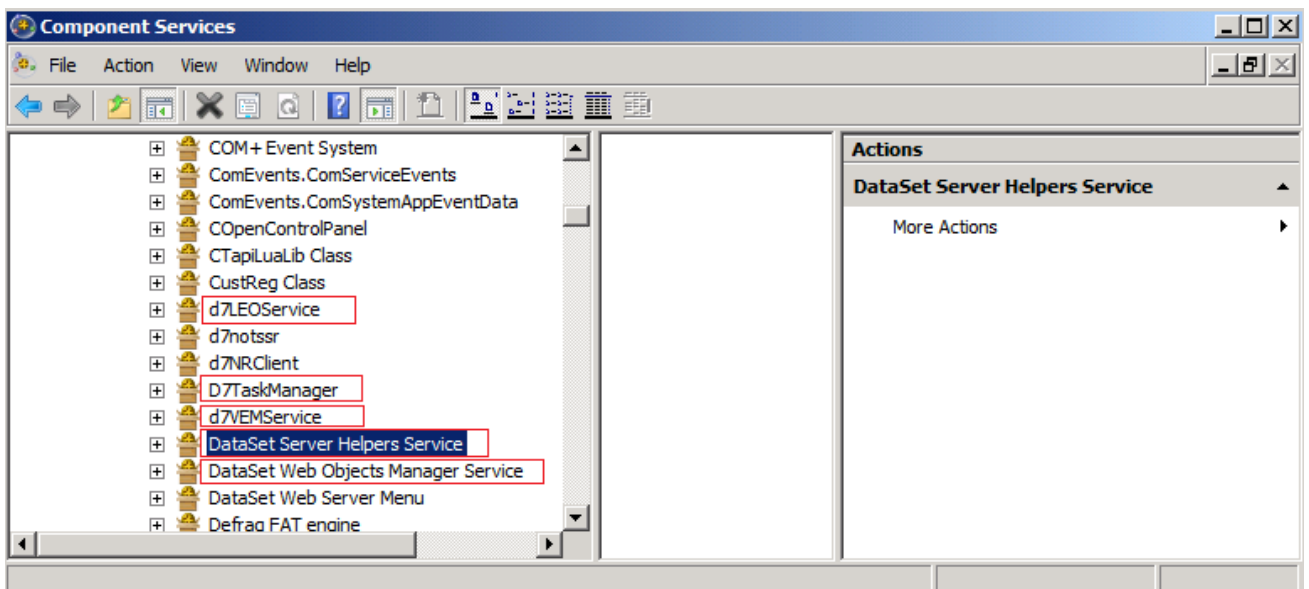
Task 2: Configuring the DataSet Server Helpers Service

Task 2: Procedure

To configure the DataSet Server Helpers Service, if the error refers to D7SecureHelper or sechlpSX.exe please follow the steps below:

