

Information about the Library Online Workaround updated 2/2009

Introduction

Library Online provides a "workaround" to make the workstations usable when the server is unavailable. Here's how it works:

1. The patron attempts to log in. They receive a "Failed to connect to server" error message.
2. The patron repeats this process 3 times (Note: This does take some time in-between each attempt).
3. On the 4th logon attempt, the patron is given the option to have a 1 hour session. Library Online loads with whatever applications were available to the last patron. This session will not count against the person's daily time.

The problem

This workaround relies on 2 local files: disclaim.dat (to display the Internet acceptable use policy) and appnamepath.dat (to display the applications). These files are located in the following locations:

- C:\appNamePath.dat\appnamepath.dat
- C:\disclaimer.dat\disclaim.dat

In a perfect world, these two files would be written to the hard drive during each patron session. However, most libraries do not allow patrons to write to the hard drive, or, if they do, they use products like DriveShield to destroy any changes made to the hard drive when the machine is rebooted.

So, in order for this workaround to work, these 2 files must somehow be written to the hard drive and write-protected.

To test if you have these files (and if they're in the correct place):

You can test this workaround by unplugging the network cable from the computer and logging in 4 times. If you see the acceptable use policy and applications in the box, you're all set.

If you do not have these files in place, contact your tech support:

- LINK PCs: call the Automation Help Desk
- non-LINK PCs supported by Dan Jacobson: call Dan
- non-LINK PCs supported by other techs: call your tech. If your tech has questions, you may refer him/her to Kerri (608-246-7971) for more info.

Recommended procedure

Expected file locations:

- C:\appNamePath.dat\appnamepath.dat
- C:\disclaimer.dat\disclaim.dat

If you can normally write to the hard drive as the default user:

1. Disable any security software that would prevent changes to the hard drive from being saved.
1. Log in as the default user.
2. Log in as you normally would.
3. End your session (or logout).
4. Search the hard drive for the files "appnamepath.dat" and
5. "disclaim.dat". Hopefully, you will find only 1 set of these files, probably both in the same directory.
6. Make these files read-only.

If you cannot write to the hard drive as the default user (because you use disk protection software like Deep Freeze, Centurion Guard, or SteadyState):

1. Disable any security software that would prevent changes to the hard drive from being saved.
2. Log in to Library Online as you normally would.
3. End your session (or logout).
4. Log in as the administrator.
5. Search the hard drive for the files "appnamepath.dat" and "disclaim.dat". Hopefully, you will find only 1 set of these files and hopefully they will be located in the directories listed above.
6. If you locate the files in a directory in locations other than those listed above, contact Kerri (608-246-7971).
7. Re-enable your security software that prevents changes to the hard drive from being saved.