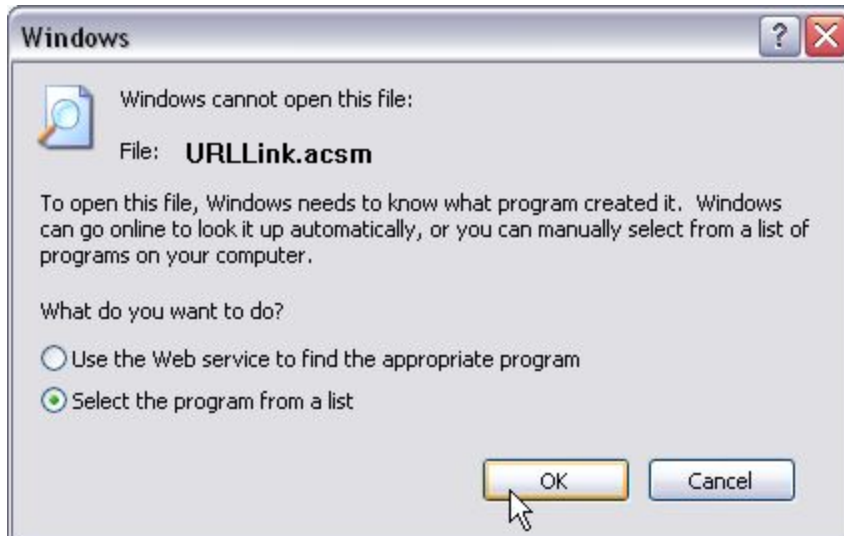




PBDBEYONDPRINT

Common Errors Encountered in Digital Editions

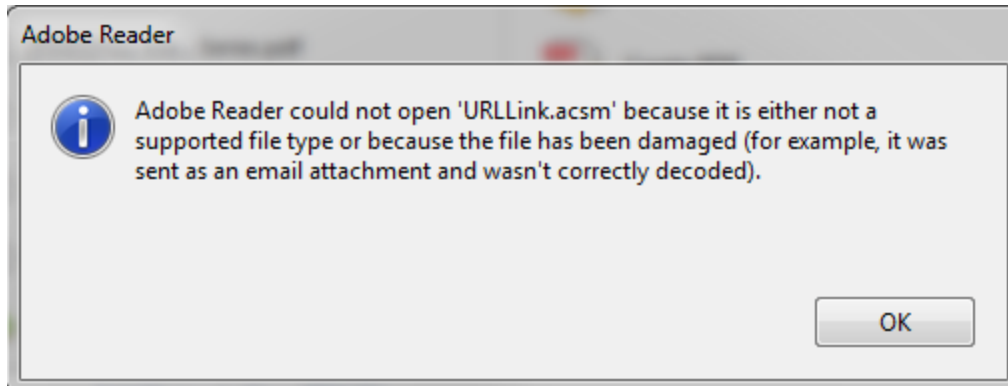


When you receive this error message, you do not yet have Adobe Digital Editions installed. Please refer to the instructions in the delivery email to create an Adobe ID, install Digital Editions, and download the eBook.

