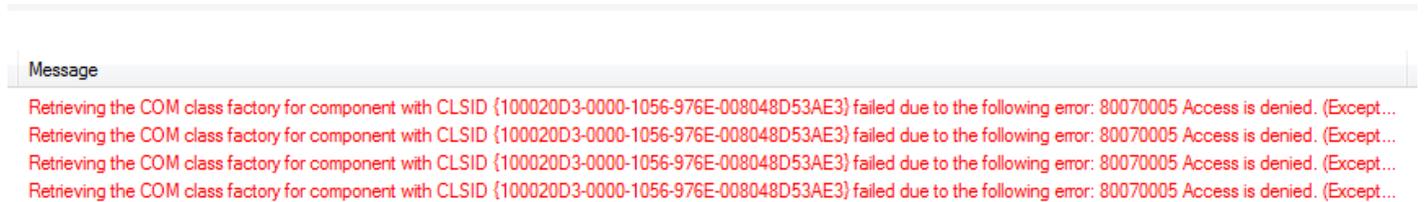# DCOM Security settings for Umango

The error below may occur when using a network admin/service account **and** there are group policies implemented on the network accounts.

Retrieving the COM class factory for component with CLSID {ID} failed due to the following error: 80070005 Access is denied.

Message

Retrieving the COM class factory for component with CLSID {100020D3-0000-1056-976E-008048D53AE3} failed due to the following error: 80070005 Access is denied. (Except...
Retrieving the COM class factory for component with CLSID {100020D3-0000-1056-976E-008048D53AE3} failed due to the following error: 80070005 Access is denied. (Except...
Retrieving the COM class factory for component with CLSID {100020D3-0000-1056-976E-008048D53AE3} failed due to the following error: 80070005 Access is denied. (Except...
Retrieving the COM class factory for component with CLSID {100020D3-0000-1056-976E-008048D53AE3} failed due to the following error: 80070005 Access is denied. (Except...

Network accounts with group policies do not have access to use local COM factories on the local machine and have to be added to the local machine's DCOM security.

To do this, you will need to run the DCOMCNFG.EXE program, which can be ran from the start menu.

Programs (1)

