

Troubleshooting Adobe EPUB eBook/ Adobe PDF eBook

Instead of the eBook I expected, I downloaded a file named 'urllink.acsm'. What should I do?

If you have Adobe Digital Editions installed, you can open the 'urllink.acsm' file as follows...

1. 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.

To ensure that Adobe Digital Editions opens 'urllink.acsm' files automatically in the future, you can adjust your computer's file associations. The steps taken to adjust file associations vary by operating system...

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'.
Adobe Digital Editions is now set to open ACSM files.

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'.
Adobe Digital Editions is now set to open ACSM files.

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.
Adobe Digital Editions is now set to open ACSM files.



I got the error message 'Error getting license/License server communication problem: E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER'. What should I do?

In order to download a single Adobe eBook on multiple computers, Adobe Digital Editions must be activated using the same Adobe ID on each computer.

To activate Adobe Digital Editions using an Adobe ID...

1. Open Adobe Digital Editions.
2. Select *Library > Authorize Computer...*
The 'Authorize Computer' dialog box is displayed.
3. Enter the email address and password for your Adobe ID.
4. Click 'Activate'.
5. Click 'Finish' to close the 'Setup Assistant' dialog box.
Adobe Digital Editions is activated using an Adobe ID. Repeat this process on each computer on which you intend to download Adobe eBooks.

Note that if you activate Adobe Digital Editions with an Adobe ID which has already been used to activate Adobe Digital Editions on another computer, any DRM-protected Adobe eBooks downloaded before activating with the Adobe ID will no longer work.

If the subsequent download of an Adobe eBook is attempted on a computer that has been activated using a different Adobe ID, DRM-restrictions will make the title incompatible with the second computer.

I got the error message 'Software or Network Error'. What should I do?

Attempt to download the title again. To download titles again...

1. Login to your library account.
2. Click the 'My Items Out' link.
The titles you currently have checked out are displayed.
3. Click the title's 'Download' link.
Adobe Digital Editions downloads the title.

I upgraded or installed Adobe Digital Editions, and the Adobe eBooks that I've downloaded from this site are no longer present in my Adobe Digital Editions Library. How can I access these titles?

After upgrading or installing Adobe Digital Editions v1.7.1 (or newer), Adobe eBooks may need to be downloaded again.

To download titles again...

1. Login to your library account.
2. Click the 'My Items Out' link.
The titles you currently have checked out are displayed.
3. Click the title's 'Download' link.
Adobe Digital Editions downloads the title.

*****All information provided on this handout has been taken from Overdrive*****

To find more troubleshooting information go to: <http://ndlibrary2go.lib.overdrive.com>

Troubleshooting OverDrive WMA Audiobooks/OverDrive MP3 Audiobooks

I was prompted to perform a 'Windows Media® Player Security Upgrade'. What is this, and how do I complete this process?

The Windows Media Security Upgrade is a process that must be performed before Microsoft® Windows Media Player will allow any DRM-protected files to be downloaded. A security measure, the security update identifies the copy of Windows Media Player with the computer on which Windows Media Player is being used. Publishers often require this sort of security in order to discourage the unlawful redistribution of digital content.

If you have not previously performed the security upgrade, the first time that you attempt to download DRM-protected content, OverDrive Media Console checks to see if you need to complete the security upgrade. If a security upgrade is needed, a message is displayed notifying you that in order to download and play DRM-protected content, you must first upgrade the security of your Windows Media Player. Follow the instructions provided in the message to complete the security update.

Alternatively, you may complete the security upgrade at any time. Complete the security upgrade as follows...

If you have Windows Media Player 11 (or newer)...

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that your Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and the 'Windows Media Player' dialog box is displayed.
4. Click 'Upgrade' to download and install the required security component.
Windows Media Player indicates that it is 'Connecting to server...'. Once connected, the security component is downloaded and installed. Windows Media Player indicates that the security component was upgraded successfully.
5. Click the 'Close' button in the 'Windows Media Player' dialog box.
The 'Media Usage Rights Acquisition' dialog box is displayed.
6. Click the 'Play' button in the 'Media Usage Rights Acquisition' dialog box to complete the upgrade.
Windows Media Player plays a brief file, confirming that you have completed the upgrade.
7. Click the 'Cancel' button to close the 'Media Rights Usage Acquisition' dialog box. If desired, you can also close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

If you have Windows Media Player 9 or 10...