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<error data="E_ADEPT_URL_SIGNATURE_ERR http://acs.libredigital.com/prodfulfillment/URLLink.acsm  
GBLINK_AUTH_SIGNATURE_NOMATCH"/>
```

This is an error on our end that appears when the link is broken. This happens most commonly with Hotmail and MSN email addresses. Please contact support via the information provided in the delivery email, noting the error message.



This error message will pop up when Adobe Reader tries to open the URLLink.acsm file. Digital Editions needs to open this file. To fix this, you must associate the file type .acsm with Digital Editions. Here is how to do so:

On Windows 7 and Windows Vista

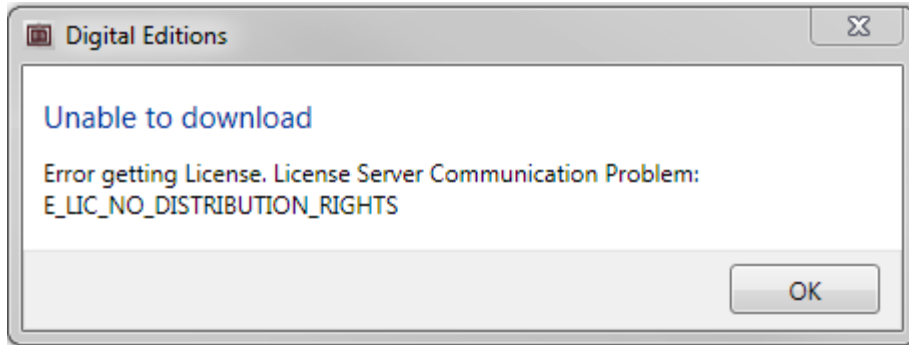
1. Click Start > Control Panel > Default Programs > Associate a file type or protocol with a program. The 'Associate a file type or protocol with a program' window is displayed.
2. Under the 'Extensions' heading, select '.acsm' and click the 'Change program...' button. The 'Open With' dialog box is displayed.
3. Click the 'Browse...' button. A second 'Open With' dialog box is displayed.
4. Browse to 'C:\Program Files\Adobe\Adobe Digital Editions' and select 'digitaleditions.exe'.
5. Click 'Open'.

On Windows XP and Windows 2000

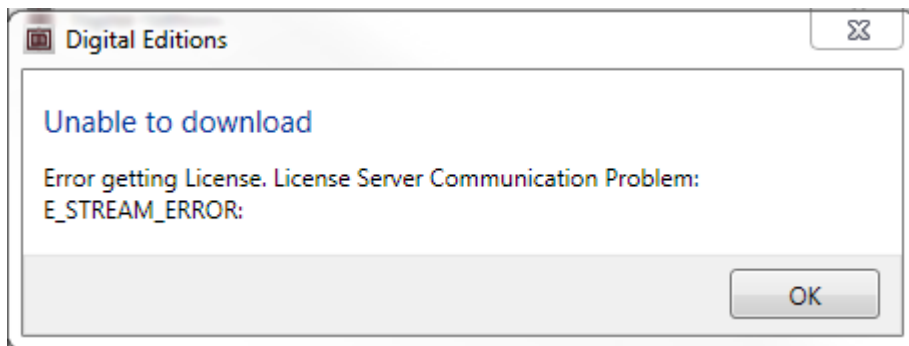
1. Open 'My Computer' and select Tools > Folder Options. The 'Folder Options' dialog box is displayed.
2. Select the 'File Types' tab.
3. Select '.acsm' and click the 'Change' button. A list of programs is displayed.
4. Select 'Adobe Digital Editions'.
5. Click 'OK'.

On Mac®

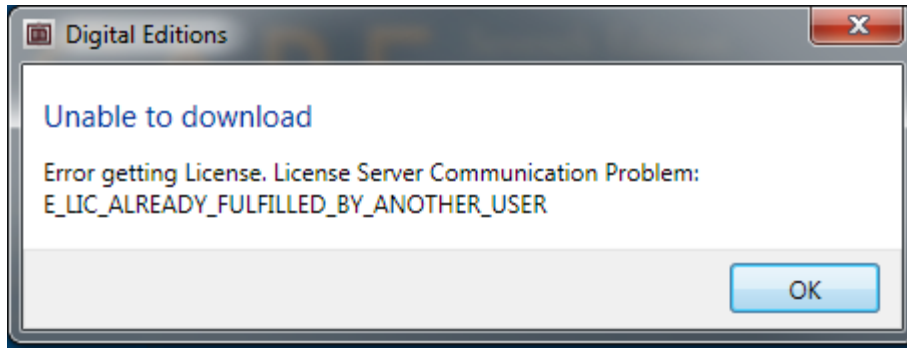
1. Control-click the 'urllink.acsm' file and select 'Get Info'. The 'urllink.acsm Info' window is displayed.
2. Expand the 'Open with:' section and click 'Other...'. A list of programs is displayed.
3. Select 'Adobe Digital Editions'.
4. Check the 'Always Open With' checkbox.
5. Click the 'Add' button.
6. Close the 'urllink.acsm Info' window.



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This is an error on our end. Please contact support via the information provided in the delivery email, noting the error message.



This error is very common with those who do not authorize their computer with an Adobe ID.

This means that the eBook that you are attempting to download is already associated with another computer or another Adobe ID. If you have already downloaded the eBook to a computer Authorized with an Adobe ID, please authorize the computer giving the error message.

You can do this by opening Digital Editions, selecting "Help," then "Authorize Computer..."

If you are receiving this message in error, please contact support via the information provided in the delivery email, noting the error message.