

CybraryN™ KB Article

The Login button is grayed out

Issue

Patrons are not able to login to CybraryN™ software because the login button is grayed out.

Cause

This issue can occur in the following circumstances:

- The **Hours of Operation** on the **Usage** tab of the CybraryN™ Setup indicates that the library is currently closed.
- The setting **Prompt patron/user to log in to use the computer** on the **Admin** tab of the CybraryN™ setup is set to **No**.
- On the **Queue** Tab of the CybraryN™ setup, the setting **Allow users to walk up to this computer** is unchecked and the setting **Enable CybraryQ** is checked.

Solution

1. Check the library hours on the **Usage Tab** of the CybraryN™ setup. Make sure that the system clock of the computer is set to the correct time, date, and time zone.
2. Change the setting **Prompt patron/user to log in to use the computer** on the **Admin** tab of the CybraryN™ setup to **Yes**.
3. On the **Queue** tab of the CybraryN™ setup, check the box **Allow users to walk up to this computer**. This will allow users to login to a computer without being assigned to a computer by the CybraryQ™ software.