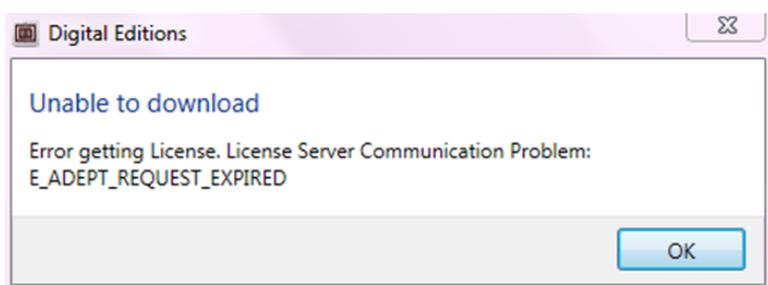


## Common errors

Below are some common error messages that you may encounter during the ebook download process and what to do to solve them:

### Error message: E\_ADEPT\_REQUEST\_EXPIRED



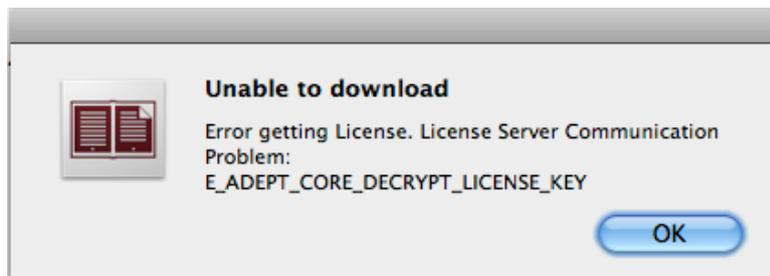
**Solution:** This error can occur when one or more settings on your computer are incorrect, such as the time, date or time zone. Please check that these settings are correct on your computer.

### Error message: E\_LIC\_ALREADY\_FULFILLED\_BY\_ANOTHER\_USER



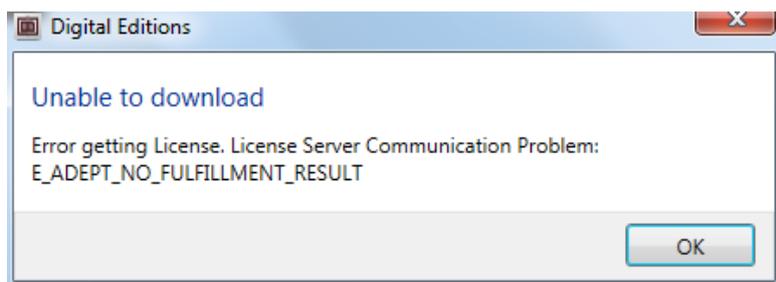
**Solution:** You are trying to open an ebook that has already been opened on an authorised device, on a device that is not authorised. When you open an ebook on different devices, make sure that they are all authorised with the same Adobe ID.

**Error message: E\_ADEPT\_CORE\_DECRYPT\_LICENSE\_KEY**



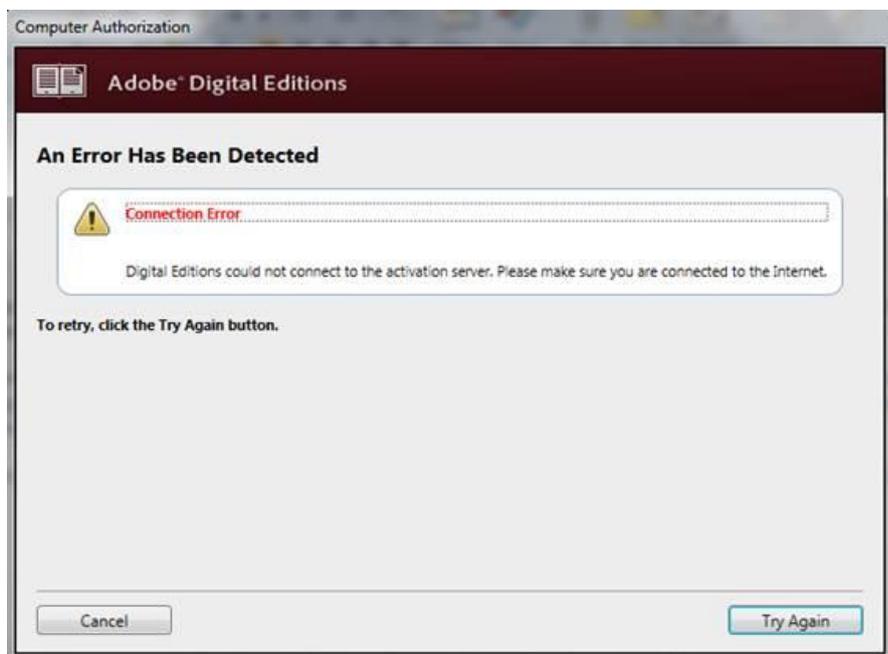
**Solution:** This error message is due to a known incompatibility between the version of Adobe Digital Editions you have on your computer and ebook. Please ensure you have a recent version of Adobe Digital Editions installed.

