

Troubleshooting Hints

Adobe Digital Editions ID Authorization Complications:

Unable to open a book on your Nook or eReader device that you've downloaded onto Adobe Digital Editions and transferred to your Nook or eReader.

Solution: Reset the Adobe Digital Editions folder on your device.

1. To confirm Adobe Digital Editions is authorized properly, take the following steps.

-In Adobe Digital Editions, from the title list view, go to the Library menu and select 'Authorize Computer'.

-If ADE is authorized, move on to #2.

-If ADE is not authorized, proceed through the steps to Authorize it with an Adobe ID.

2. Reset the ADE folder on the nook:

-Close Adobe Digital Editions.

-Connect the nook to your computer.

-Under 'My Computer' or 'Computer', open the drive associated with your device (likely named nook (X:) where X is the drive letter or nook (F) recognizing the device as a flash drive.)

-Locate the folder .adobe-digital-editions and delete it.

3. Open Adobe Digital Editions.

-You should see the 'Device Setup Assistance' dialog. Click the 'Authorize Device' button. Now you should be able to transfer and open the title on your nook or eReader.

For additional information, tips, and hints if you still have trouble; the **Gwinnett County Public Library** has a very clear 6 minute video on loading Overdrive eBooks into Nooks at <http://vimeo.com/15959459>