

Help & Troubleshooting — Libraries

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Libraries

Symptom	Likely cause	Fix
The library you need is not visible in the current list.	The library may not yet have been created, or the displayed information may need to be updated.	Use icn-update to refresh the screen. If no suitable library exists after review, select New Library .
Changes to a new or edited library are not retained.	The record may have been cancelled rather than confirmed.	Reopen the record with New Library or Edit , complete the required information, and select OK .
You need to work with role information for a library but cannot find it in the file list.	Roles are accessed through a separate action rather than through files[] .	Select the library and choose Roles .
You need to handle a related ticket or attachment.	These are separate library actions.	Select the relevant library, then use Tickets for ticket-related work or Attach for attachment-related work.

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