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that your Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and, the 'Windows Media Player' dialog box is displayed.
4. Click 'Yes' in the 'Windows Media Player' dialog box to perform the upgrade.
The 'License Acquisition' dialog box is displayed, indicating that you have installed the Windows Media Player Security Upgrade.

5. Click the 'Play' button in the 'License Acquisition' dialog box to complete the upgrade. Windows Media Player plays a brief file, confirming that you have completed the upgrade. If desired, you can close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

Instead of the OverDrive WMA Audiobook I expected, I downloaded a file with the extension 'ODM'. Where is the audiobook?

The download of an ODM file is part of the OverDrive Media file download process. However, the ODM file should automatically be processed, and prompt the OverDrive Media Console to open.

If you have installed OverDrive Media Console, you may need to adjust your computer's file associations. File associations tell a computer which program should be used to open a file. To determine if you need to adjust file associations, double-click the ODM file. This should launch OverDrive Media Console and allow you to use the title. If this does not launch OverDrive Media Console, follow the instructions below to manually set the file association for the ODM file type.

The steps taken to set file associations for the ODM file type vary by operating system...

If you have Windows 7 or Windows Vista...

1. Go to *Start > Control Panel > Default Programs*.
2. Click '*Associate a file type or protocol with a program*'.
The computer lists the file types used on your system. It can take a few moments for the list to be available.
3. Select 'ODM' and click 'Change Program'.
4. If the OverDrive Media Console is not listed, select 'Browse' and scroll to the OverDrive Media Console folder.
5. Select 'MediaConsole.exe' and click 'Open'.
The OverDrive Media Console should appear as a 'Recommended Program'.
6. Click 'OK'.
Windows reassigns the file association.
7. Click 'Close' to close the 'Default Programs' dialog box.
8. Double-click the ODM file you downloaded to launch the OverDrive Media Console and access the title.

If you have Windows XP, Windows ME, Windows 2000, or Windows 98SE...

1. Open Windows Explorer.
2. Go to *Tools > Folder Options > File Types*.
The 'Folder Options' dialog box is displayed.
3. In the 'Registered file types' box, find the entry for 'ODM'. Single-click the 'ODM' entry.
The 'ODM' entry is selected.
4. In the 'Details for "ODM" extension' box, click the 'Change' button.
The 'Open With' dialog box is displayed.
5. From the list of programs displayed in the 'Open With' dialog box, select 'OverDrive Media Console'.
6. Click 'OK' to save changes and close the 'Open With' dialog box.
7. Click 'OK' to close the 'Folder Options' dialog box.
8. Double-click the ODM file you downloaded to launch the OverDrive Media Console and access the title.

I had a problem while downloading a Part of an OverDrive WMA Audiobook and now, OverDrive® Media Console™ won't let me download that Part again. What should I do?

The steps taken to re-download a Part vary by operating system...

Note that downloads of Parts cannot be resumed from the point at which they were interrupted. (cont.)

On Windows Vista (or newer)...

1. Close OverDrive Media Console.
2. In Windows Explorer, go to *Documents > My Media > WMA Audiobooks*, and open the folder for the title that you are trying to download.
3. Delete the WMA file that corresponds to the incomplete Part.
4. Open OverDrive Media Console.
5. Select the title and click on 'Download'. You should now have the option to re-download the incomplete Part.

On Windows 98SE, Windows 2000, Windows ME, or Windows XP...

1. Close OverDrive Media Console.
2. In Windows Explorer, go to *My Documents > My Media > WMA Audiobooks*, and open the folder for the title that you are trying to download.
3. Delete the WMA file that corresponds to the incomplete Part.
4. Open OverDrive Media Console.
5. Select the title and click on 'Download'. You should now have the option to re-download the incomplete Part.

On Windows Mobile...

1. Close OverDrive Media Console for Windows Mobile.
2. In File Explorer go to *My Documents > My Media > WMA Audiobooks*, and open the folder for the title you are trying to delete.
3. Delete the WMA file that corresponds to the incomplete Part.
4. Open OverDrive Media Console for Windows Mobile.
5. Select the title and click on 'Download'.
You should now have the option to re-download the incomplete Part.

Where are OverDrive WMA Audiobooks saved on my computer?

The default download location depends on which operating system you have. OverDrive WMA Audiobooks are saved to the following locations by default...

On Windows 7 and Windows Vista®...
Documents > My Media > WMA Audiobooks

On Windows® XP, Windows ME, Windows 2000, Windows 98SE, and Windows Mobile 5 and 6...
My Documents > My Media > WMA Audiobooks

When I attempt to transfer a file to my portable device the Transfer Wizard reports that 'No portable players could be found' even though the player is connected. Why won't the Transfer Wizard recognize my device?

