

Troubleshooting FAQ

• I have downloaded an eBook that doesn't open up. How do I open and read the eBook?

If you have received a .acsm file that doesn't open up automatically, it means that Adobe Digital Editions is not already installed on your system. In this case, save the file received and [download Adobe Digital Editions](#). Once the download is complete, open the .acsm file. It would automatically get opened in Digital Editions.

• Error Code #2083: License Error (Server Communication problem: E_ADEPT_IO)

This is a generic error caused by your firewall blocking the port and not allowing Adobe Digital Editions to download. If you receive this error message while trying to open an e-book with Adobe Digital Editions, check your firewall settings to make sure the standard port 80 is open.

• I'm not being able to access my eBook on Digital Editions installed on other machines. What could be the reason behind it?

- Make sure that Digital Editions is properly authorized as mentioned above
- Protected items that you download with Digital Editions can open on up to six computers and mobile devices provided they are properly authorized
- If you have already opened your protected book on 6 computers and mobile devices and you are trying to open it on a 7th device, you will not be able to do so. In this case, please open your eBook on the last 6 devices/computers.

• Why can't I print and Copy my eBook from Digital Editions?

Normally content is protected for print and copy access. If content is open in Digital Editions, go to Reading->Item Info to find out access restrictions. If print and copy is not restricted and you are still not able to solve the issue, send an email to MPS Technologies.

• After downloading eBook, I got .acsm file but it doesn't open with Adobe Digital Editions, what should I do?

This looks like the problem of association of filetype .acsm with Adobe Digital Editions. This can happen if:

- 1) Book is downloaded first and then Adobe Digital Editions is installed
- 2) ADE is not installed properly
- 3) Sometimes firefox browser creates problems.

This is how you can rectify it. Open the 'urllink.acsm' file as follows...

1. Once you have installed Adobe Digital Editions, right-click the urllink.acsm file.
2. Select 'Open With', and choose 'Adobe Digital Editions'.
3. Click 'OK'. Adobe Digital Editions opens and downloads the eBook.

OR

If you have already installed Adobe Digital Editions before downloading the eBook, then you may need to adjust your computer's file associations so that the Adobe software opens the ACSM file type.

For Windows Vista

1. Go to Start > Control Panel > Default Programs > Associate a file type or

protocol with a program.

The 'Associate a file type or protocol with a program' dialog box is displayed.

2. Under the 'Extensions' heading, select '.acsm' and click the 'Change program...' button.

The 'Open With' dialog box is displayed.

3. Click the 'Browse...' button.

A second 'Open With' dialog box is displayed.

4. To open eBooks with Adobe Digital Editions...

1. Browse to 'C:\Program Files\Adobe\Adobe Digital Editions and select 'digitaleditions.exe'

2. Click 'Open' to associate ACSM files with Adobe Digital Editions.

5. Double-click the 'urllink.acsm' file you downloaded.

Adobe Digital Editions opens and downloads the eBook.

For Windows 98SE, Windows 2000, Windows ME, or Windows XP

1. Open 'My Computer' and from the menu bar select Tools > Folder Options and click on the 'File Types' tab.

2. Select '.acsm' and click the 'Change' button.

3. In the list of programs displayed, click on 'Adobe Digital Editions', then click the 'OK' button.

4. Double-click the 'urllink.acsm' file you downloaded. Adobe Digital Editions opens and downloads the eBook.

For Macintosh™ operating systems

1. 'Control-click' the 'urllink.acsm' file and select 'Get Info'.

The 'urllink.acsm Info' window is displayed.

2. Expand the 'Open with:' section and click the 'Other...' drop-down.

3. In the list of programs displayed, select Adobe Digital Editions.

4. Check the 'Always Open With' checkbox to set the Adobe software to always open ACSM files.

5. Click the 'Add' button.

The 'urllink.acsm Info' window is displayed.

6. Close the 'urllink.acsm Info' window.

• I'm unable to open some or all of my eBooks after upgrading to Adobe Digital Editions 1.5 or later. I'm receiving the following error:" Internal error - document already failed.

"Error W_ADEPT_CORE_USER_CREDENTIALS_NOT_FOUND"

This issue appears to be caused by a failure in the process of moving your books from anonymous activation to Named activation.

