

Paessler PRTG OPC UA Server

Quick Start Guide



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Introduction

Welcome to **Paessler PRTG OPC UA Server**, our solution to integrating your IT network monitoring with Paessler PRTG into your supervisory control center.

How PRTG OPC UA Server works

Any operation technology (OT) environment is supported by information technology (IT) components, for example, routers, switches, and storage devices. It is essential to monitor your IT components to ensure that your OT, building, and process industry environment works flawlessly. PRTG OPC UA Server integrates monitoring data from IT components into your OT control system.

PRTG monitors all systems, network connections, devices, applications, traffic, and more in your IT infrastructure. PRTG supports protocols like SNMP, WMI, SSH, and HTTP to collect data in your network. PRTG OPC UA Server converts the data to OPC UA and offers it to your Supervisory Control and Data Acquisition (SCADA) system, distributed control system (DCS), or manufacturing execution system (MES), and every OPC UA Client.

PRTG OPC UA Server enables you to have a holistic view of your network infrastructure in a single system and to have centralized alerting and notifications across your OT and IT.

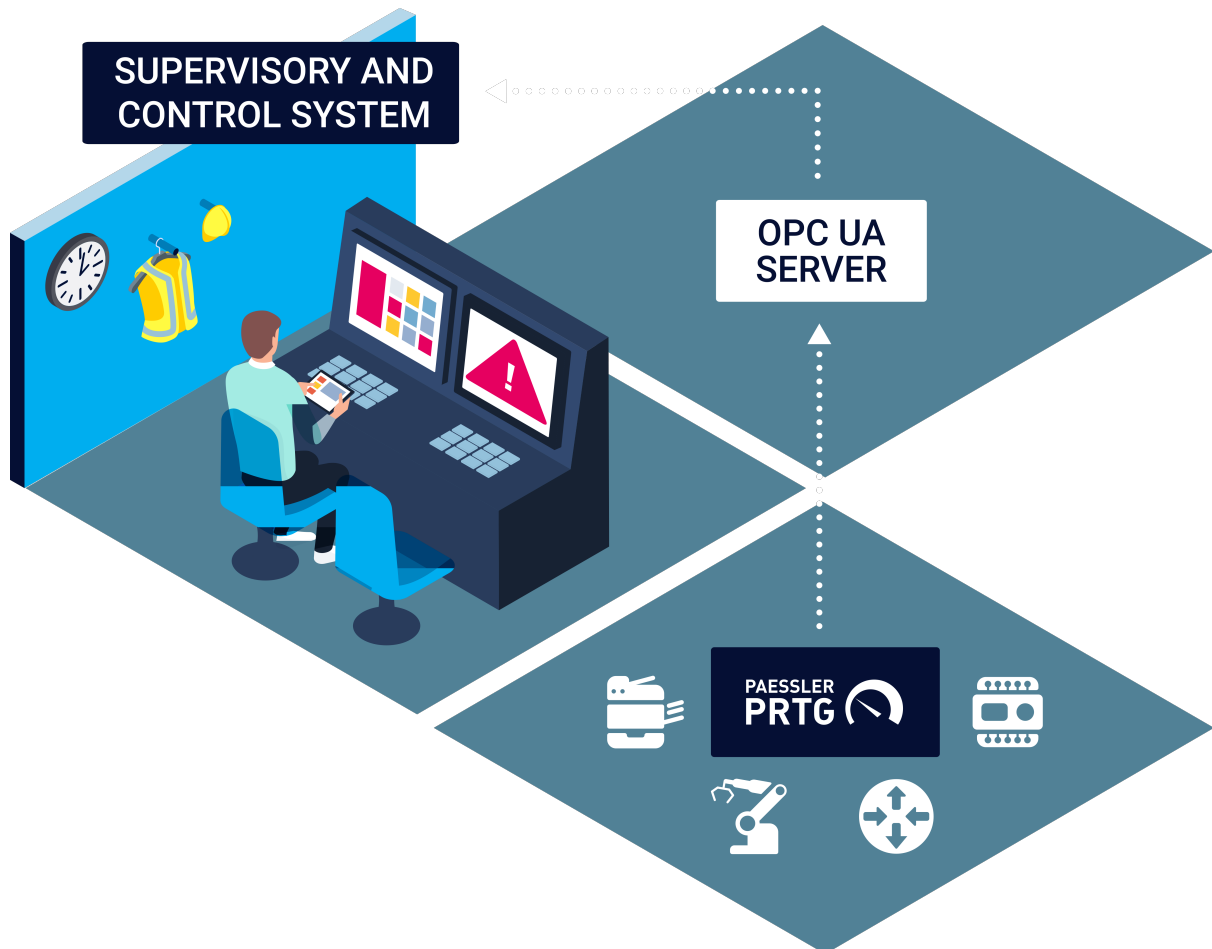


Figure 1: PRTG OPC UA Server

Subscriptions

Three different subscriptions are available.

Edition	Description
Basic	The Basic subscription includes the following features: • Unlimited tags/nodes • Read sensor value • Read sensor states
Advanced	The Advanced subscription includes the following features: • Unlimited tags/nodes • Read sensor values • Read sensor states • Read sensor summary • Read group status • Read device status
Professional	The Professional subscription includes the following features: • Unlimited tags/nodes • Read sensor values • Read sensor states • Read sensor summary • Read sensor summary per tag • Read group status • Read device status • PRTG alarms available via OPC UA Alarms and Conditions • Acknowledge alarms in PRTG via OPC UA Alarms and Conditions • CSV export of node information

■ For information about the pricing, see the Paessler website: [PRTG OPC UA Server Pricing](#).

Setup

System requirements

To use PRTG OPC UA Server, you must meet the following system requirements:

- requires a **commercial edition** license of PRTG Network Monitor with an active maintenance contract.
- requires an active subscription for PRTG OPC UA Server.
- requires that the PRTG application server is installed.
- requires an API key with a specific access level.

In addition, the system on which PRTG OPC UA Server runs must:

- meet the [system requirements](#).
- have the latest [Microsoft Visual C++ redistributable](#) installed.

❗ The recommended redistributable is bundled with the PRTG OPC UA Server installation setup program.
 ❗ PRTG OPC UA Server currently does not support Paessler PRTG Hosted Monitor. If you want to use PRTG OPC UA Server with a Paessler PRTG Enterprise Monitor license, please contact Paessler Customer Service (service@paessler.com).