If you connected the device and immediately attempted to transfer files, it is possible that Windows had not yet recognized the device. Wait a few moments after connecting the device and attempt the transfer again.

In order to use OverDrive WMA Audiobook titles on a device other than an iPod®, iPad™ or an iPhone®, the device must either support the bit rate of 32kbps or be able to transcode 32kbps files to a supported bit rate. You may want to check device documentation to determine if the device supports DRM-protected Windows Media content at 32kbps.

When I attempt to transfer an OverDrive WMA Audiobook to an Apple device, I get an error message stating that the format of the title is not compatible with the device. What should I do?

If you want to use the OverDrive Media Console v3.2.0.5 (or newer) Transfer Wizard to transfer content to an Apple device, the iTunes setting 'Manually manage music...' must be enabled for the device before you can complete the transfer. Adjust this setting as follows...

1. Connect your device to your computer.
2. If it does not launch automatically, open iTunes (v9.1 or newer).
3. In iTunes, locate your device in the left vertical navigation panel (under heading 'DEVICES'), and click your device.
The 'Summary' screen is displayed.
4. If it is not already checked, place a checkmark next to option 'Manually manage music...!'
5. Click the 'Apply' button.
The iTunes 'Summary' screen refreshes, and your changes are saved.
6. If desired, close iTunes.

When trying to burn a CD of an OverDrive WMA Audiobook Part, the process will not complete due to errors. What should I do?

OverDrive Media Console v3.2 (or newer) features a 'Burn Wizard' that allows for burning OverDrive WMA Audiobook titles (where permitted by the publisher) in a 'Test mode'. Completing a burn in 'Test mode' simulates the burn process, allowing you to test the CD compilation for errors before actually burning any data to disc.

- In order to test the burn process, complete the following...
 1. Place a recordable CD into your recordable CD drive.
 2. In OverDrive Media Console, highlight the title you wish to burn and click the 'Burn' button.
The OverDrive Media Console Burn Wizard is displayed.
 3. Verify that the correct title is displayed on the first screen of the Burn Wizard and click 'Next'.
The 'Confirm' screen is displayed.
 4. In the 'Confirm' dialog box, select the Part(s) you want to burn by checking the box(es) next to the Part name(s).
 5. Click the 'Options...' button.
The 'Options' dialog box is displayed.
 6. Check the checkbox next to 'Test mode (simulate burning)'.
 7. Click the 'OK' button.
 8. Click 'Next >'.
A message is displayed, informing you that a 'Test mode' burn will begin.
 9. Click the 'OK' button.
The Progress screen is displayed. The 'Test mode' burn completes, returning you to the 'Confirm' dialog box.
- If the 'Test mode' burn completes without error, and you wish to perform an actual burn, complete the following...
 1. Click the 'Options...' button.
The 'Options' dialog box is displayed.
 2. Uncheck the checkbox next to 'Test mode (simulate burning)'.
 3. Click the 'OK' button. You can now burn the title to disc.

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To find more troubleshooting information go to: <http://ndlibrary2go.lib.overdrive.com>

Troubleshooting OverDrive WMA Audiobooks on Mobile Devices

Instead of the audiobook I expected, I downloaded a file with the extension 'ODM'. Where is the OverDrive MP3 Audiobook?

The download of an ODM file is part of the download process, and precedes the download of the actual audiobook files. Opening the ODM file should cause OverDrive Media Console to open and prompt you to download the title. The steps taken to download the title vary by operating system...

On Android...

If you have an Android device running Android v1.5 (or newer), you can complete the OverDrive MP3 Audiobook download by opening the ODM file. Select the ODM file to open it in OverDrive Media Console for Android.

On BlackBerry...

If you have a BlackBerry device running BlackBerry v4.5 (or newer), you can complete the OverDrive MP3 Audiobook download by opening the ODM file. Select the ODM file to open it in OverDrive Media Console for BlackBerry.

I had a problem while downloading a Part of an OverDrive MP3 Audiobook, and now I can't download that Part again. What should I do?

The steps taken to re-download a Part vary by operating system...

On Android...

1. Open OverDrive Media Console for Android.
The title is displayed in the Library.
2. Select the title.
The 'Player' screen is displayed.
3. Select *Menu > Details > Parts*.
The title's Parts are displayed.
4. Select the incomplete Part.
5. Select the 'Delete' button.
You are asked to confirm that you want to delete the Part.
6. Select 'Yes' to delete the Part.
You should now have the option to re-download the Part.

