

## 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.

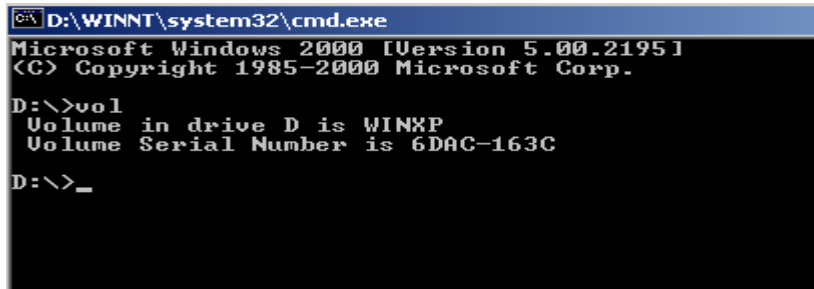
### 5.Why user info Trigger to material Database?

**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).