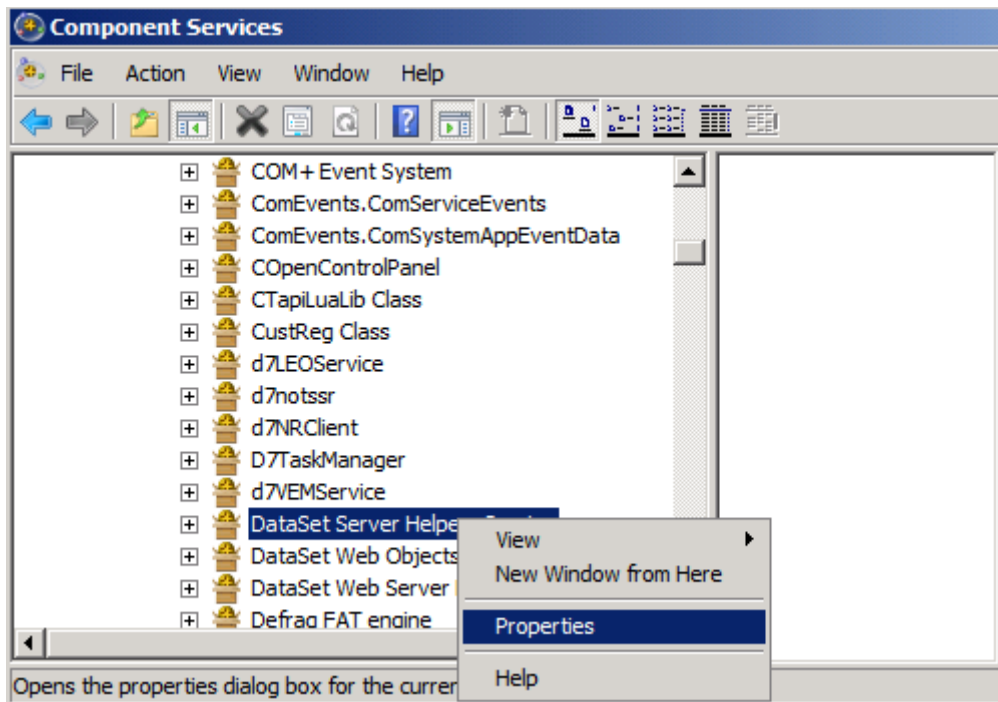
Steps

1. Scroll the right pane to select **DataSet Server Helpers Service**.

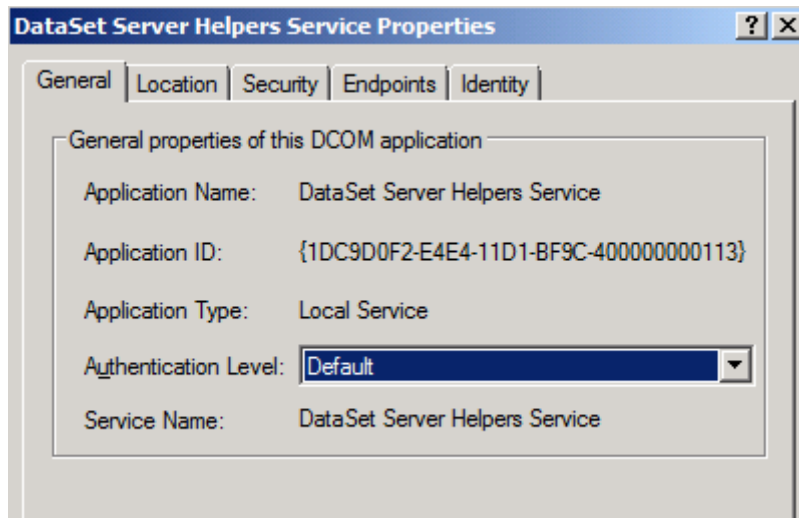




2. Right-click **DataSet Server Helpers Service** and select **Properties** in the context menu.

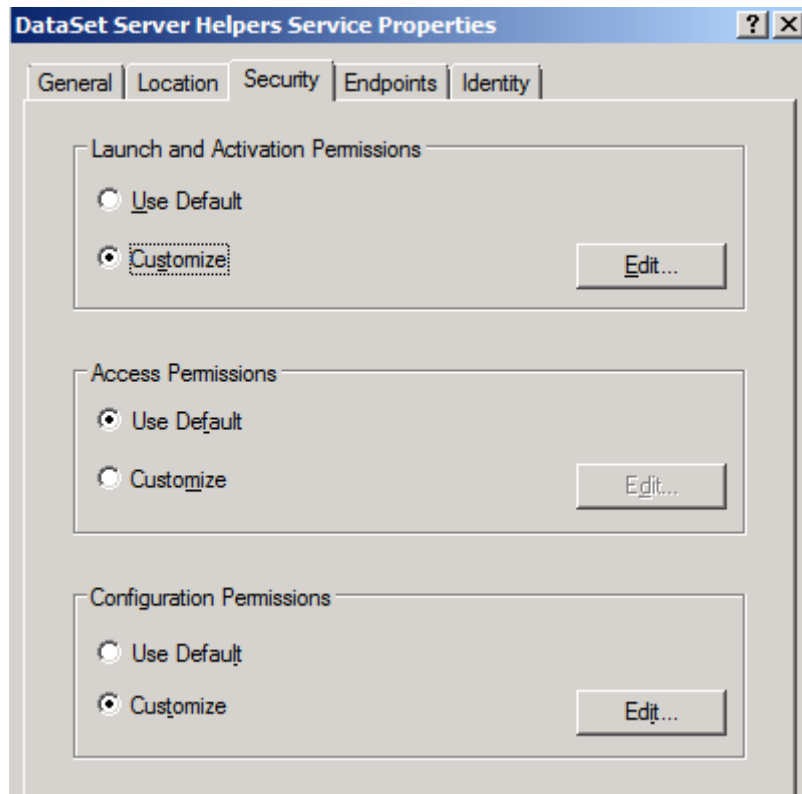


