

CybraryN™ KB Article

Patrons are told to go to directly to the free computer, but are then told to go to the signup station.

Issue

Patrons try to enter their name and barcode at the Queue station, but are told to go directly to the free computer. When the patron enters their name and barcode on the free computer, they are told to go to the signup station. This will continue to loop, never allowing a patron to authenticate.

Cause

This issue is caused by a setting that checks for free computers conflicting with a setting that does not allow walkup users. Since queue does not assign them to a machine but sends them directly to the workstation, they are considered a walkup user. If the workstation does not allow walkup users, the patron will be blocked.

Solution

There are two resolutions to this issue, based on your setup preference.

To Allow Patrons to walkup to free machines:

1. In the CybraryN™ software setup on the **Queue** tab, make sure the **Allow users to walk-up to this computer** option is checked.
2. If you want to force patrons to walkup to free machines before entering their name in the Queue, click on the **Views** tab and make sure **Check for free computers** is selected. Leaving this unchecked will allow patrons to walk-up to free computers and/or signup at the Queue station.

To Force Patrons to sign-up at the Queue Kiosk:

1. In the CybraryN™ software setup on the **Queue** tab, make sure the **Allow users to walk-up to this computer** option is not checked.
2. In the CybraryQ™ software setup on the **Views** tab, make sure the option to **Check for free computers** is not selected.