

Frequently asked questions

1.How to get the user info?

Sol. Trigger to pull newly added employee record from User info database to material Database (*COMLibdb*). Libsoft getting the user info from MemberRegistration table in HLibdb database for Maintain the transaction details.

2.How to create users account for Libsoft desktop application?

Sol. Open Administrator module in libsoft → click on Add User, fill the all data and click on Add button.

3.How to delete Libsoft desktop application users account?

Sol. Open Administrator module in libsoft → click on Delete User, Select the user name and click on Delete button.

4.How to Modify Libsoft desktop application users account?

Sol. Open Administrator module in libsoft → click on Modify User, Enter the user name and press tab key. Enter the password and modify the details, click on Modify button.

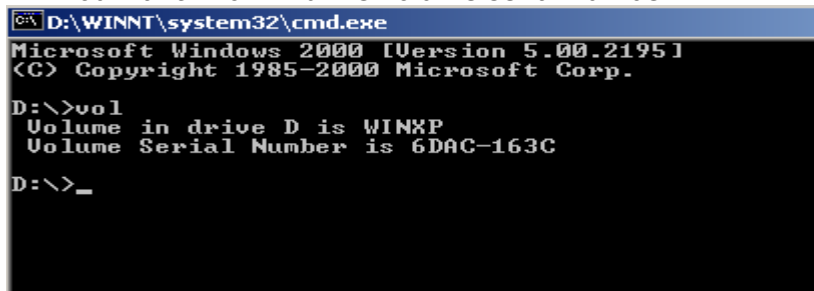
5.Why user info Trigger to material Database?

Sol. User Info used for Maintaining the transaction details, reservation, Circulation Reports; Auto Mail Reminder send the mails based on user email id and OPAC.

6.How to find the volume serial number?

Sol. Start→ Run → cmd → go to drive in command prompt (which drive volume serial number you want) and execute command "**vol**".

Ex: You want know D drive volume serial number



```
D:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

D:\>vol
Volume in drive D is WINXP
Volume Serial Number is 6DAC-163C

D:\>_
```

7.How to restart the Mail Service?

Sol. Start→ Settings → control Panel → administrative Tools → click on services → select LibMailService and right click, click on restart.

8.How to registered the libsoft client software?

Sol. See the after installation procedure in above document

9. Explain custom errors and solution?

Error 1: In circulation, "Member is not authorized at this Centre "

Reason: Material may belong to one centre and member to another centre or centre name may be wrong.

Sol:

1. Open member Registration form in libsoft and update the centre name. Or
2. Open database, open Query Analyzer and execute following query.

Ex. Member id=1234 having problem

```
UPDATE MEMBERREGISTRATION set centre='HTS-Main' where memberid=1234
```

Error 2: In circulation, " You are not authorized at this Centre"

Reason: Material, member belongs to one centre and software user (librarian) having no permission to that centre or centre name may be wrong.

Sol:

1. Open Administrator module in the libsoft and update user (librarian) permissions.

Error 3: Auto Mail Reminder not working properly.

Reason:

1. Mail Server access denied.
2. Member's E-mail id may be blank.

Sol:

1. Check Mail server permissions.
2. Check the E-mail ids.
3. Otherwise restart service. (See FAQ 5)

Error 4: Server could not found.

Reason:

1. windows authentication to database server.
2. In "Libdetls.sys" (it is located in "< installation path >/Bin/ Libdetls.sys" or in the system32 directory), Database server IP address may be wrong.

Sol:

1. Check windows authentication to database server.
2. In "Libdetls.sys" (it is located in "< installation path >/Bin/ Libdetls.sys" or in the system32 directory), Modify database server IP address correctly.

Error 5: Network path can't found or access denied.

Reason:

1. In "Serpath.sys" (it is located in "< installation path >/Bin/ Serpath.sys"), installation path may be wrong.

Sol:

1. In "Serpath.sys" (it is located in "< installation path >/Bin/ Serpath.sys"), type current installation path (i.e path of Serpath.sys) and saved.

Error 6: Unauthorized Software Usage.

Reason: After installation you may not have registered the libsoft client software.

Sol: You must register software after installation (see after installation procedure).