Detailed requirements

Requirement	Description
PRTG Network Monitor license	PRTG OPC UA Server requires an active PRTG Network Monitor commercial edition license with a valid maintenance contract and as of PRTG 23.2.84. ■ For more information, see the PRTG Manual: Available Licenses and see the PRTG release notes.
PRTG OPC UA Server subscription	PRTG OPC UA Server requires an active PRTG OPC UA Server subscription. ■ For more information, see the Paessler website: PRTG OPC UA Server Pricing.
PRTG application server	PRTG OPC UA Server requires that the PRTG application server is installed. The PRTG application server is the service that delivers the PRTG API v2 that PRTG OPC UA Server uses. ■ For more information about how to install the PRTG application server, see the Knowledge Base: https://helpdesk.paessler.com/en/support/solutions/articles/76000063881. ❗ For best performance, we recommend that you do not export more than 2,500 sensors. ❗ The API v2 is ready for production use but can change and is comprehensively tested specifically for the functionality needed by PRTG OPC UA Server.
API key	PRTG OPC UA Server requires an API key with an access level depending on your PRTG OPC UA Server subscription: • Basic subscription: Read access • Advanced subscription: Read access • Professional subscription: Acknowledge access ■ For more information on how to create an API key for the PRTG OPC UA Server, see the Knowledge Base: https://helpdesk.paessler.com/en/support/solutions/articles/76000076938.

Requirement	Description
Hardware and operating system	PRTG OPC UA Server has the same system requirements as PRTG remote probes, with two exceptions. PRTG OPC UA Server • requires an x64 system, • does not require .NET to be installed. ■ For up-to-date setup recommendations, see the PRTG Manual: System Requirements.
Microsoft Visual C++ Re-distributable	The latest Microsoft Visual C++ Redistributable that matches the architecture of the operating system of the system that PRTG OPC UA Server runs on must be installed. The recommended redistributable is bundled with the the PRTG OPC UA Server installer. ■ For more information, see Microsoft Visual C++ Redistributable latest supported downloads.

More

■ PRTG MANUAL

- [Install a PRTG Core Server](#)
- [Step 2: Smart Setup](#)
- [Available Licenses](#)

■ KNOWLEDGE BASE

I want to use the new UI and API v2. What do I need to know?

- <https://helpdesk.paessler.com/en/support/solutions/articles/76000063881>

How do I create an API key for Paessler PRTG OPC UA Server?

- <https://helpdesk.paessler.com/en/support/solutions/articles/76000076938>

■ PAESSLER WEBSITE

System requirements for PRTG

- <https://www.paessler.com/prtg/system-requirements>

Install PRTG OPC UA Server

Installing PRTG OPC UA Server works like other Windows-based applications. To install PRTG OPC UA Server, run the installation setup program that you downloaded.

i Before you run the installation setup program, make sure that you meet the [system requirements](#).

1. Confirm the question of the *Windows User Account Control* with **Yes** to allow PRTG OPC UA Server to install. The installation dialog guides you through the installation process.
2. Click **Next** in the window that opens.

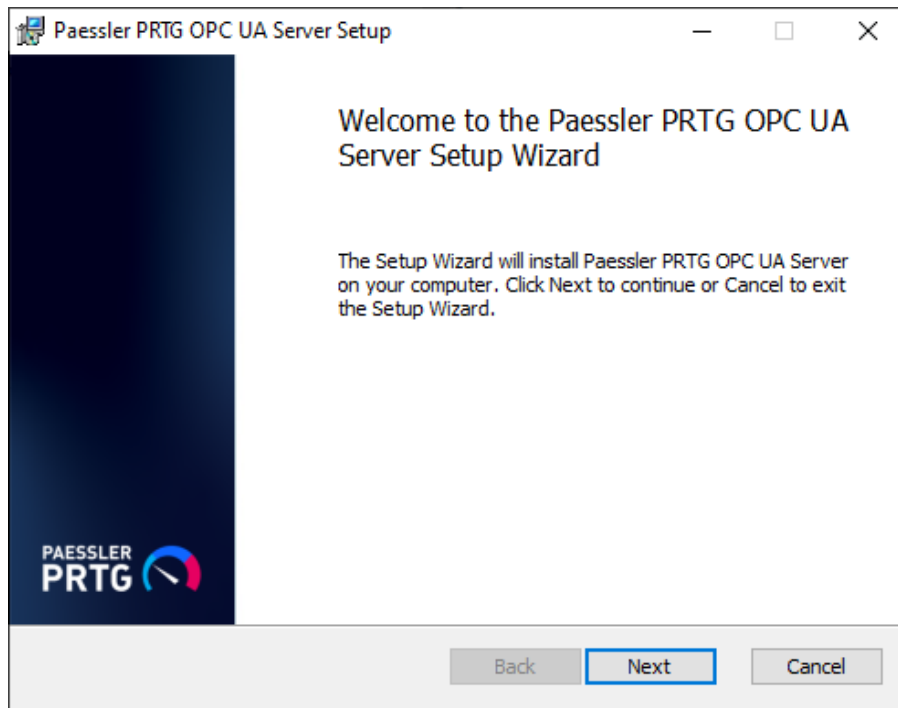


Figure 2: Welcome

3. Enter your **PRTG OPC UA Server license key** as provided to you by Paessler. Agree to the license terms and conditions and click **Next** to continue.