3. The **DataSet Server Helpers Service** property sheet appears:



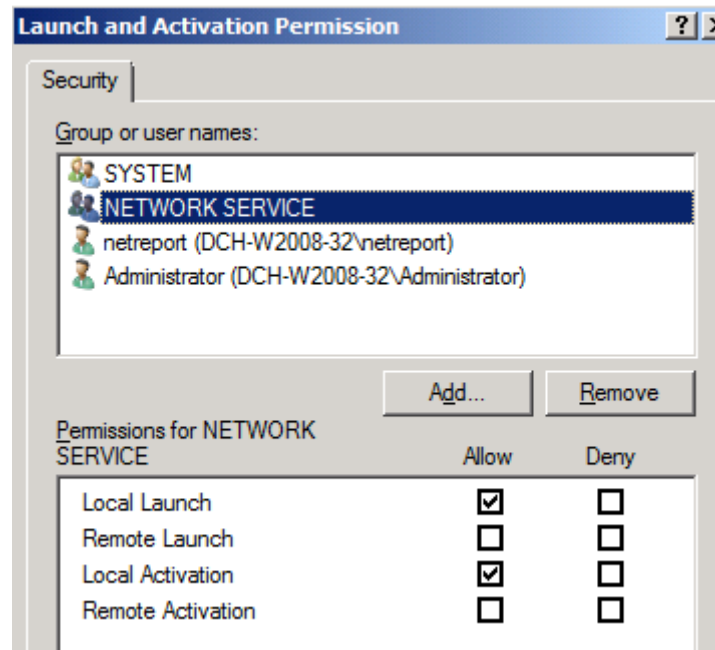


4. Select the **Security** tab.



5. Click **Edit...** button in the **Launch and Activation Permissions** zone

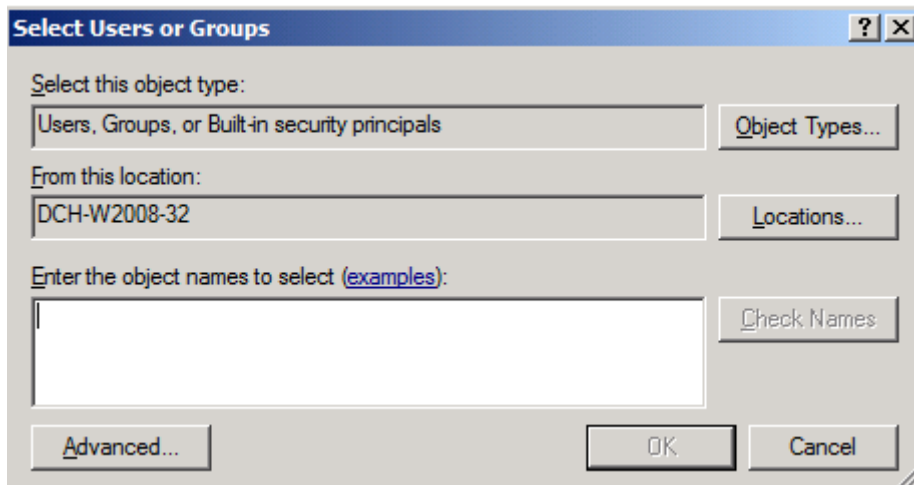
The **Launch and Activation Permission** property sheet appears.