On BlackBerry...

1. Open OverDrive Media Console for Android.
The title is displayed in the Library.
2. Select the title.
The 'Player' screen is displayed.
3. Select *Menu > Manage Parts*.
The title's Parts are displayed.
4. Select the incomplete Part.
5. Select the 'Delete' button.
You are asked to confirm that you want to delete the Part.
6. Select 'Yes' to delete the Part.
You should now have the option to re-download the Part.



On iPhone®...

1. Open OverDrive Media Console for iPhone.
The title is displayed in the Library.
2. Select the title.
The 'Player' screen is displayed.
3. Select 'Details'.
The 'Details' screen is displayed.
4. Select 'Parts'.
The 'Parts' screen is displayed.
5. Select the incomplete Part.
6. Select the 'Delete' button.
You are asked to confirm that you want to delete the Part.
7. Select 'Yes' to delete the Part.
You should now have the option to re-download the Part.

When I try to download an OverDrive MP3 Audiobook, I receive the error message 'Unable to open the specified OverDrive Media file', followed by a file path. What should I do?

This error typically indicates that your browser's temporary Internet files are too full to process the download. This can be corrected by clearing the temporary Internet files from your web browser as follows...

On Android...

1. Launch Android Browser.
2. Select *Menu > More > Settings*.
The 'Settings' screen is displayed.
3. Under 'Privacy Settings' select 'Clear cache'.
You are prompted to confirm that you want to proceed.
4. Select 'OK'
The files are deleted.
5. Attempt to download again.

On BlackBerry...

1. Launch Browser.
2. Select *Menu > Options*.
The 'Browser Options' screen is displayed.
3. Select 'Cache Operations'.
The 'Cache Operations' screen is displayed.
4. Under 'Content Cache' select 'Clear'.
5. Select *Menu > Close*.
The files are deleted.
6. Attempt to download again.

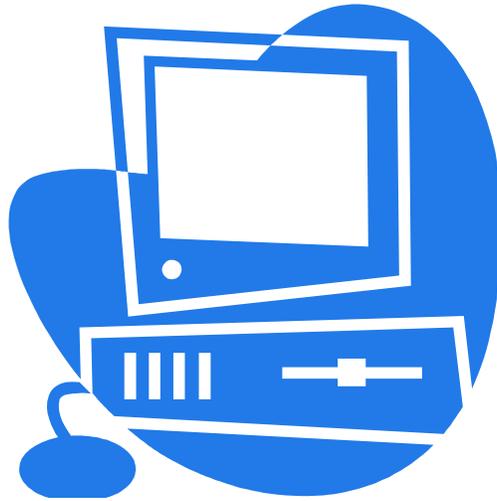
[BlackBerry® Only] When I try to open OverDrive Media Console for BlackBerry it closes before I can use it. What should I do?

OverDrive Media Console for BlackBerry requires an SD card. Install an SD card in your device and attempt to open OverDrive Media Console again.

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Troubleshooting OverDrive Video



I checked out a video and tried to download it, but got an error message reading 'The selected title requires a newer version of the OverDrive Media Console ("2.0.0.0" or higher) than is currently installed...'. What do I need to do to use this title?

This error message indicates that you do not have OverDrive Media Console version 2.0 (or newer) installed. OverDrive Media Console 2.0 (or newer) is required for the playback of OverDrive Video titles. Once you have downloaded and installed OverDrive Media Console 2.0 (or newer) you may attempt to download the title again. Note that OverDrive Video is a high speed Internet-only product.

I was prompted to perform a 'Windows Media® Player Security Upgrade'. What is this, and how do I complete this process?

The Windows Media Security Upgrade is a process that must be performed before Microsoft® Windows Media Player will allow any DRM-protected files to be downloaded. A security measure, the security update identifies the copy of Windows Media Player with the computer on which Windows Media Player is being used. Publishers often require this sort of security in order to discourage the unlawful redistribution of digital content.

If you have not previously performed the security upgrade, the first time that you attempt to download DRM-protected content, OverDrive Media Console checks to see if you need to complete the security upgrade. If a security upgrade is needed, a message is displayed notifying you that in order to download and play DRM-protected content, you must first upgrade the security of your Windows Media Player. Follow the instructions provided in the message to complete the security update.

Alternatively, you may complete the security upgrade at any time. Complete the security upgrade as follows...

If you have Windows Media Player 11 (or newer)...