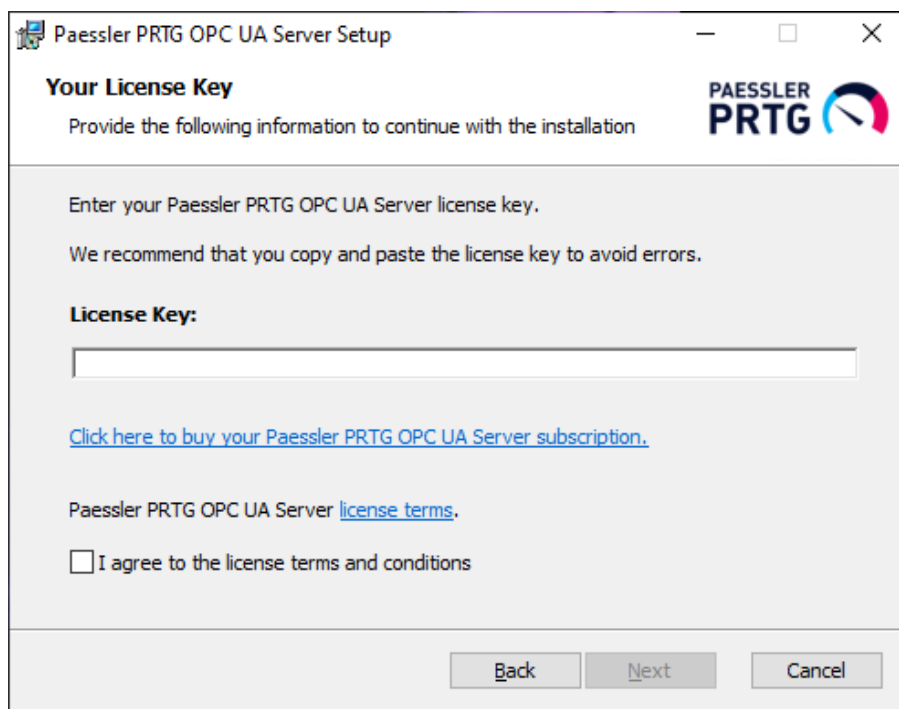


Figure 3: Your License Key

4. Check the default settings and click **Next** to continue.

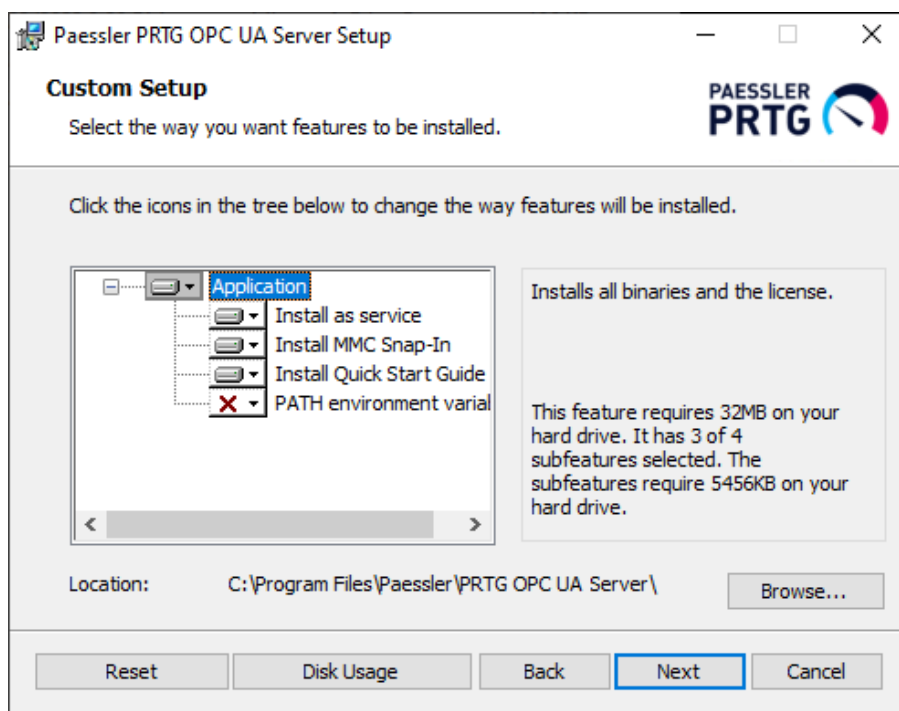
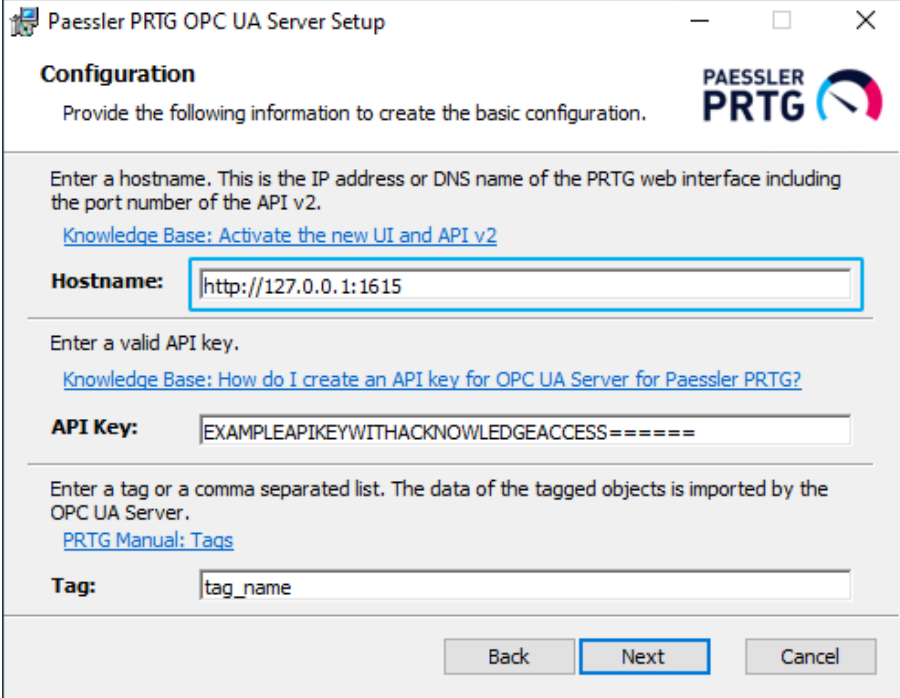


Figure 4: Custom Setup

5. For **Hostname**, enter the IP address or DNS name of the PRTG web server including the port of the PRTG application server.

❗ If you install PRTG OPC UA Server on the PRTG core server system, enter *localhost* or *127.0.0.1* as the IP address part.

- ① By default, the PRTG application server uses port 1616 (HTTPS) or port 1615 (HTTP).



Paessler PRTG OPC UA Server Setup

Configuration
Provide the following information to create the basic configuration.

Enter a hostname. This is the IP address or DNS name of the PRTG web interface including the port number of the API v2.
[Knowledge Base: Activate the new UI and API v2](#)

Hostname:

Enter a valid API key.
[Knowledge Base: How do I create an API key for OPC UA Server for Paessler PRTG?](#)

API Key:

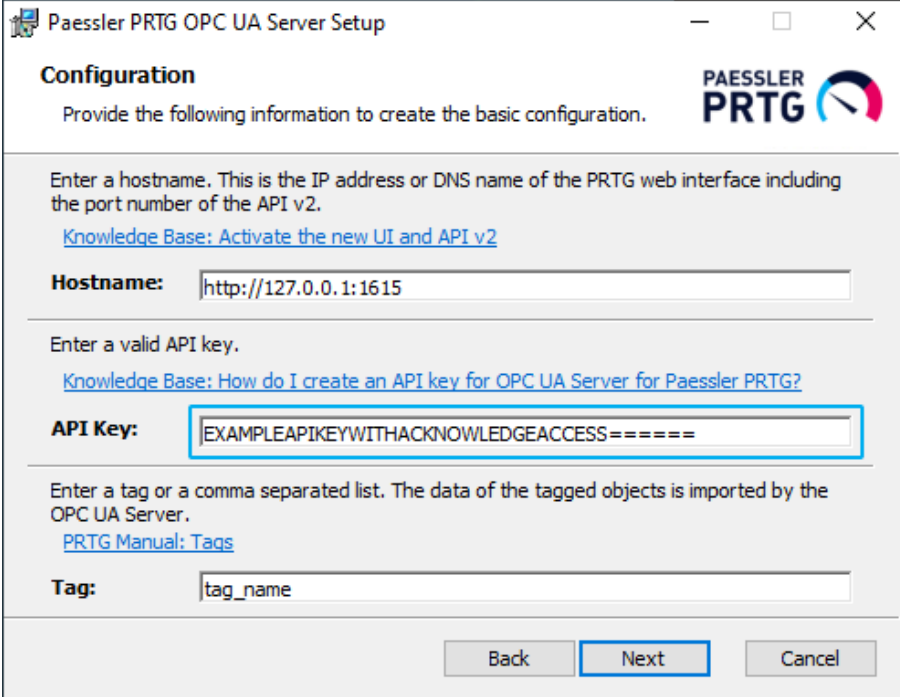
Enter a tag or a comma separated list. The data of the tagged objects is imported by the OPC UA Server.
[PRTG Manual: Tags](#)