**Error message: E\_ADEPT\_NO\_FULFILLMENT\_RESULT**



**Solution:** Your workplace network may be blocking the ebook download. You may wish to liaise with your workplace IT team to see if they can permit the download, or alternatively try downloading the ebook at home.

**Error message: Connection error. Digital Editions could not connect to the activation server. Please make sure you are connected to the Internet.**

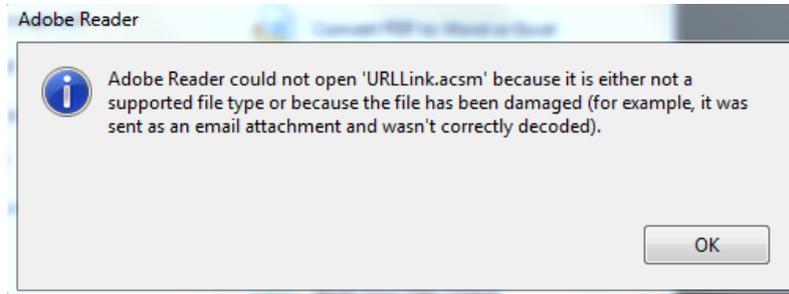


**Solution:** This error is normally down to one of two issues. If you are trying to download your ebook at your workplace, your company firewall may be blocking the download.

If you are trying to download your ebook at home it is likely to be your browser settings which are preventing the download. This can normally be resolved by following these steps:

- Close any Internet Explorer or Windows Explorer windows that are currently open.
- Open Internet Explorer.
- Click the Tools button, and then click Internet Options.
- Click the Advanced tab, and then click Reset.
- Select the Delete personal settings check box (which will remove browsing history, search providers, Accelerators, home pages, and InPrivate Filtering data).
- In the 'Reset Internet Explorer Settings' dialog box, click Reset.
- When Internet Explorer finishes restoring the settings, click Close, and then click OK.
- Close Internet Explorer and restart your computer. Your changes will take effect the next time you open Internet Explorer.
- Try downloading the ebook again.

**Error message: Adobe Reader could not open 'URLLink.acsm' because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).**

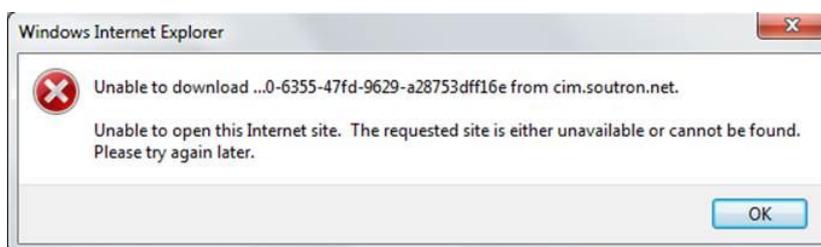


**Solution:** Your computer is trying to use Adobe Acrobat Reader to open the ebook. Please ensure that you have downloaded Adobe Digital Editions. The ebook will **not** open with any other Adobe software.

If you have installed Adobe Digital Editions and are receiving this error please follow these steps:

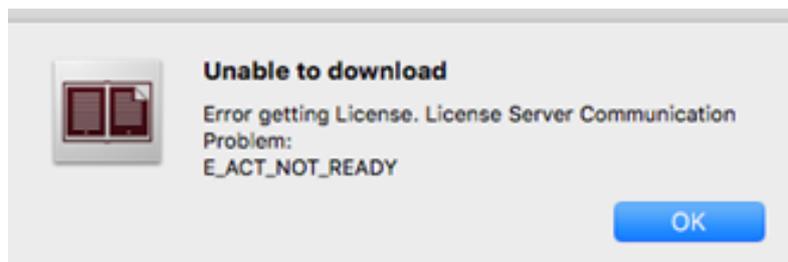
- Firstly ensure that you have authorised your Adobe Digital Editions. You can do this by opening Adobe Digital Editions and clicking on the 'Help' tab in the program and then clicking 'Authorize computer'.
- Then locate the saved ebook file which you have downloaded. If you are unsure where it is located you can search for the file by searching for **URLLink**
- Once you have located the file please right click on the file icon and select 'Open with'. You must then find Adobe Digital Editions in the software list and select it.

**Error message: Unable to download (long file name made up of letters/numbers) from cim.soutron.net. Unable to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later.**



**Solution:** Your Internet Explorer browser is not allowing the download. Please try using a different web browser, such as Firefox or Google Chrome, to visit MyCIM and download the ebook.

Error message: **E\_ACT\_NOT\_READY**



Solution: Please ensure you have one of the more recent versions of Adobe Digital Editions installed (i.e. version 4 onwards). If you used the link provided on the download page you will have the correct version.

If you already had Adobe Digital Editions installed on your computer due to previous use then you may need to install a newer version.

If you already have a recent version of the software please could you try the following steps:

- Launch Adobe Digital Editions.
- Help -> Erase authorization.
- Adobe Digital Editions will be deauthorized.
- Now AUTHORIZE Adobe Digital Editions again.
- Help-> Authorize computer.

Once this has been done try downloading the ebook again.

If you are experiencing any other technical difficulties or seeing an error which does not appear on this guide please email [ebooks@cim.co.uk](mailto:ebooks@cim.co.uk) with details of the issue/error.