

Doc Type	Tech Notes
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## Cannot access topic for Access Name

### SUMMARY

This *Tech Note* explains managing the InTouch local service default location when it conflicts with the OI Server service location.

### Product versions:

- InTouch 2017 U2
- OI SIDIRECT 5.0

### SITUATION

After defining your access name in the InTouch Application for an OI Server, you might see a pop-up message when you activate:

**Cannot access topic...** (Figure 1 below).

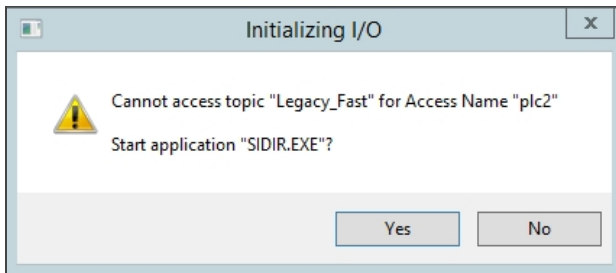


Figure 1: Cannot access topic for [Access Name]

### ACTION

To resolve this issue, complete the following steps:

1. Activate an OI Server (for example, OI SIDIRECT Server) as in Figure 2.

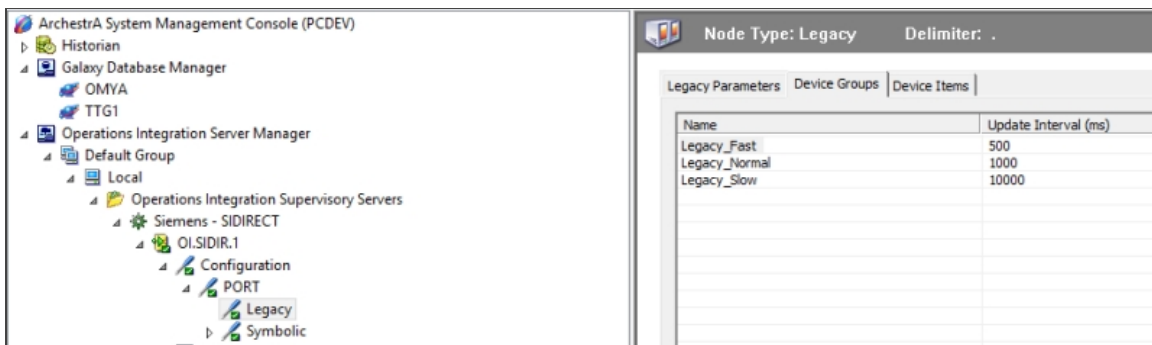


Figure 2: Activate OI server

2. Define Access name and run InTouch WindowViewer (Figure 3 below).

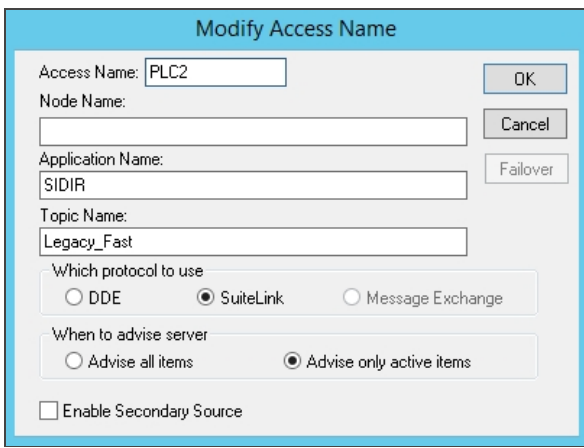


Figure 3: Define Access Name

3. Disable the **Start Local Servers** option: From InTouch WindowMaker, click **Special > Configure > WindowViewer**.
4. In the **I/O** section, uncheck **Start local servers** (Figure 4 below).

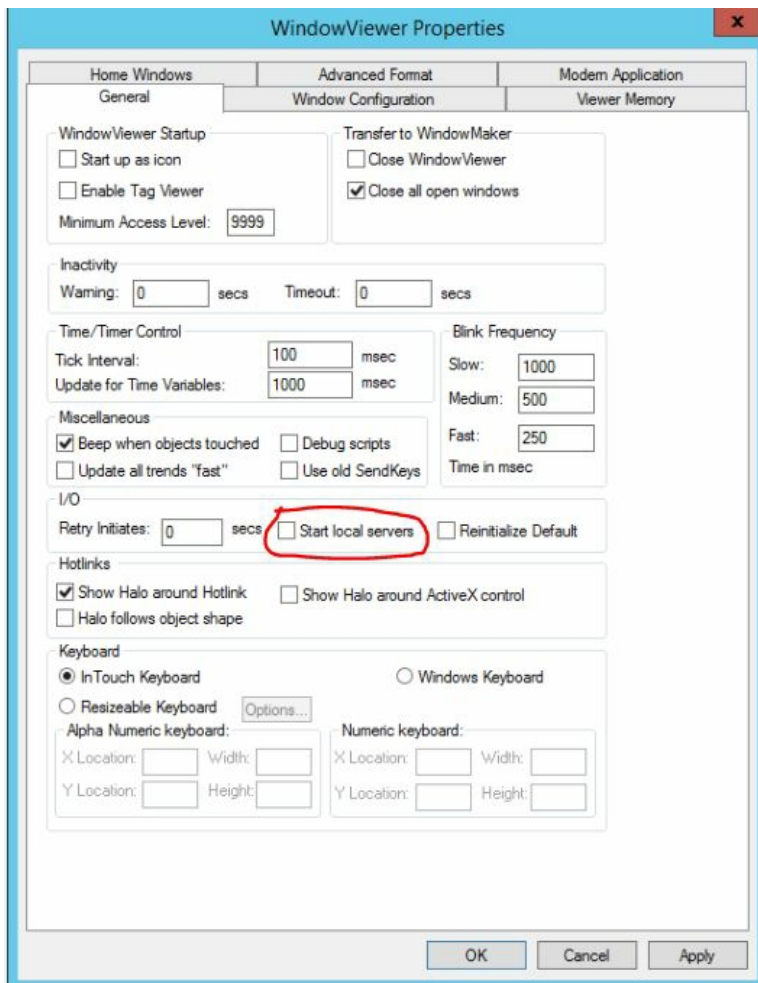


Figure 4: Uncheck Start local servers option

When the **Start Local Server** option is enabled, InTouch will always go to the default location to find any and all servers (IO Server, DAServer, OI server, etc) defined in the Access Name configuration.

However, there is a list of DAServers and OI Servers created by Indusoft (a Wonderware affiliate) where the installation folders differ from the InTouch default locations. Therefore InTouch application will not be able to find the server specified in the Access Name configuration.

By unchecking the option **Start Local Server** option, InTouch tries to find the server(s) in the registry location instead. By checking in the registry, it will find the server(s) it needs.

## ATTACHMENTS