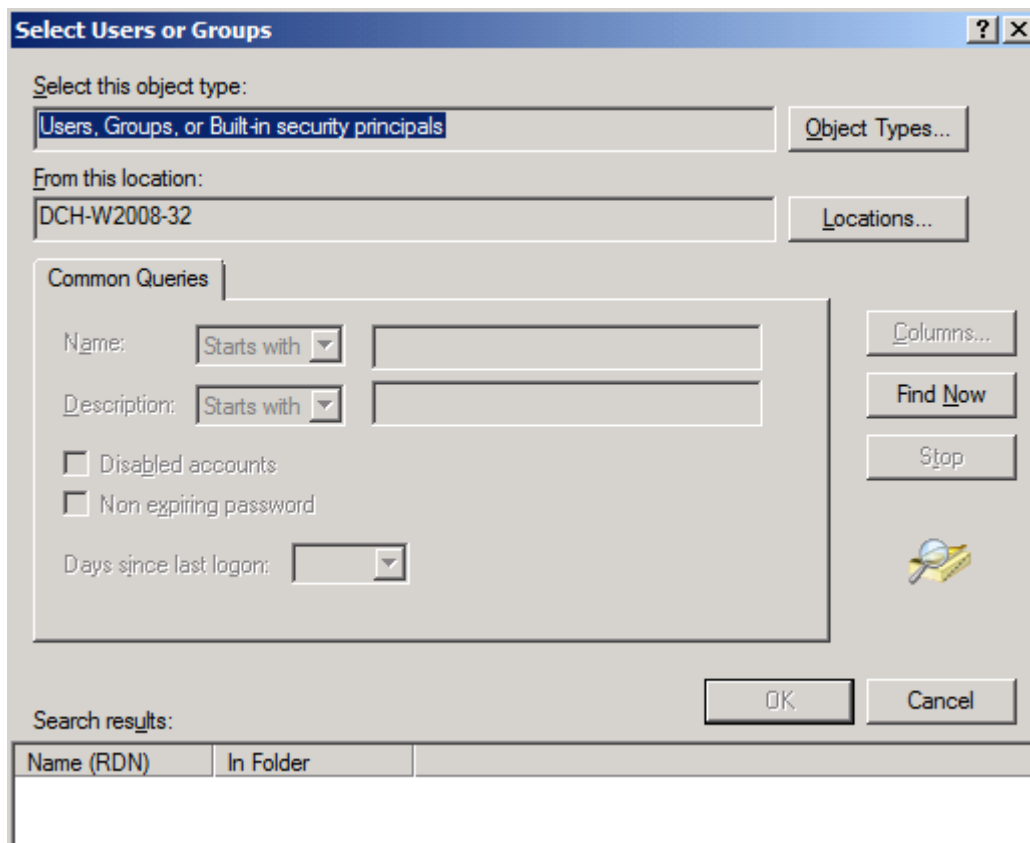
Note that **NETWORK SERVICE** should be already added with **Local Launch** and **Local Activation** enabled.