Tag:

Figure 5: Configuration: Hostname

■ For more information about active IP addresses, see the [PRTG Manual: PRTG Web Server](#) or [PRTG Manual: PRTG Web Interface](#).

6. Enter the **API key** that PRTG OPC UA Server uses to authenticate against the API v2.



Paessler PRTG OPC UA Server Setup

Configuration
Provide the following information to create the basic configuration.

Enter a hostname. This is the IP address or DNS name of the PRTG web interface including the port number of the API v2.
[Knowledge Base: Activate the new UI and API v2](#)

Hostname:

Enter a valid API key.
[Knowledge Base: How do I create an API key for OPC UA Server for Paessler PRTG?](#)

API Key:

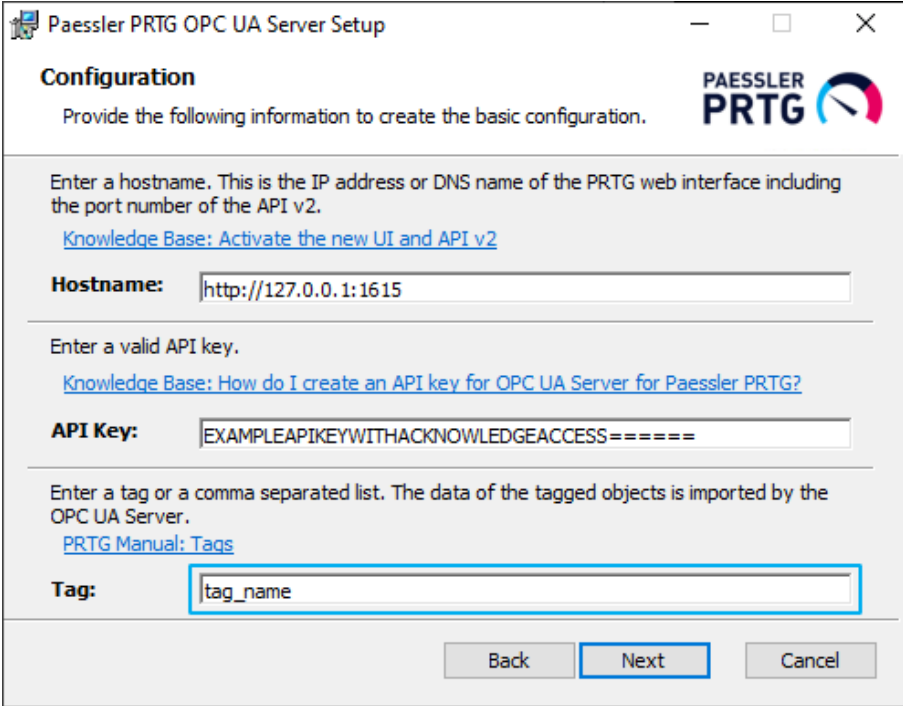
Enter a tag or a comma separated list. The data of the tagged objects is imported by the OPC UA Server.
[PRTG Manual: Tags](#)

Tag:

Figure 6: Configuration: API Key

■ For more information, see section [Frequently asked questions](#).

7. Enter a **tag**. Depending on your subscription, PRTG OPC UA Server imports the data of the sensors, devices, or groups in PRTG that have this tag.



Configuration
Provide the following information to create the basic configuration.

Enter a hostname. This is the IP address or DNS name of the PRTG web interface including the port number of the API v2.
[Knowledge Base: Activate the new UI and API v2](#)

Hostname:

Enter a valid API key.
[Knowledge Base: How do I create an API key for OPC UA Server for Paessler PRTG?](#)

API Key:

Enter a tag or a comma separated list. The data of the tagged objects is imported by the OPC UA Server.
[PRTG Manual: Tags](#)

Tag:

Figure 7: Configuration: Tags

❗ We do not recommend that you use any special characters or language specific characters in tags. Also keep in mind that if the tag contains angle brackets (<>), PRTG replaces them with braces ({}), for security reasons. For more information, see the [PRTG Manual: Tags](#).

❗ If you want to import more than one tag, you can enter a comma-separated list of tags. For more information, see section [Frequently asked questions](#).

8. Click **Next** to continue. Wait until the installation process is complete and click **Finish**.
9. Click **Close**.

By default, PRTG OPC UA Server runs under the following IP addresses and DNS names:

- `opc.tcp://127.0.0.1:4840`
- `opc.tcp://localhost:4840`
- `opc.tcp://<target-system-DNS-name>:4840`

❗ You can edit the OPC UA settings via the configuration file. For more information, see section [Frequently asked questions](#).

Migrate PRTG OPC UA Server to another system

If you want to migrate PRTG OPC UA Server to another system, please contact Paessler Customer Service (service@paessler.com). The exact process depends on the type of activation you require.

Online activation

Paessler Customer Service will deactivate the license for the system ID of your old system. After that, you will be able to activate your new system.

Offline activation

If PRTG OPC UA Server cannot connect to the activation service at the time of activation, for example, if there is no internet connection, or you are using a proxy, PRTG OPC UA Server automatically creates a key file with the name **activation_request.json**.

① The default path for this file is **C:\ProgramData\Paessler\PRTG OPC UA Server\activation_request.json**.

You must send this key file to Paessler Customer Service. After that, they will send you a file named **activation.json**. Place this file in the directory where PRTG OPC UA Server stored the key file.

More

■ PRTG MANUAL

- [User Interface](#)
- [Tags](#)

Configuration

PRTG OPC UA Server will start even when there are issues with the configuration or activation. You can find information about the errors in the logs or via the OPC UA NodeID: `ns=1;s=1/opc_ua_server_status/errors`. Resolve all issues and restart your server to enable all features.