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and the 'Windows Media Player' dialog box is displayed.
4. Click 'Upgrade' to download and install the required security component.
Windows Media Player indicates that it is 'Connecting to server...'. Once connected, the security component is

downloaded and installed. Windows Media Player indicates that the security component was upgraded successfully.

5. Click the 'Close' button in the 'Windows Media Player' dialog box.
The 'Media Usage Rights Acquisition' dialog box is displayed.
6. Click the 'Play' button in the 'Media Usage Rights Acquisition' dialog box to complete the upgrade.
Windows Media Player plays a brief file, confirming that you have completed the upgrade.
7. Click the 'Cancel' button to close the 'Media Usage Rights Acquisition' dialog box. If desired, you can also close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

If you have Windows Media Player 9 or 10...

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and, the 'Windows Media Player' dialog box is displayed.
4. Click 'Yes' in the 'Windows Media Player' dialog box to perform the upgrade.
The 'License Acquisition' dialog box is displayed, indicating that you have installed the Windows Media Player Security Upgrade.
5. Click the 'Play' button in the 'License Acquisition' dialog box to complete the upgrade.
Windows Media Player plays a brief file, confirming that you have completed the upgrade. If desired, you can close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

Instead of the OverDrive Video title I expected, I downloaded a file with the extension 'ODM'. Where is the OverDrive Video title?

The download of an ODM file is part of the download process. However, the ODM file should automatically be processed, and prompt the OverDrive Media Console to open.

If you have installed OverDrive Media Console, you may need to adjust your computer's file associations. File associations tell a computer which program should be used to open a file. To determine if you need to adjust file associations, double-click the ODM file. This should launch OverDrive Media Console and allow you to use the title. If this does not launch OverDrive Media Console, follow the instructions below to manually set the file association for the ODM file type.

The steps taken to set file associations for the ODM file type vary by operating system...

On Windows Vista (or newer)...

1. Go to *Start > Control Panel > Default Programs*.
2. Click '*Associate a file type or protocol with a program*'.
The computer lists the file types used on your system. It can take a few moments for the list to be available.
3. Select 'ODM' and click 'Change Program'.
4. If OverDrive Media Console is not listed, select 'Browse' and scroll to the OverDrive Media Console folder.
5. Select 'MediaConsole.exe' and click 'Open'.
The OverDrive Media Console should appear as a 'Recommended Program'.
6. Click 'OK'.
Windows reassigns the file association.
7. Click 'Close' to close the 'Default Programs' dialog box.
8. Double-click the ODM file you downloaded to launch the OverDrive Media Console and access the title.

If you have Windows XP, Windows ME, Windows 2000, or Windows 98SE...

1. Open Windows Explorer.
2. Go to *Tools > Folder Options > File Types*.
The 'Folder Options' dialog box is displayed.
3. In the 'Registered file types' box, find the entry for 'ODM'. Single-click the 'ODM' entry.
The 'ODM' entry is selected.
4. In the 'Details for "ODM" extension' box, click the 'Change' button.
The 'Open With' dialog box is displayed.
5. From the list of programs displayed in the 'Open With' dialog box, select 'OverDrive Media Console'.
6. Click 'OK' to save changes and close the 'Open With' dialog box.
7. Click 'OK' to close the 'Folder Options' dialog box.
8. Double-click the ODM file you downloaded to launch OverDrive Media Console and access the title.

The OverDrive Video title I downloaded will not transfer to a portable media device. What should I do?

Verify that your portable media device supports DRM-protected Windows Media Video files encoded at 500Kbps.

After you have verified that your device will play these video files, ensure that you have downloaded the 'Mobile' version of the title. Videos are available in 'Standard' and 'Mobile' versions, but only the 'Mobile' version will successfully transfer to supported portable media devices.

Should you need to download the 'Mobile' version of a video, you may access the title at this site by logging in and then selecting 'My Items Out'.

I tried to transfer OverDrive Video to my Windows Mobile® Device and got an error saying 'Unable to locate folder of Windows Mobile device because folder is not found.' Why can't I transfer OverDrive Video to my Windows Mobile Device?

This error occurs if you have specified that you want to save a title to a sub-folder on an encrypted SD card. Currently, OverDrive Media Console only supports transfer of OverDrive Video to the root folder of encrypted SD cards. Transfer to sub-folders is supported if the SD card is not encrypted.

When I download a title using OverDrive Media Console for Windows Mobile, the title is not displayed in the Media Library. What should I do?

To refresh the Media Library so that the most recently downloaded title is displayed, close OverDrive Media Console for Windows Mobile and then re-open it.

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