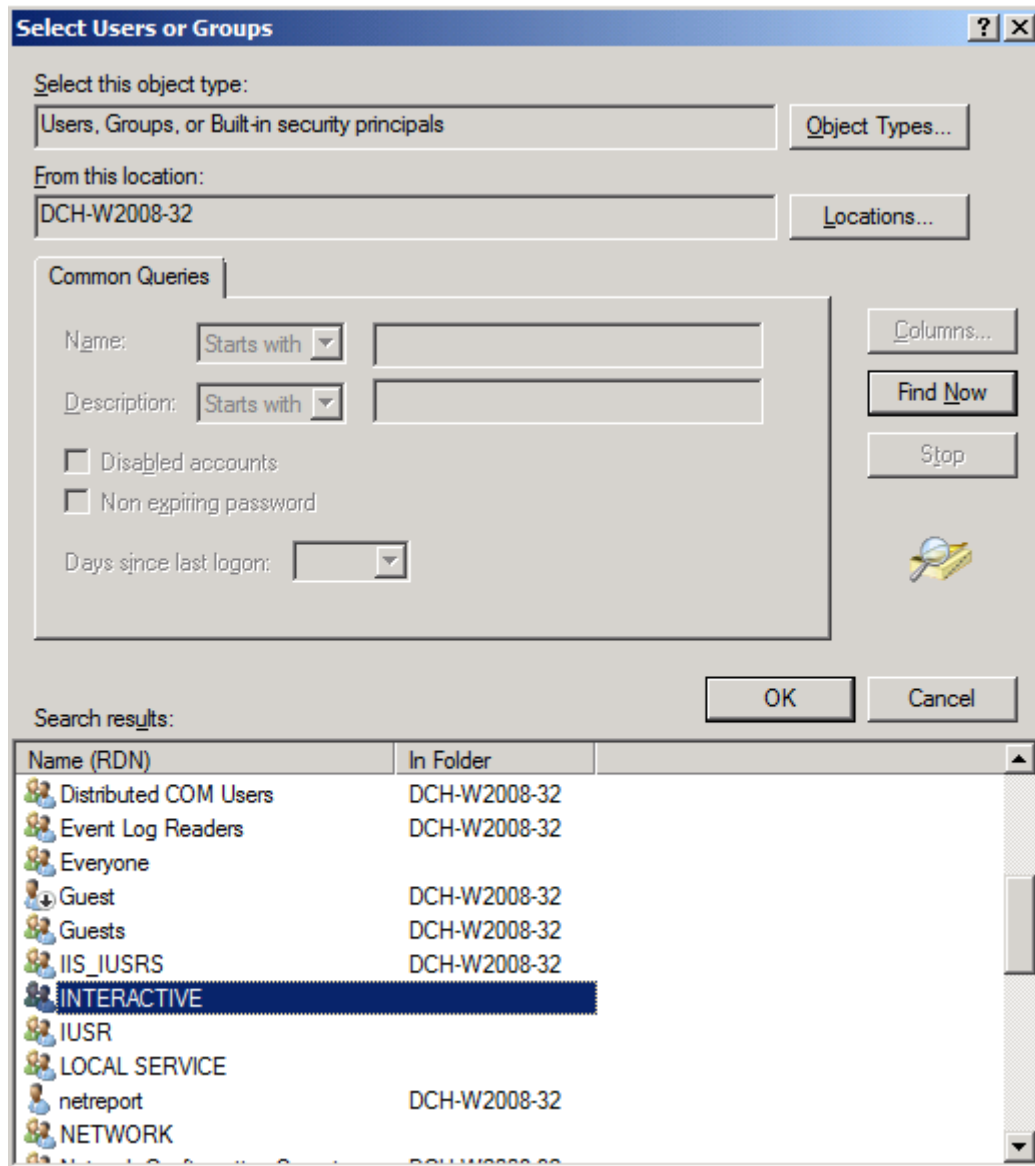
6. Click **Add...** The **Select Users or Groups** dialog box appears.



