

CybraryN™ KB Article

Error 10552 from module LoginOk

Issue

After a patron logs into CybraryN™ software, a message appears saying “This user can no longer read/write to the network or windows folder. Please check the access rights and the network connections. Error Number: 10575 from module LoginOk.” This error may be followed by Error 10552 from module LoginOk.

Cause

The user does not have full Control of the **Meter File Location**.

Solution

1. Start the CybraryN™ software.
2. Click **File > Setup**.
3. Select the **Files** Tab and note the **Meter File Location**.
4. Close the CybraryN™ software.
5. Login to windows as the Administrator.
6. Explore to the **Meter File Location** using Windows Explorer.
7. Give the user **full control** of the **Meter File Location folder**.
8. Log out of the windows Administrator profile.
9. Restart the CybraryN™ software. The error message should no longer appear.