

CybraryN™ KB Article

Error 10575 from module Logout

Issue

After a patron logs out of the CybraryN™ software the message “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 Logout” appears.

Cause

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

Solution

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