7. Click **Advanced...** The **Select Users or Groups** dialog box appears.



8. Click **Find Now**. The RDN and Folder information appears.

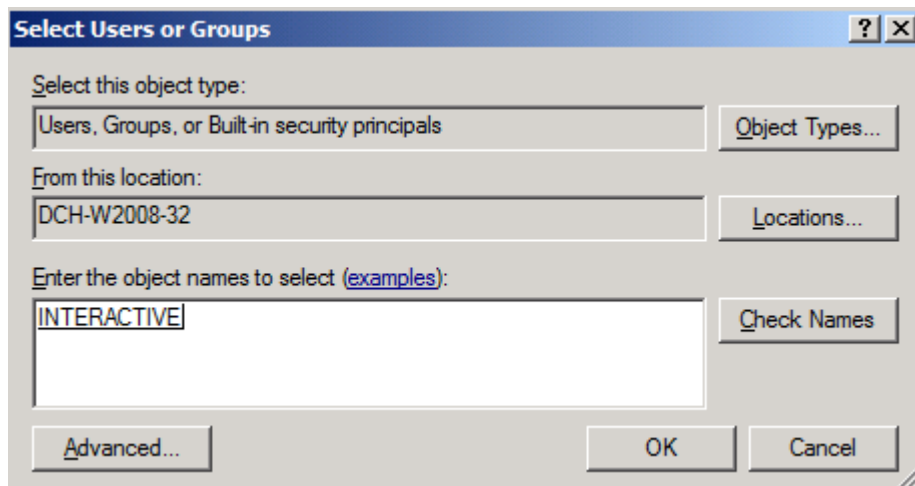


9. Select **INTERACTIVE** (Interactif in French).

Note that the INTERACTIVE GROUP is not a Domain Group but a Local Group in the current machine.

