**EBook - E\_ADEPT Cheat Sheet**

**E\_ADEPT\_NO\_TOKEN**

* For this error message, sometimes it help to use another web browser to download the EBook (for example: Google Chrome, FireFox, Safari, Internet Explorer, etc...).
* If that still generates, the customer would have to check the internet proxy settings to see if it allows ADOBE or BlueFire to download all of the contents for the EBook.

**E\_ADEPT\_REQUEST\_DENIED**

* Re-authorization and a new download link were sent to the customer. Link generation and contact attempt.

**E\_ADEPT\_DOCUMENT\_TYPE\_UNKNOWN**

* Re-authorization and a new download link were sent to the customer. Link generation and contact attempt.

**E\_ADEPT\_REQUEST\_EXPIRED**

* Proform EBooks - E\_ADEPT\_REQUEST\_EXPIRED powerpoint instructions.

**E\_STREAM\_ERROR**

* Check if customer has admin rights on her computer, if not, suggested they contact her IT to have them download the eBook.

**NOTES**

1. Verify that EBook works on one’s computer.
   1. If it works, than it is a problem on the customer’s side.
   2. If it doesn’t work, then potentially it’s the EBook problem.
2. Verify that the customer’s software is up to date (updated).
   1. **Adobe Digital Editions**
      1. <https://www.adobe.com/solutions/ebook/digital-editions/download.html>
   2. **BlueFire Reader**
      1. <http://www.bluefirereader.com/bluefire-reader.html>
3. Verify that different web browsers have been tested.
   1. Google Chrome (Both Windows and Macintosh)
      1. <https://www.google.com/chrome/>
   2. FireFox (Both Windows and Macintosh)
      1. <https://www.mozilla.org/en-US/firefox/new/>
   3. Safari (Mostly on Macintosh)
      1. <https://support.apple.com/downloads/safari>
   4. Internet Explorer (Mostly on Windows)
   5. <https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>
4. Update solution on IT HelpDesk Ticket with the error in the summary for future lookup.

**EBook - Email Template**

Hi [CSR],

Please send the following instructions to the customer:

"Open Adobe Digital Editions, go to the Help option in Digital Editions and click on "Erase Computer Authorization".

Download a new file and use Digital Editions to open the file.

Perform another authorization.

Type full email address and password for your Adobe Account."

Please let us know if they keep having problems.

Thanks.