Common Errors with Adobe Digital Editions

E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER

This error occurs when a user tries to fulfill an eBook using a download link that was previously used with a different Adobe ID.

For example, let's say your user purchases the eBook titled 'The Art of War' from you and receive their download link for it. They use the link to download and open the eBook in Adobe Digital Editions with Adobe Id 'myid@yourdomain.com'. A few weeks go by, and the customer also wants to download the same eBook onto their laptop. They use the same download link they used before, but this time with Adobe Id 'myotherid@yourdomain.com'. That's when they'd receive this error. To correct this problem, they'd have to use 'myid@yourdomain.com' as before.

Check the Adobe ID used to currently authorize Adobe Digital Editions, choose Library > Authorize Computer.

E_ACT_NOT_READY (or E_AUTH_NOT_READY)

The authorization information in device is damaged. The best solution is to delete the device authorization and reauthorize the device again.

Follow the steps on the following link to fix this issue:
http://helpx.adobe.com/digital-editions/kb/error-e_act_not_ready.html

E_ADEPT_REQUEST_EXPIRED

This error occurs if a download link that has expired is used. By default, download links generated through our system expire after 60 days for security reasons.

This error can also result from changes in the system time, date, or time zone that no longer match when the PDF or ePub were purchased.

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

One of the following system settings (or a combination of them) causes this error:

- Incorrect clock time
- Incorrect date
- Incorrect time zone

E_ACT_TOO_MANY_ACTIVATIONS or Adobe Activation Request Error 2004

Indicates that all the authorizations allowed for Adobe Digital Editions on that machine have been used.

https://helpx.adobe.com/digital-editions/kb/digital-editions-requests-authorization-launch.html

Problems Installing Adobe Digital Editions

https://helpx.adobe.com/digital-editions/kb/cant-install-digital-editions.html

Transfer an eBook to an eReader in Adobe Digital Editions

https://helpx.adobe.com/digital-editions/kb/transfer-ebook-ereader-digital-editions.html

View Adobe Digital Editions e-books on iOS and Android devices

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