

CybraryN™ KB Article

Error 10562 from Module Starting Hour

Issue

When starting the CybraryN™ software, you receive error number **10562 from module Starting Hour**.

Cause

This occurs when there is a corruption of the **tdhours.dat** file. Recreating the **tdhours.dat** file will resolve the issue.

Solution

To recreate the **tdhours.dat** file:

1. Make sure you are logged into the computer as the Windows Administrator.
2. Start CybraryN™ Software and go to **File > Setup**.
3. Select the **Files** tab and note your **Hours of Operation location**.
4. Exit CybraryN™ software.
5. Browse to your **Hours of Operation location** and rename the **tdhours.dat** file to **tdhours.old**
6. Open CybraryN™ software and select **File > Setup**. You will see an error message that says “Can’t find hours of operation file...”. Select **OK**.
7. Select the **Usage Tab**.
8. Enter the starting and ending hours. Make sure that each time listed in the usage grid is in the format “HH:MM AM” or “HH:MM PM”
9. Click **OK** and then exit CybraryN™ software to save the changes.
10. Restart CybraryN™ software.

Your **tdhours.dat** file has now been recreated. You may now log back into Windows as the restricted user and continue use of CybraryN™ software.