A patron is getting an error that says blocked due to invalid patron type, how can they regain access?

Symptom

• A patron is getting an error that says blocked due to invalid patron type, how can they regain access?

Applies to

• ILLiad

Resolution

This is determined by the Customization Manager key called **SPLPatronAPIInvalidPatronType** which specifies a value to display when a customer attempts to log into the system and Patron API authentication fails due to an invalid patron type. This key is only used when Patron API authentication is properly set up and enabled, and is not exclusive.

Additional information

[ILLiad Customization Keys](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/A_patron_is_getting_an_error_that_says_blocked_due_to_invalid_patron_type,how_can_they_regain_access)