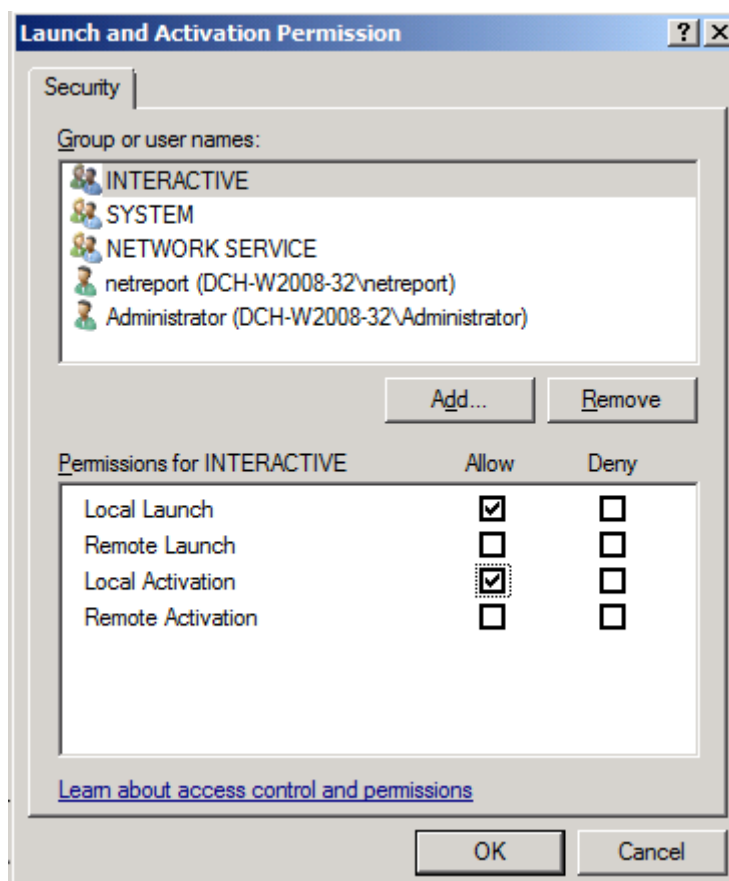


10. Click **OK**.



11. Click **OK**.

12. Enable the **Local Launch** and **Local Activation** option checkboxes.



13. Click **OK**.

14. Click **OK**.



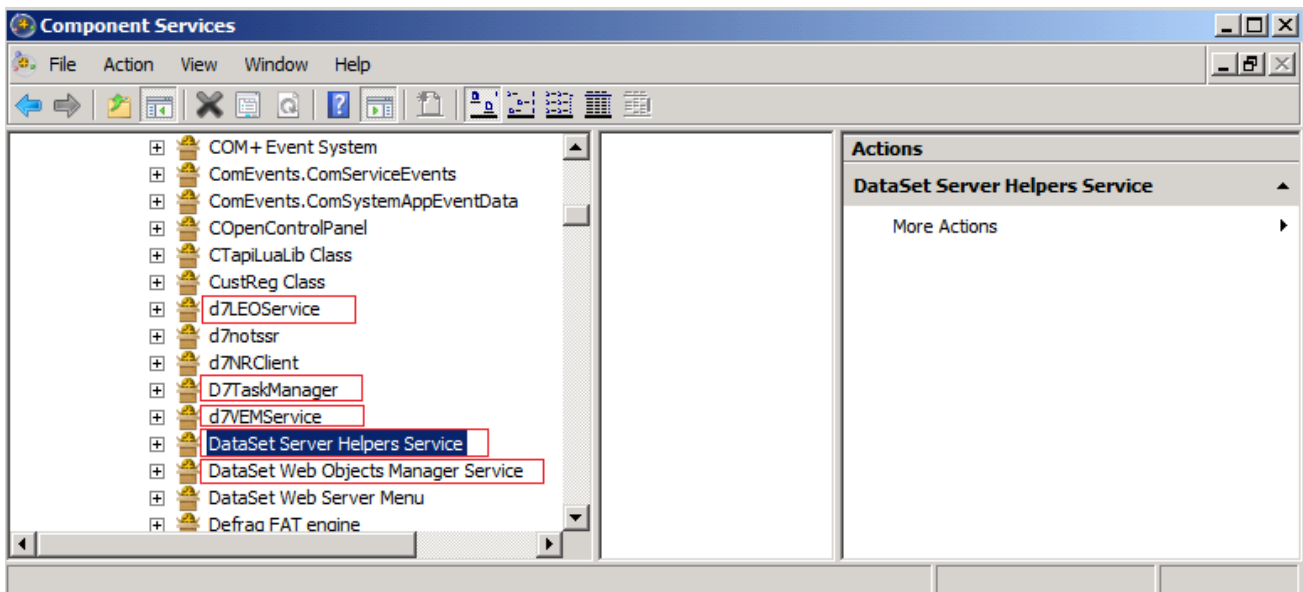
Task 3: Configuring the other Click&DECiDE Services

Task 3: Procedure

Please note that you must now repeat the Task 2 for each of the following applications:

- D7TaskManager
- d7VEMService
- D7LEOService
- DataSet Web Objects Manager Service

To do so, please follow the procedure explained in Task 2 in this document. Each time you configure one of the four applications listed above, simply replace the appropriate application name. This infers that you will need to perform the procedure four times, once for each of the four applications listed above.