CSV export

PRTG OPC UA Server can export a .csv file with the node information for each object that PRTG OPC UA Server exports from PRTG. If you have a **Professional** subscription of PRTG OPC UA Server, you can add the following to your configuration:

```
export:
  enable: true
  path: 'C:\ProgramData\Paessler\PRTG OPC UA Server\node_information.csv'
```

① You can modify the export path as long as PRTG OPC UA Server has access to the file and folder. By default, the installation setup program creates a **node_information.csv** file in the **ProgramData** directory.

Templates

You can use templates to configure the values for **DisplayName**, **BrowseName**, and **NodeID**. The configuration file supports a different template for each of these properties:

```
opcua:
  browse_name: '%TYPE'
  display_name: '%NAME'
  node_id: '%ID'
```

There are six different identifiers that you can use in the templates. PRTG OPC UA Server replaces these during runtime to create the new values:

- **%ID**: The unique PRTG ID
- **%NAME**: The name of the PRTG object
- **%TYPE**: The type of the PRTG object
- **%PARENT_ID**: The unique parent PRTG ID
- **%PARENT_NAME**: The name of the parent PRTG object
- **%PARENT_TYPE**: The type of the parent PRTG object

① For PRTG sensors, PRTG OPC UA Server substitutes the actual sensor type for **%TYPE**. For example, instead of *Sensor*, PRTG adds *Ping* or *System Health*.

The templates also support free text of any kind. For example, a customized template for a NodeID could follow the pattern of `%PARENT_ID-MyCompany-%TYPE-%ID`:

```
opcua:
  node_id: '%PARENT_ID-MyCompany-%TYPE-%ID'
```

A possible NodeID with this template could be `1000-MyCompany-Device-1234`.

① Each **NodeID** must be unique. To avoid issues, we recommend that you use at least the **%ID** identifier in the NodeID template. Otherwise, conflicts might occur and the nodes might not be exported.

Certificates

Server certificates

PRTG OPC UA Server requires a server certificate and private key for authentication and encryption. You can load the server certificate and private key from the Windows certificate store.

You can use two types of server certificates with PRTG OPC UA Server:

- [self-signed server certificate](#)
- [custom server certificate](#)

Use a self-signed server certificate

The default configuration for the server certificate after installation looks like this:

```
opcua:
  certificate:
    store_path: Cert:\Services\PRTGOpcUaServerService
```

This prompts the OPC UA Server to create a self-signed server certificate on the first start. The server certificate is stored in the Windows certificate store of the Windows service and is valid for one year. You can use the Microsoft Management Console snap-in to view, export, and delete the server certificate. The snap-in is located under **C:\ProgramData\Paessler\PRTG OPC UA Server\PRTGOpcUaServerService.msc**.

❶ The Microsoft Management Console is installed together with PRTG OPC UA Server.

❷ If you delete the server certificate and keep the configuration, PRTG OPC UA Server creates a new server certificate on the next start.

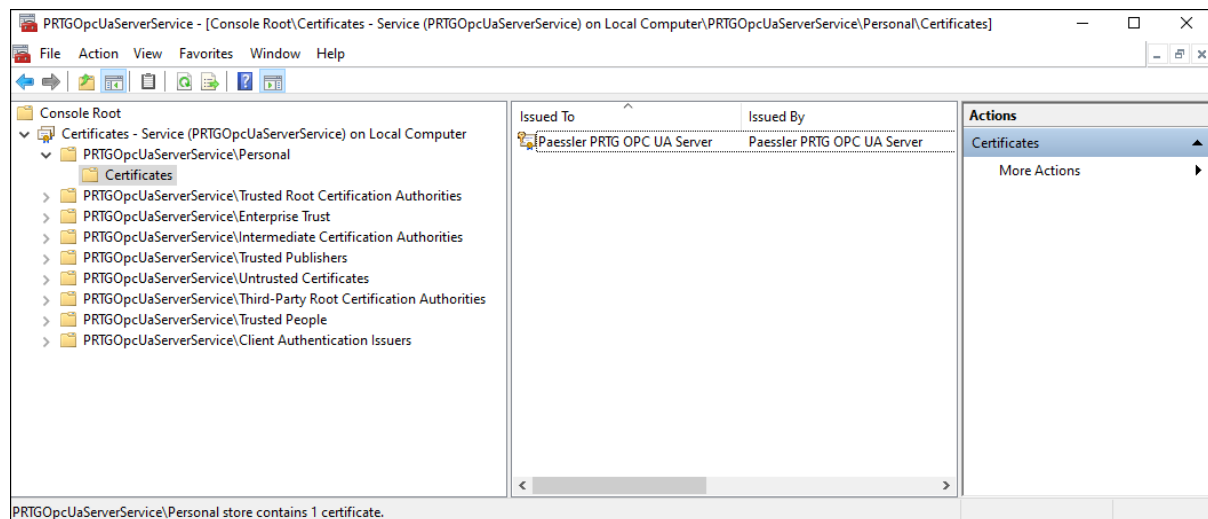


Figure 8: Microsoft Management Console

Use a custom server certificate

PRTG OPC UA Server currently only supports the Windows certificate store. Therefore, you must first import the custom server certificate and its private key to use it with PRTG OPC UA Server. You can use the Certificate Import Wizard from Microsoft or the Microsoft Management Console snap-in to install a server certificate on your system.

① We recommend that you use PKCS#12 format to import the server certificate and private key together. PKCS#12 files usually have the .p12 or .pfx extension on Windows systems.

If you import the server certificate with the Certificate Import Wizard, you must enable the check box next to **Mark this key as exportable**. PRTG OPC UA Server requires this for encryption.

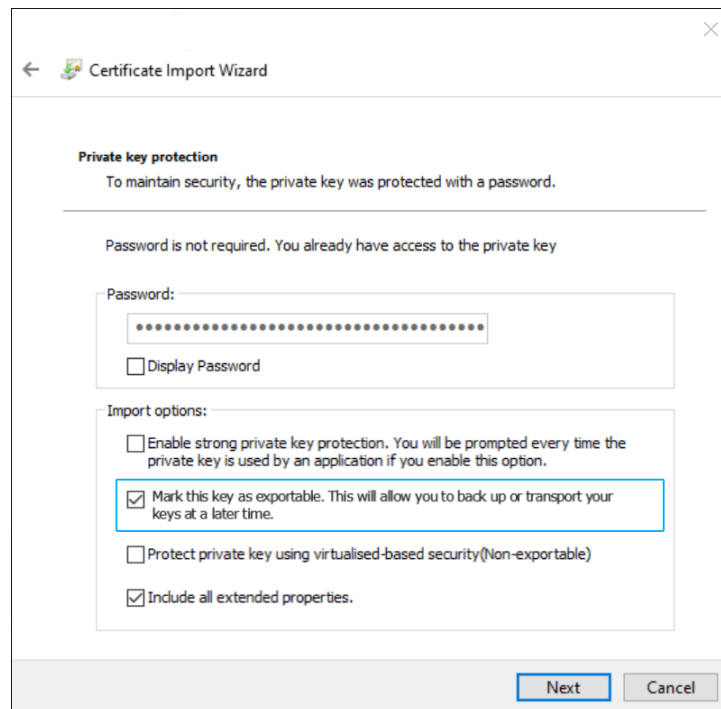


Figure 9: Certificate Import Wizard

① The server certificate must follow the OPC 10000-6: 6.2.2 Application Instance Certificate standards to be a valid server certificate.

