

## CybraryN™ KB Article

### Disappearing CybraryQ™ reservations

#### Software

This information applies to:

- CybraryQ™ software

#### Issue

Patrons' Q reservations are being deleted.

#### Cause

The problem is due to multiple Q and CybraryN™ stations writing to the same **cybraryq.dba** simultaneously.

#### Solution

There are two possible solutions: one would be to employ only a single Q signup station. The second would be to ensure that one group (i.e. Children, Adult, etc.) is managed by **only one** Q station. This means that one Q station can manage multiple groups but a group cannot be managed by two different Q stations.

**NOTE:** It is recommended that you do this when the library is closed and no machines are running any software.

The setup would be performed as follows:

1. Create a subfolder of the shared folder for each Q station to store its **CybraryQ.dba** file separately.
2. Make sure each subfolder created in Step 1 has the same permissions as the shared folder.
3. On each Q station, click **File > Setup > Files** and change the **CybraryQ Database Path** to hold the path to the new subfolder created in Step 1 for that station.
4. On each Q station, click **File > Setup > Queue** and remove all groups from the Queue List except for the group(s) that that particular Q station will manage.
5. Press the **OK** button at each Q station when you are done.

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6. **Exit** CybraryQ™ software on each Q station.
7. Start CybraryN™ software on a **patron machine**.
8. Click **File > Setup > Queue** and change the **Remote CybraryQ™ Database Network** folder to hold the path to the subfolder created in Step 1 that is appropriate to this PC's group.
9. Press the **OK** button.
10. Exit CybraryN™ software. If asked to save changes, click **Yes**.
11. Repeat steps 7 through 10 on all other patron machines.
12. Delete any existing **cybraryq.dba** files from the shared folders.
13. Start the software on each patron machine and Q station. Patrons may now use the computers.