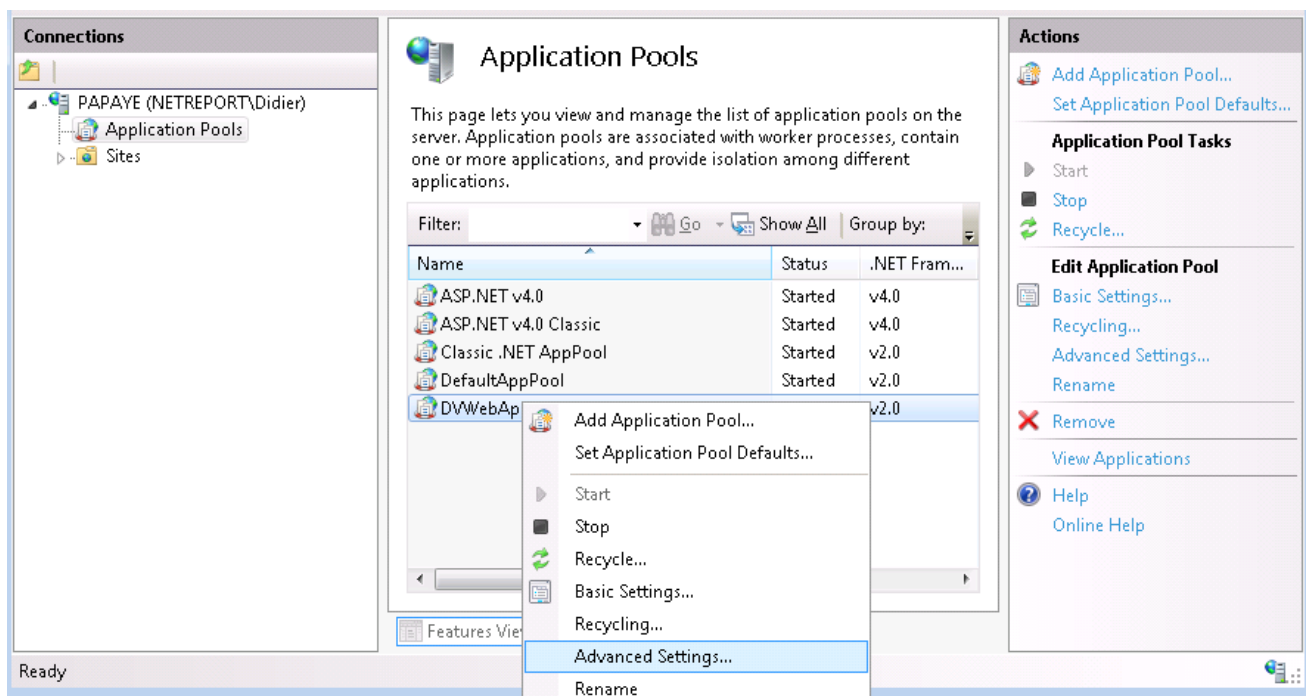
Error relative to IIS Application Pool (DVwebAppPool):

The error could be similar to: (example with a Goggle Chart Dashboard that cannot be saved on, a network path):
 DVERROR: GetCallbackResult (The access to the path “\\network path\directory\name” was denied)
 (SaveEBISDashboard)

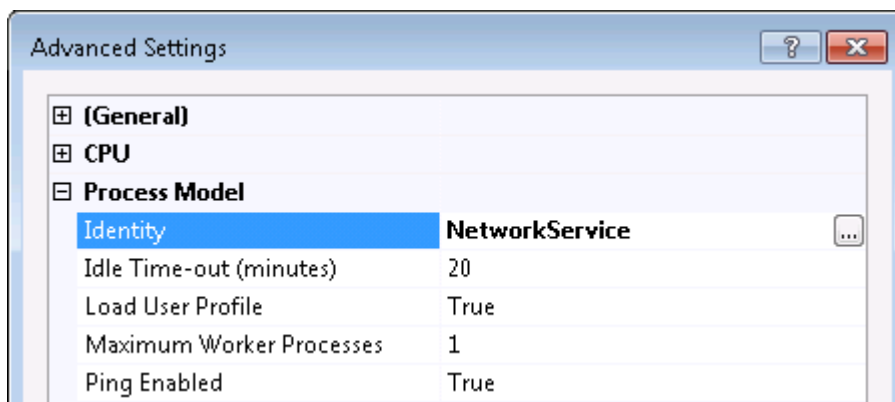
Solution:

Please follow the tasks listed below:

- Open IIS in Administrative Tools.
- Click the + sign on the Web Site Level.
- The **Application Pools Branch** appears on the left pane.
- Select the **DVWebAppPool** in the middle pane
- Make a right mouse click and click “**Advanced Setting**”



- In the Advanced Settings select **Identity** in the Process Model Branch:



- Click the button right to Network Service: select **Custom Account**:



Application Pool Identity

Built-in account:
NetworkService

Custom account:
Set...

OK Cancel

Enter your credential and validate

Set Credentials

User name:
Password:
Confirm password:

OK Cancel

- Confirm with OK to all steps until you leave this configuration.
- Stop and Restart IIS.
- Close and restart the browser connected to the Web Portal.
- Try again the action giving the error.
- The error should disappear.