① Make sure to set the **subjectAltName** to **urn:paessler:prtg-opcua-server** to match the application information of the server.

After you have successfully imported the certificate, you can find the thumbprint on the **Details** tab.

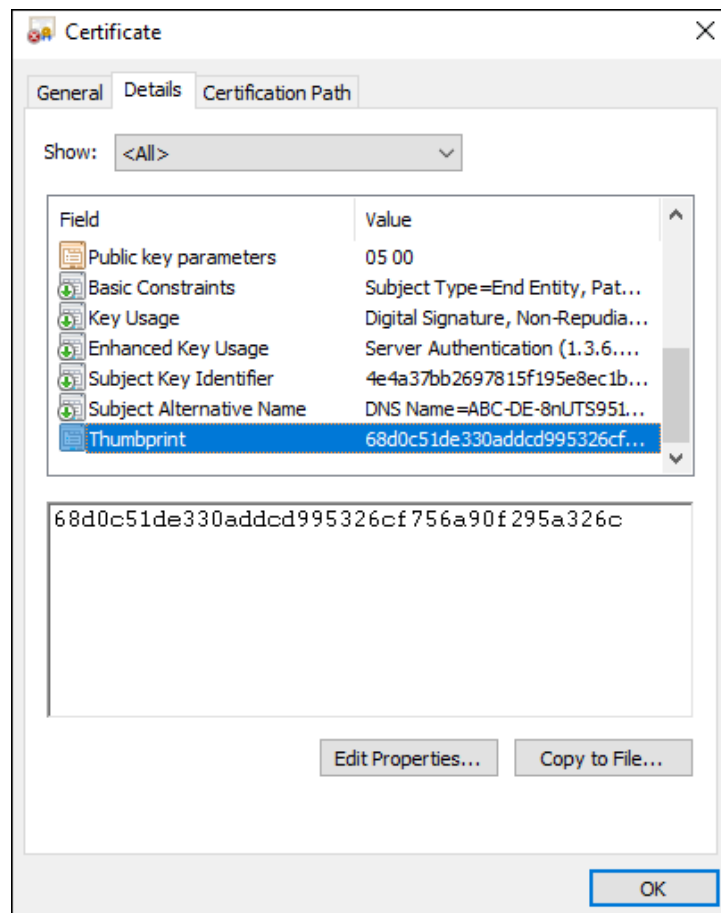


Figure 10: Thumbprint in certificate details

To configure PRTG OPC UA Server to use this server certificate, provide its store location and thumbprint in the configuration file. For example:

```
opcua:
  certificate:
    store_path: Cert:\LocalMachine
    fingerprint: 0123456789abcdef0123456789abcdef01234567
```

The **store_path** points to the respective store of the server certificate. Store the certificate in the **Personal** folder.

The **fingerprint** is the hex-encoded SHA-1 hash of the server certificate.

① Note that the terms fingerprint and thumbprint can be used interchangeably here.

Fallback: In-memory server certificate

In older configurations, or due to manual editing, it is possible that the **certificate** section is not available. In such cases, PRTG OPC UA Server uses a fallback solution. PRTG OPC UA Server creates and uses a new in-memory, self-signed server certificate on each start. This means that you have to trust the certificate on each restart of PRTG OPC UA Server.

① We recommend that you do not use this fallback solution.

Client certificates

PRTG OPC UA Server authenticates clients by their certificate. If a **store_path** is present in the **certificate** section under **opcua** in the configuration file, PRTG OPC UA Server uses that store to verify if a client is trusted or not.

If you want to turn off client certificate authentication, you can add the below setting to the configuration file to accept all client certificates:

```
opcua:
  certificate:
    store_path: Cert:\Services\PRTG0pcUaServerService
    accept_all_client_certificates: true
```

❗ PRTG OPC UA Server will also trust all client certificates if you do not provide a certificate store. In this case, PRTG OPC UA Server creates a new server certificate on each start.

PRTG OPC UA Server uses the **\Enterprise Trust** folder for trusted certificates, and the **\Untrusted Certificates** folder for untrusted certificates in the Windows certificate store.

- If a client presents a certificate that is stored only in the **\Enterprise Trust** folder, PRTG OPC UA Server allows it to connect.
- If a client presents a certificate that is stored in the **\Untrusted Certificates** folder, PRTG OPC UA Server does not allow it to connect.
- If a client presents a certificate that is unknown, PRTG OPC UA Server does not allow it to connect, and stores the certificate of the client in the **\Untrusted Certificates** folder.

You can trust a client certificate in two ways:

- Import trusted certificates
- Move untrusted certificates

Import trusted certificates

If you have the certificate of the client available on the host system of PRTG OPC UA Server, you can directly import it into the **\Enterprise Trust** folder in the certificate store:

1. Open the Microsoft Management Console snap-in.
2. Right-click the **PRTG0pcUaServerService\Enterprise Trust** folder. Under **All Tasks**, select **Import...**

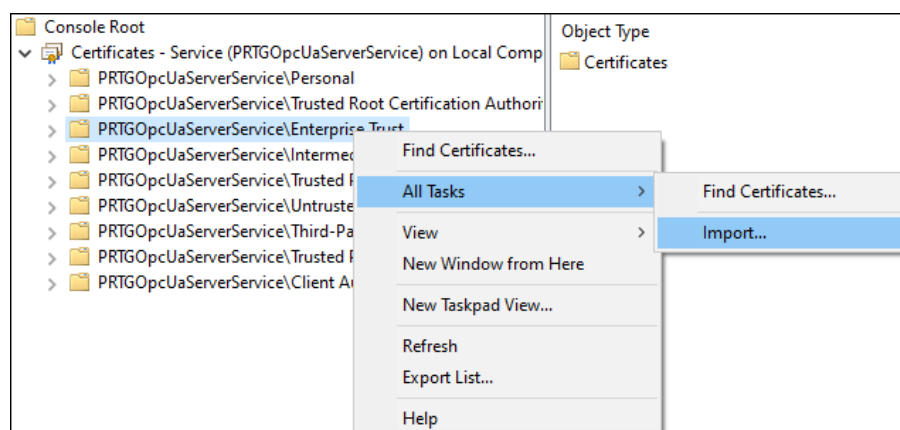


Figure 11: Import trusted certificate

3. Follow the dialog and select the certificate you want to import.

❗ You can only import DER-encoded certificates into the Windows certificate store.

