

CybraryN™ KB Article

Logout button is displayed when no user is logged in.

Issue

After a patron logs out of 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.” After clicking Ok on the error message, the text on the Logout button does not change. A user is no longer logged in, but the Logout button is still displayed. The floating clock may also still be displayed.

Cause

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

Solution

1. Start CybraryN™ software and go to **Setup**.
2. Select the **Files** tab and note the **Meter File Location**.
3. Close CybraryN™ software.
4. Log in 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 CybraryN™ software. The error message should no longer appear.