Disclaimer: The following solution involves the Windows System Registry. Editing or

manipulating the registry incorrectly can result in serious system damage, which may

require reinstallation of the operating system. If you are not comfortable editing the

registry then it's best to take your machine to a professional. If you choose to proceed

it is essential to create a complete system backup and a Windows System Restore

Point before proceeding. MPS Technologies cannot be held responsible for damage

resulting from this information.

Windows Troubleshooting Steps

1. Quit Adobe Digital Editions (if it is open).
2. Click Start > Run, type **regedit** in the Open box, and then press Enter.
3. Navigate to the following registry key:
HKEY_CURRENT_USER\Software\Adobe\Adept.
4. Right-click the ADEPT key, and choose Delete.
5. Click Yes to confirm the deletion.
6. Quit the Registry Editor.
7. Restart Adobe Digital Editions. You will be asked to re-authorize. Follow the authorization prompts. Be certain to use the correct AdobeID and password to authorize.
8. Reopen your books to be certain they do not show continued errors.

Macintosh Troubleshooting Steps

1. Quit Adobe Digital Editions (if it is open).
2. Delete this file:
<drive>/Library/Application Support/Adobe/Digital Editions/activation.dat
3. Restart Adobe Digital Editions. You will be asked to re-authorize. Follow the authorization prompts. Be certain to use the correct AdobeID and password to authorize.
4. Reopen your books to be certain they do not show continued errors.

• Why Error encountered when activating Digital Editions or accessing an eBook "Adobe DRM Error".

Do one of the following solutions:

Solution 1: If you changed the clock on your computer, then set it back to the actual time.

Any DRM protected books that you downloaded or read while the clock was set incorrectly will not be available to you until the actual clock time reaches the incorrect time to which your clock was set before you fixed it.

Solution 2: Enable firewall, antivirus, or proxy software.

Firewall, anti-virus, and proxy software can intercept the activation request from Digital Editions to the activation server. If you are receiving an error beginning with E_ADEPT_IO (such as 'E_ADEPT_IO ActivationService Info Error%20#2032') then your machine is not allowing the connection to the activation server at <http://adeactivate.adobe.com/>. To resolve this issue modify your firewall or other software to allow your machine to connect to the activation server at <http://adeactivate.adobe.com/>.

For all other issues, contact MPS Technologies.

- **Error received when opening an eBook in Adobe Digital Editions 1.7.1: "Sorry, the file you are attempting to open cannot be opened by Digital Editions" when opening an eBook file in Adobe Digital Editions 1.7.1**

If you attempt to open or fulfill an Adobe Content Server 3 eBook (i.e. Open an ETD file) with Adobe Digital Editions version 1.7.1, this message will appear. The eBook distributor for the eBooks in question may not have migrated to Content Server 4 and fulfilling their Content Server 3 eBooks are no supported from April 1, 2009. [Click here](#) to get more information on migration.

Contact the website from which the eBook was downloaded or purchased.

- **Can eBooks that I have already borrowed from a library be transferred to another machine?**

Digital Editions 1.5 and higher will detect borrowed eBooks and display in the "Borrowed" bookshelf. However, if you borrowed an eBook with Acrobat Reader or Digital Editions 1.0, you cannot transfer that book to another machine. You will need to return this book and re-borrow it again with Digital Editions 1.5 and higher in order to transfer it.

- **Activation Error - E_AUTH_DATABASE_CONSISTENCY**
<http://adeactivate.adobe.com/adept/SignInDirect Adobe>

This error is actually caused by an error in Adobe's database. Once you get this error your existing AdobeID will not work anymore for activating books and you have to create a new AdobeID. Also, you will no longer be able to access any of your old books. Follow these steps to solve this problem:

1. Create a new AdobeID
2. authorize after 24 hours
3. Do another uninstall
4. Delete Adept from the registry
5. Install ADE again and authorize with your new AdobeID

- **Error: The requested e-book title was not found.**

Contact your e-book retailer so that they can investigate the issue.

- **Error: Invalid Retailer ID**

E-books from this retailer are not yet available or the system has detected an invalid retailer number. Please contact your retailer.

- **Error: Server Timeout or Download Reset**

This is most often caused by the problem with your Internet connection or browser. Please contact your Internet Service Provider (ISP) or check your browser to make sure it is working properly.

- **Error: E_ADEPT_URL_SIGNATURE_ERR**

The signature on the Signed URL isn't correct. Please contact the website owner from where ebook is downloaded.