dcomcnfg.exe

See more results

dcomcnfg

Shut down
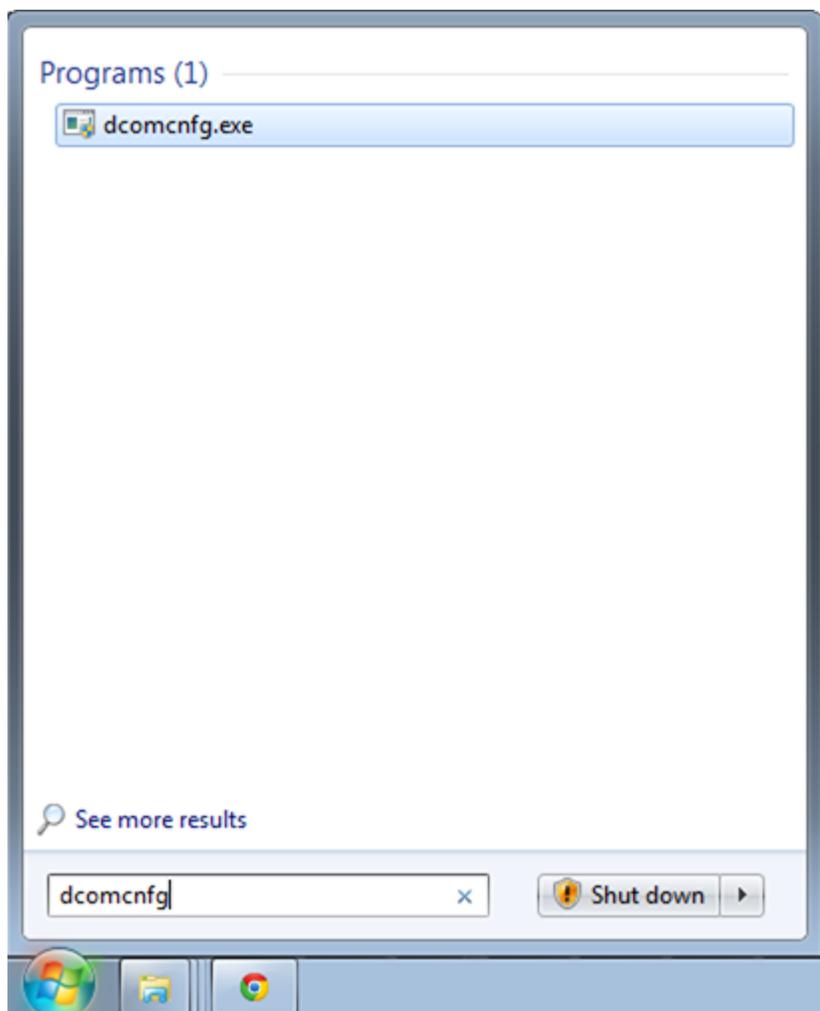
Once the program starts, the Component Services screen will open.
In the tree structure; navigate to **Component Service** --> **Computers** --> **My Computer**.
**Right click** on '*My Computer*' to open the context menu, and choose **Properties**.
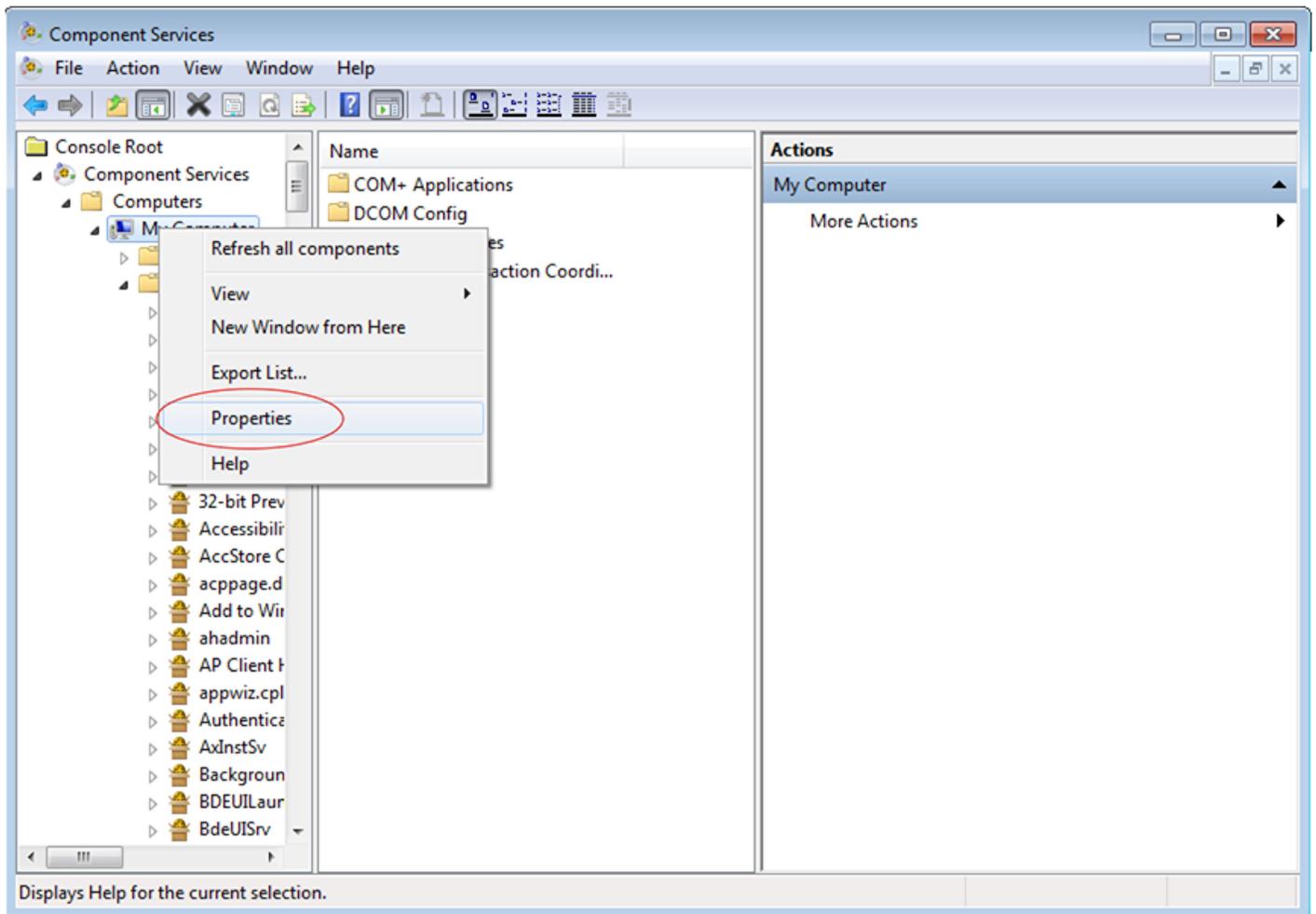
Under the **COM Security** tab, in the *Access Permissions* section, click on the **Edit Default...** button.
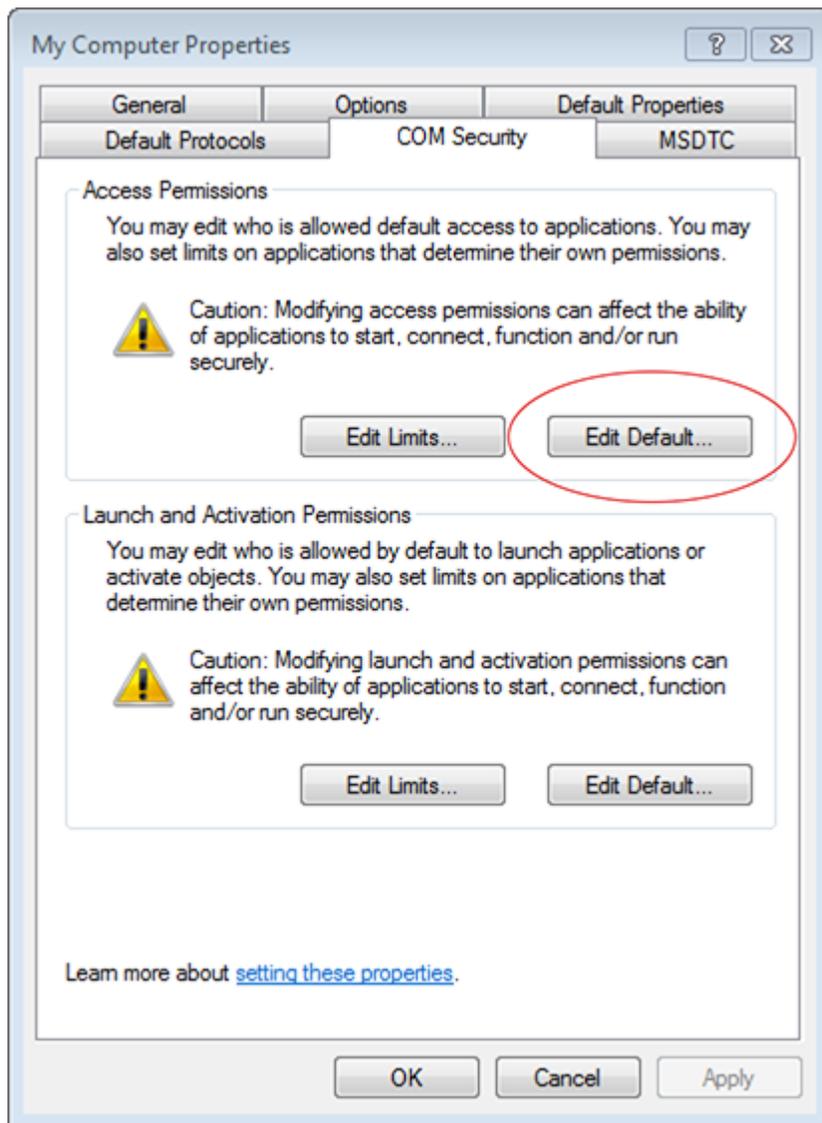
This then presents which users/groups will be able to access COM elements that are required by Umango.