Move untrusted certificates

On the first connection attempt, PRTG OPC UA Server stores the certificate of a client in the **\Untrusted Certificates**. To enable the client to connect to PRTG OPC UA Server you have to move the certificate from the **\Untrusted Certificates** to the **\Enterprise Trust** folder:

1. Open the Microsoft Management Console snap-in.
2. Go to the **PRTGOpcUaServerService\Untrusted Certificates** and open the **Certificates** subfolder.

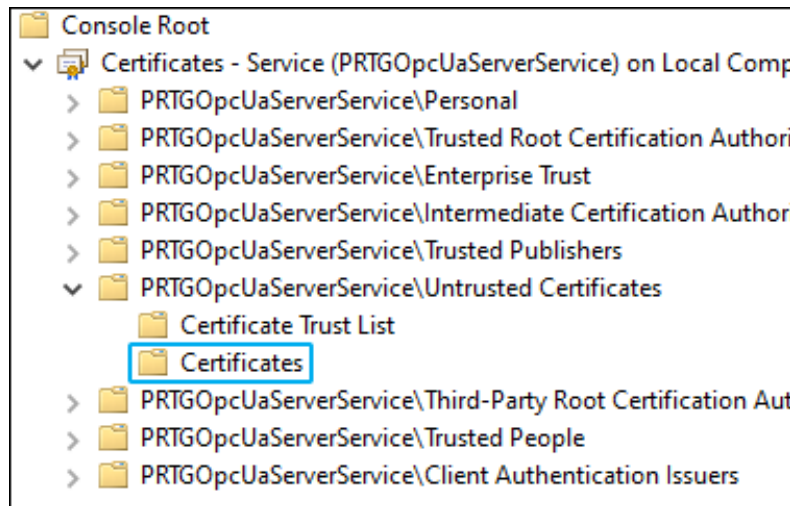


Figure 12: Untrusted certificates

3. Drag the certificate that you want to trust from the center pane to the **\Enterprise Trust** folder. PRTG OPC UA Server will trust the client that has this certificate and will allow it to connect on the next try.

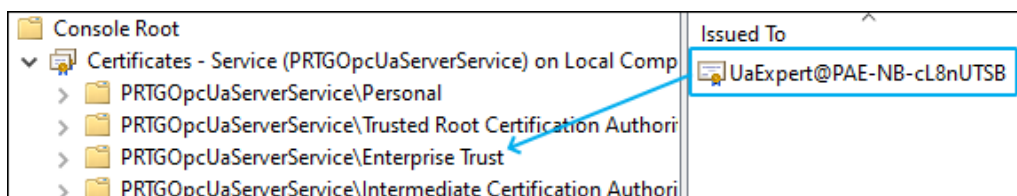


Figure 13: Trust untrusted certificate

Update to newer versions

Update to PRTG OPC UA Server 1.1

In **PRTG OPC UA Server 1.1**, we added support for persistent [server certificates](#). You must specify the location of the server certificate in the configuration:

1. Execute the installation setup program on the system where PRTG OPC UA Server is installed.
2. Enter all required information. You can copy information from your **config.yaml** file.
3. If you had any previous manual changes in your **config.yaml** file, copy them from **config.old.yaml** to your new configuration and restart the PRTG OPC UA Server service for the changes to take effect.
4. PRTG OPC UA Server creates a persistent server certificate on startup.

■ For more information, see section [Frequently asked questions](#).

- [Where can I find the PRTG OPC UA Server configuration file?](#)
- [How do I edit the configuration of PRTG OPC UA Server?](#)

Update to PRTG OPC UA Server 1.2

In **PRTG OPC UA Server 1.2**, we added a new feature that allows you to export node information to a .csv file.

■ For more information, see section [CSV export](#).

If you have an offline instance of PRTG OPC UA Server and want to enable the CSV export feature, please contact the Paessler support team to get a new activation file.

❗ This feature is only available with a **Professional** subscription.

Update to PRTG OPC UA Server 1.3

Installation changes

We created an .msi installer for PRTG OPC UA Server. If you have a version prior to **PRTG OPC UA Server 1.3** installed on your system, uninstall the older version before you update to the latest version; otherwise both versions will appear under **Programs and Features**.

Template configurations

In **PRTG OPC UA Server 1.3**, we added a new feature that allows you to customize the **BrowseName**, **DisplayName**, and **NodeID** values with template configurations.

At the same time, we removed the previous **unique_browsenames** configuration feature as the templates now allow you to define unique BrowseNames. If you want to use unique BrowseNames, add the following template to your configuration file:

```
opcua:  
  browse_name: '%TYPE%ID'
```

■ For more information, see section [Templates](#).

Certificate store configuration

As of **PRTG OPC UA Server 1.3**, we also use the certificate store for client certificate verification. Therefore, you no longer have to enter the full path to the server certificate in the configuration.

For example, the previous configuration looked like this:

```
opcua:  
  certificate:
```

```
store_path: Cert:\Services\PRTG0pcUaServerService\My
```

Now you must remove **\My** from the **store_path**:

```
opcua:  
  certificate:  
    store_path: Cert:\Services\PRTG0pcUaServerService
```

■ For more information, see section [Client certificates](#).

Frequently asked questions

How can I create an API key for PRTG OPC UA Server?

Open the API key settings of PRTG. To do so, go to **Setup | Account Settings | API Keys** or enter the following URL in your browser: `http(s)://<yourprtgserver>/myaccount.htm?tabid=5`.

1. Hover over  and select **Add API Key** from the menu.
2. Enter a name and a description.
3. Define an access level for the API key.  For more information about the access level, see section [Check the system requirements for the installation](#).
4. Copy and store the API key.
 After you click **OK**, the API key will not be visible again.
5. Click **OK**.

 For more information on how to create an API key for the PRTG OPC UA Server, see the Knowledge Base: (<https://helpdesk.paessler.com/en/support/solutions/articles/76000076938>).

Where can I find the PRTG OPC UA Server help?

1. Open PowerShell from the directory in which you installed PRTG OPC UA Server, for example, `C:\Program Files\Paessler\PRTG OPC UA Server`.
2. Execute the following command:

```
.\prtg-opcua-server.exe --help
```

Where can I find the PRTG OPC UA Server configuration file?

The configuration file is located under **C:\ProgramData\Paessler\PRTG OPC UA Server**.

How do I edit the configuration of PRTG OPC UA Server?

To edit the configuration, you need to edit the [configuration file](#).

