

CybraryN™ KB Article

Error 10575 from Module LoginOk

Issue

After a patron logs into 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 LoginOk.” This error may be followed by Error 10552 from module LoginOk.

Cause

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

Solution

1. Start the CybraryN™ software and go to **Setup**.
2. Select the **Files Tab** and note the **Meter File Location**.
3. Close the CybraryN™ software.
4. Login 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.