Choose the user/group of the service account that is being used for Umango, adding it if not present, and ensure that it has both **Local Access** and **Remote Access** checked.
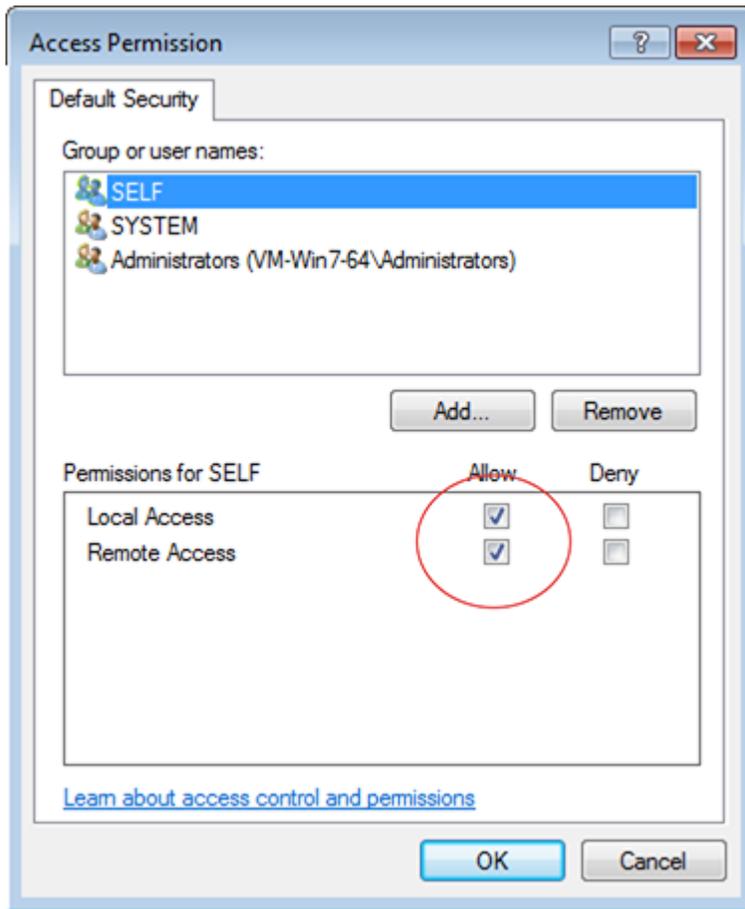
Save the changes by pressing the **OK** button then try to process a Umango job again to ensure that the changes have taken affect.