

CybraryN™ KB Article

Error 10535761 From Module Check iii

Issue

When trying to login using Innovative Authentication, you receive error **10535761 from module check iii**.

Cause

This error means that the CybraryN™ software has timed out while requesting access to your Innovative server. The connection with your Innovative server may be unavailable.

Solution

To see if you are connected to the Innovative Server, try to run a patron dump at the time of the error. A patron dump will determine if the workstation in question has access to the server.

To run a patron dump:

- Close all CybraryN™ Software products.
- Open Internet Explorer and type in the following address:

<http://Innovative Server IP Address:4500/PATRONAPI/Valid Barcode Number/dump>

Note: You will need to know your Innovative Server IP Address and a valid barcode number in order to retrieve a patron dump.

Once you have entered the patron dump address, if you are connected to the Innovative server you will receive information on the barcode number you just entered. If you are not connected to the Innovative server, you will not see any information about the barcode number returned.