- **E_ADEPT_URN_UUID_SYNTAX**

If you have created your own .acsm/signed URL creation tool, make sure that the ID for the book to be downloaded is set correctly. Please contact the website owner from where ebook is downloaded.

- **E_LIC_WRONG_OPERATOR_KEY**

There is problem in web service URL. Please contact the website owner from where ebook is downloaded.

- **Error: E_ADEPT_DISTRIBUTOR_AUTH**
(<http://forums.adobe.com/thread/312880?tstart=0>)

The HMAC doesn't match the message you had sent. This can be because:

- You used the wrong key (should be the password for the built in distributor)
- You didn't do the hashing correctly

Please contact the website owner from where ebook is downloaded.

- **Error- E_AUTH_FAILED**

<http://adeactivate.adobe.com/adept/AddSignInDirectmy.email%40myemail.com>

Create new account at adobe's site

- **Error encountered while activating Adobe Digital Editions 1.x or read epub**
"E_ADEPT_REQUEST_EXPIRED <http://adeactivate.adobe.com/adept/Activate>"

This error is caused by one of, or some combination of, the following three system settings:

1. Incorrect clock time.
2. Incorrect date.
3. Incorrect time zone.

When you download a PDF or an epub, the Adobe activation records timestamp information from the Adobe activation server. This information is stored inside the book. When you attempt to open the book, this information is compared to your current system information. If your system has an incorrect time/date/time zone, then the activation server disallows the request and you cannot read the book.

Carefully check the machine's system time, date, and time zone to be certain they match the time/date/zone when you purchased the PDF or epub. In most cases this will resolve the error.

- **Error received when trying to activate Adobe Acrobat/Reader versions 6 or 7 installation to use eBooks, "Activation of this Adobe software is no longer supported".**

As of March 30, 2009, Adobe Acrobat and Adobe Reader 6 and 7 will no longer be able to perform new activations to use eBooks. Existing Acrobat and Adobe Reader installations that are already activated will be able to continue to fulfill and use such content.

Use Digital Editions for reading the digital content to solve this issue.

Note: Additionally, for users that share 2 computers with Named Activation with Acrobat and Adobe Reader and that have already shared books between the 2 computers, books should continue to be able to be shared. However, even if 2 computers have the same named activation but have never shared books, these users will not be able to share the eBooks. This is because the first time a book is shared, the second computer needs to update its activation with information from the first computer. Even after Acrobat or Adobe Reader cannot activate such content, Adobe Digital Editions 1.7.1 should still be able to import the

Acrobat eBook content into Digital Editions upon initial installation.

- ***How do I transfer “urllink.acsm” on my Sony Reader***

- When a file is secured using server based DRM, then “urllink.acsm” should be opened using Adobe Digital Editions (ADE) only. Sony Reader fails to open book through “urllink.acsm” directly. You will receive following error in Sony Reader if link is opened directly:

- Connect Sony Reader device to the computer via USB cable provided with device. Once detected, auto installation of Sony Reader software (“Reader Library”) is done and following message is displayed to the user.

- Make sure Adobe Digital Edition (ADE) should be authorized with valid Adobe ID otherwise the books fulfilled in ADE will not be accessible through Sony Reader.

If user authorizes as per above screen, then Sony reader should be also authorized with same credentials.

- Reader library needs to be authorized with same Adobe ID as ADE or Sony Reader Store Account as per screenshot below

- Once book is opened in ADE, the book gets saved in <My Documents\My Digital Editions> (option in windows) or <Documents\Digital Editions> (option in Mac). Import the book from this location to Sony Reader software (called as “Reader Library”) while Sony Reader device is connected to the computer. From Reader Library software, drag the book to “Reader” icon as shown below

- Now you can disconnect device from computer and read book at leisure.

- If you don’t authorize Sony Reader through ADE and try to drag book from ADE to Reader library, then following error will be shown:

- Authorize the Reader library with same credentials as ADE to read the book successfully

- Following error message will be shown if Sony Reader library and ADE are authorized with different credentials:

Indicates Sony Reader device in Reader Library

Please note that Reader library and Sony Reader device MUST be authorized with same Adobe ID as ADE.

- ***Please provide me list of devices which supports Adobe Content Server based DRM***

Please refer to the link for most recent info:

<http://www.adobe.com/products/digitaleditions/devices>