-  The configuration file is in the .yaml format, therefore you must pay special attention to the indentation and general formatting.
-  Changes to the configuration file will only take effect after you restart the PRTG OPC UA Server service.

Which settings and default values can I edit via the configuration file?

A configuration with all options could look like the following file.

 For detailed information about the specific values and all possible configuration options, see the [Help](#) command of PRTG OPC UA Server.

```
activation:
  license_key: EXAMPLE-LICENSE-KEY
  path: 'C:\ProgramData\Paessler\PRTG OPC UA Server\activation.json'
```

```
prtg:
  tags: [ export_tag ]
  address: http://my.prtg-instance.org/
  api_key: EXAMPLEAPIKEYWITHACKNOWLEDGEACCESS=====
  update_interval: 30
  tag_check_interval: 600
  disable_tag_inheritance: false
  allow_invalid_certificates: false
opcua:
  port: 4840
  enable_unencrypted_endpoint: false
  dns_name: null
  certificate:
    store_path: 'Cert:\...'
    fingerprint: 'certificate fingerprint'
  browse_name: '%TYPE'
  display_name: '%NAME'
  node_id: '%ID'
logging:
  file:
    level: info
    directory: 'C:\ProgramData\Paessler\PRTG OPC UA Server\logs'
    file_size: 10000000
    files_kept: 5
  console:
    level: info
export:
  enable: true
  path: 'C:\ProgramData\Paessler\PRTG OPC UA Server\node_information.csv'
```

① To apply your changes, save the updated **config.yaml** file and restart the PRTG OPC UA Server service.

I am using a secure HTTPS server and the default certificate of PRTG or a self-signed certificate. What do I need to know?

If you use a secure HTTPS server and the default certificate of PRTG or a self-signed certificate, you must edit the [configuration file](#) of PRTG OPC UA Server.

Extend the **prtg** section with the following line:

```
allow_invalid_certificates: true
```

The content of the file now looks like this:

```
prtg:
  address: https://127.0.0.1:1616
  api_key: EXAMPLEAPIKEYWITHACKNOWLEDGEACCESS=====
  tags: [ tag_1 ]
  allow_invalid_certificates: true
opcua:
  ...
logging:
  ...
export:
  ...
```

① To apply your changes, save the updated **config.yaml** file and restart the PRTG OPC UA Server service.

How can I import more than one tag with PRTG OPC UA Server?

1. Open the **config.yaml** file in the PRTG OPC UA Server **ProgramData** folder. The default path for this file is **C:\ProgramData\Paessler\PRTG OPC UA Server**.
2. Enter the tags that you want to import in the **tags** section:

```
prtg:
  address: http://127.0.0.1:1615
  api_key: EXAMPLEAPIKEYWITHACKNOWLEDGEACCESS=====
  tags: [ tag_1, tag_2, tag_3 ]
opcua:
  ...
logging:
  ...
export:
  ...
```

❗ To apply your changes, save the updated **config.yaml** file and restart the PRTG OPC UA Server service.

How can I only export tagged objects and not their children with PRTG OPC UA Server?

1. Open the **config.yaml** file in the PRTG OPC UA Server **ProgramData** folder. The default path for this file is **C:\ProgramData\Paessler\PRTG OPC UA Server**.
2. To disable tag inheritance, extend the **prtg** section with the following line:

```
disable_tag_inheritance: true
```

The content of the file looks like this after you disable tag inheritance:

```
prtg:
  address: https://127.0.0.1:1616
  api_key: EXAMPLEAPIKEYWITHACKNOWLEDGEACCESS=====
  tags: [ tag_1 ]
  disable_tag_inheritance: true
opcua:
  ...
logging:
  ...
export:
  ...
```

❗ To apply your changes, save the updated **config.yaml** file and restart the PRTG OPC UA Server service.

Where can I find the logs of PRTG OPC UA Server?

The log directory can be configured via the [configuration file](#).

What do the status and display values that PRTG OPC UA Server returns mean?

PRTG OPC UA Server converts the sensor states as follows:

Value	Display Value	Meaning
0	NONE	No status information available for the requested object
1	UNKNOWN	The requested sensor shows the Unknown status
2	COLLECTING	Collecting sensor status information
3	UP	The requested sensor shows the Up status
4	WARNING	The requested sensor shows the Warning status
5	DOWN	The requested sensor shows the Down status
6	DOWN_ACKNOWLEDGED	The requested sensor shows the Down (Acknowledged) status
7	DOWN_PARTIAL	The requested sensor shows the Down (Partial) status
8	UNUSUAL	The requested sensor shows the Unusual status
10	PAUSED_BY_USER	The requested object was paused by a user
11	PAUSED_BY_DEPENDENCY	The requested object was paused by a dependency
12	PAUSED_BY_SCHEDULE	The requested object was paused by a schedule
13	PAUSED_BY_LICENSE	The requested sensor was paused because the maximum number
14	PAUSED_BY_USER_UNTIL	The requested object was paused by a user for a specific time
15	PAUSED_BY_PARENT	The requested object was paused by a parent object
16	SUMMED_INFO_DOWN	At least one sensor on the requested device shows the Down status
17	SUMMED_INFO_ACKNOWLEDGE	At least one sensor on the requested device shows the Down (Acknowledged) status
18	SUMMED_INFO_WARNING	At least one sensor on the requested device shows the Warning status
19	SUMMED_INFO_UNUSUAL	At least one sensor on the requested device shows the Unusual status
20	SUMMED_INFO_PAUSED	At least one sensor on the requested device shows the Paused status
21	SUMMED_INFO_UP	At least one sensor on the requested device shows the Up status
22	SUMMED_INFO_UNKNOWN	At least one sensor on the requested device shows the Unknown status

❶ PRTG only takes the most significant sensor status into account for the summarized object status. For more information, see section [Summarized object status](#).

Summarized object status

PRTG summarizes the status of devices and groups based on the most significant sensor status in the group. PRTG orders the states from most significant to least significant as follows:

1. Down
2. Warning
3. Unusual
4. Paused
5. Down (Acknowledged)
6. Up
7. Unknown

■ For more information, see the [PRTG Manual: Sensor States](#).

I do not need encryption. How can I turn it off?

There is no way to disable the encrypted endpoints of PRTG OPC UA Server. However, you can enable an unencrypted endpoint with security mode and policy **None**. Add the **enable_unencrypted_endpoint** option to the **opcua** section of your configuration and set it to **true**:

```
opcua:  
  enable_unencrypted_endpoint: true
```

Why can I not connect to PRTG OPC UA Server even though service is running?

If the Windows service **PRTG OPC UA Server** is running but you are still not able to connect to the server, make sure the port is not blocked by either your hardware or the Windows firewall.

① The default port is 4840.