

CybraryN™ KB Article

Error 10575 from Module UpdatePatronRecord

Issue

After a patron finishes their session and presses the logout button, the error “The user can no longer read/write to the network or the windows folder. Please check the access rights and the network connections. Error Number: 10575 from module UpdatePatronRecord.” is displayed.

Cause

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

Solution

1. Start the CybraryN™ software and go to **Setup**.
2. Select the **Files Tab** and note the **Patron System File Location**.
3. Close the CybraryN™ software.
4. Explore to the **Patron System File Location** using Windows Explorer.
5. Give the user **full control** of the **Patron System File Location** folder.
6. Restart the CybraryN™ software. The error message should no longer appear.